



## PORSCHE SALES & MARKETPLACE GmbH

### Terms and Conditions

for the use of My Porsche Portal and Porsche's Online Marketplace Functionalities (incl. the Porsche Connect Store) as well as the sale of Porsche Connect Services and Porsche Sales & Marketplace Products (hereafter referred to as **T&C**)

#### 1. Scope and Definitions

**1.1.** Porsche Sales & Marketplace GmbH (formerly Smart Mobility GmbH), Porscheplatz 1, DE-70435 Stuttgart (hereafter referred to as **Porsche Sales & Marketplace, PSM or We**) operates under [www.porsche.com](http://www.porsche.com)

- (i) the My Porsche Portal (hereafter referred to as **My Porsche Portal**) and
- (ii) various online marketplace functionalities (hereafter referred to as **Marketplace**) for the (i) sale of Porsche vehicles, parts, equipment and other vehicle related and vehicle independent products (hereafter referred to as **Products**) and (ii) provision of vehicle related and vehicle independent services (hereafter referred to as **Services**).

**1.2.** User of the My Porsche Portal and the Marketplace may be, as defined below, (i) Customers and (ii) Sellers.

**1.3.** Customer may be a (i) consumer pursuant to UK consumer law or (ii) business, who purchases Products and/or Services.

**1.4.** Seller may be

- (i) Porsche Sales & Marketplace or
  - (ii) a third party seller (including other Porsche entities) (hereafter referred to as **Third Party Seller**),
- who provides Customers with access to their own Marketplace store, under which they provide and sell Products and/or Services.

**1.5.** These T&C apply to:

- (i) the use of the My Porsche Portal and the Marketplace pursuant to No. 2 by Customer, and
  - (ii) sales via the Porsche Connect Store pursuant to No. 3.
- These T&C shall also apply to all future transactions with Customer. The application of Customer's conflicting, deviating or supplementary terms and conditions shall be excluded.

#### 2. Conditions of Use of the My Porsche Portal and the Marketplace for Customers

##### 2.1. Porsche ID-Contract for the Use of the My Porsche Portal

**2.1.1.** In order to use the My Porsche Portal the conclusion of a Porsche ID-Contract entered into between Customer and Porsche Sales & Marketplace is necessary. The Porsche ID-Contract is concluded (a) in connection with the vehicle purchase by incorporating these T&C into the separate vehicle purchase agreement, (b) by acceptance through registration on the My Porsche Portal or (c) by acceptance at the time of booking one or several Porsche Connect Services in the Porsche Connect Store as specified under No. 3 as a framework agreement for the provision, use and booking of Products or Services.

**2.1.2.** The Porsche ID-Contract alone (that means without any purchasing of any Products or Services) does not impose any purchase obligation and/or payment obligation on Customer.

**2.1.3.** The content of the Porsche ID-Contract is determined by these T&C, in each case in their most recent version at the time of the conclusion of the respective Porsche ID-Contract. Porsche Sales & Marketplace may amend these T&C for legitimate reasons, in particular for legal, regulatory or security reasons. If Porsche Sales & Marketplace amends these T&C after the conclusion of a Porsche ID-Contract, the changes will only be valid once reasonable notice has been provided to the Customer and Customer indicates consent to those changes either by giving express consent or by continuing to use the Services. If Customer does not consent to the changes, Customer must cease using the My Porsche Portal, and terminate the Porsche ID-Contract. To the extent Customer has any data stored on the My Porsche Portal it may request the return of such data.

**2.1.4.** Customer is obliged (i) to provide accurate and truthful information about his/her person at the time of registration on the My Porsche Portal and (ii) in case of respective changes to correct without undue delay the information on the My Porsche Portal insofar such information is mandatory for the performance of the Porsche ID-Contract. Such mandatory information is marked as such when requested on the My Porsche Portal or on the Marketplace.

##### 2.2. Transfer and Termination of Porsche ID-Contract

**2.2.1.** A Porsche ID-Contract existing with a Customer may not be transferred to a third party without Porsche Sales & Marketplace's approval.

