

DISPUTE RESOLUTION POLICY

Last Updated: Monday, June 26, 2023

1 INTRODUCTION

This Dispute Resolution Policy (“**DRP**”) governs the process deployed by Alzare Technologies Inc. (“**Alzare Technologies**”, **we**”, “**us**”, “**our**”) for resolving disputes which may arise between the users of our Platform (“**users**”, “**you**”, “**your**”). Users include the Professionals who provide services via the Platform and the Clients who avail the services of such Professionals via the Platform. We reserve the right to modify the provisions in the **DRP** without prior notice to you, so please check back often for the updates. We provide support to interacting parties throughout the lifecycle of a project by ensuring that Clients get a good value for their money and the Professionals receive their due revenue for services delivered. We are aware that not all the time that all Tasks or projects (“**project(s)**”) will run smoothly and are subject risks of cost overrun, schedule overrun and non-conformance to scope. For this reason, Alzare Technologies runs a dispute resolution framework which supports Clients and Professionals to manage these risks so all parties can enjoy the full benefits of our services. This **DRP** is hereby through this reference construed as a part of our Terms.

2 CONDITIONS FOR RELEASE OF FUNDS

Funds that have been held by Alzare Technologies in the Alzare Account will be refunded/released to Clients or Professionals if certain conditions are met.

2.1 Work completion and Approval of Invoice

The default arrangement for a smooth process is that once a Client places an order, funds will be held by us in the Alzare Account and the payment will be released to the Professional upon acceptance of work and invoice approval by Client.

2.2 Mutual Consent

A project may be discontinued due to some unforeseen circumstances affecting either the Client or Professional. Both parties can come to agreement on where to release the funds held by us and make this known to Alzare Technologies. Alzare Technologies will release the appropriate funds to the beneficiary after subtracting applicable fees such as service fees, administrative fees for dispute services, transaction fees, escrow fees, taxes, etc.

2.3 Dormant

This applies to both fixed price and rolling Task Contracts. For fixed price Tasks, if the Professional fails to meet the agreed milestone deadline as defined in a Task Contract between the users and does not communicate with Client through the platform 7 days after the milestone deadline, then the project is deemed as dormant. The Client will receive a refund except if the Professional has raised a dispute. The Professional will be notified of inactivity prior to the 7 days elapsing.

Similarly, if Client fails to review and comment on project output submitted by Professional within the agreed timescale, does not communicate to Professional, the Professional is entitled to raise an invoice for the work done and if the invoice is not approved within 7 days after submission, then the funds held for the project within Alzare Technologies will be released to the Professional except if the Client has raised a dispute. However, the Client will be notified of inactivity prior to the 7 days.

For hourly or rolling Task Contracts, conditions for dormancy will be defined separately as weekly or monthly payments. For weekly payments, a period of inactivity of 14 days from either the Client or Professional is considered dormant and either party will receive a notification of inactivity following which funds will be released to the due party except there is a pending dispute on the project.

For Monthly payments, dormancy will be defined as 30 days of inactivity within which funds will be released to the due party except there is pending dispute on the project.

2.4 Illegal activity

If Alzare Technologies identifies and establishes any illegal act, abuse, or misuse of our system by either Client or Professional, Alzare Technologies will ensure that users are held liable for their actions in accordance with the law and funds held within Alzare Technologies will be made available to the appropriate enforcement authority as required by the Law of the jurisdiction.

2.5 Project Cancellation

Any interacting party has the right to cancel an ongoing project if circumstances does not permit the project to continue. However, it is expected to be done by mutual consent of both parties and once an agreement is reached committed funds will be released to Professional and any residual balance will be refunded to the Client.

3 DISPUTE RESOLUTION PROCESS.

The Dispute Resolution Process shall be as follows:

3.1 Pre-dispute process

We will encourage interacting parties to make every attempt to settle their disputes through negotiation by communicating with each other using the platform communication tools and resort to a resolution that keeps the relationship between both parties going. However, if both parties cannot resolve a dispute on their own, Alzare Technologies shall be notified by creating a dispute via the link provided on the users' dashboard. The Party that raises the dispute will be referred to as Claimant and the party that has to respond to the dispute will be referred to as Respondent.

3.2 Pricing: We may charge our users for our dispute resolution services. Price for availing the dispute resolution services shall be as displayed on the

Platform. You hereby through this reference, agree to pay the consideration specified on the Platform or any documents containing pricing information of our dispute resolution services which is incorporated herein by this reference.

3.3 Alzare Technologies dispute resolution

Once Alzare Technologies receives a notification for a dispute, Alzare Technologies shall contact both parties to get their part of the story and also collect evidence from work activities for the project in question. Evidence shall be provided within 14 days from when they receive a notification for a new dispute. Alzare Technologies shall impartially review all facts and evidence provided by both parties and shall decide the dispute which shall be binding. This decision is final, and we shall release the funds held by us to the party in whose favor we decide the dispute. Alzare Technologies is solely an intermediary and not a party to any dispute between the users. In the event that a user is not satisfied with our decision, such users shall have the right to avail any legal remedy available to them by law. Notwithstanding anything contained herein, the users' remedy shall be to the extent as permitted in applicable laws and the users hereby through this reference acknowledge and agree that the decisions of Alzare Technologies are unbiased and fair and that they shall not take any legal action or avail other remedies available to them against Alzare Technologies for giving a decision in a dispute which may be adverse, unfavorable, or against them. If a user is not satisfied with the outcome of a dispute, their sole remedy shall be to avail any legal remedies against the opposite party to the dispute, and not Alzare Technologies.

4 COMMUNICATION AND LANGUAGE OF DISPUTE RESOLUTION

All communications between the users shall be done solely via the Platform through us as their intermediary. The Language for dispute resolution shall be English Language. All information and document used for this proceeding shall be in English Language.

5 DURATION DISPUTE SERVICE

The final decision shall be made within a period of 60 days from the date of commencement of any dispute resolution process.

6 COMPLIANCE WITH ALZARE TECHNOLOGIES DISPUTE RESOLUTION FRAMEWORK

All disputes arising from activities undertaken within Alzare Technologies by user's having to follow the Alzare Technologies Dispute Resolution Framework. Disputes claims by user's deviating from this framework without the consent of Alzare Technologies will not be given any consideration and Alzare Technologies reserves the right to apply a settlement decision as deemed appropriate as well as taking further actions to protect other users and the Platform in line with our Terms.

7 CONTACTING US

If you have any queries regarding this DRP, please contact us at

P.O Box 16183

Houston TX 77222 USA

E-mail: legal@alzare.com