**2.2.2.** Customer may terminate the Porsche ID-Contract as a whole at any time. Porsche Sales & Marketplace may end the Porsche ID-Contract at any time on reasonable notice, for example if Customer is in breach by not making a payment or not providing information, which is necessary for provision of the Products or Services. Porsche Sales & Marketplace is in particular entitled to suspend or, in serious cases, exclude individual Customer from the My Porsche Portal and the Marketplace.

**2.2.3.** The termination of the Porsche ID-Contract shall not affect any already concluded individual sale contracts for Products or Services between Customer and Seller. The termination of the Porsche ID-Contracts takes effect (i) in case the Customer has purchased any fixed-term Product or any fixed-term Service upon expiration of the remaining fixed-term or otherwise (ii) on four (4) weeks notice.

**2.2.4.** The termination may be made in writing, via email or via the My Porsche Portal via the function "Delete Account".

2.2.5.A right of termination for cause remains unaffected by the aforementioned provisions.

### **2.3. Use of the Marketplace by Customers**

2.3.1. Customers with a Porsche ID-Contract may use the Marketplace by using their log-in details. Customers without a Porsche ID-Contract may also use the Marketplace via the function "Ordering as Guest" (to the extent available).

2.3.2. Customer may not use Products or Services for illegal purposes and Customer will not permit that third parties will do so. Customer is not entitled to process the data and information received during the use of the Marketplace for business purposes or to disclose such data and information to any third party for business purposes.

### **2.4. Porsche Sales & Marketplace's Role and Performance of Contracts concluded on Marketplace**

2.4.1. Porsche Sales & Marketplace is the operator of the Marketplace. Porsche Sales & Marketplace and Third Party Seller may sell Products and/or provide Services on the Marketplace. The Seller is indicated on the respective product detail page.

2.4.2. Porsche Sales & Marketplace functions as mediator for transactions concluded between Customers and Third Party Seller for the sale of Products or Services. Any such contract is solely concluded between Customer and Third Party Seller. Porsche Sales & Marketplace in particular does not act as a representative of any User, in particular of any Third Party Seller. Customer shall refrain from doing anything to create a false impression that it is endorsed by, partnering with, or acting on behalf of or for the benefit of Porsche Sales & Marketplace. In particular, Porsche Sales & Marketplace shall not be responsible and/or held liable for any contracts entered into between Customer and Third Party Seller. Porsche Sales & Marketplace does not control nor verify the information which Third Party Seller or any Customer provide. For contracts entered into between Customer and Third Party Seller further terms may apply, such as terms of use or terms of sale, which are indicated on the respective product detail page.

2.4.3. In case of an order by Customer, Porsche Sales & Marketplace shall notify the Third Party Seller and provide it with the transaction data (e.g. Customer's name) required for the conclusion and performance of the contract.

2.4.4. In case of any disputes arising from a contract for Products or Services, Seller and Customer must directly cooperate together to find a solution.

### **2.5. Porsche Sales & Marketplace's Liability for the use of the Marketplace and the Porsche ID-Contract**

2.5.1. Porsche Sales & Marketplace accepts no liability for the accuracy or completeness of data and information provided by Customer and Third Party Seller.

2.5.2. In case of slight negligence, Porsche Sales & Marketplace is liable only for violations of material contractual obligations (cardinal obligations). Cardinal obligations are material contractual obligations the contract is deemed to impose on Porsche Sales & Marketplace according to its objectives and purpose and a breach of which jeopardizes the purpose of the contract and which are deemed to be necessary for due and careful completion of the contract and may with good reason be permanently relied on by Customer. This liability is limited to the typically foreseeable damage at the time of entering into the contract.

2.5.3. The personal liability of statutory representatives, agents and employees of Porsche Sales & Marketplace for damages caused by slight negligence is also limited to the extent described in No. 2.5.2.

2.5.4. The limitations of liability as set out in No. 2.5.2 and 2.5.3 above shall not apply to damages caused intentionally or by gross negligence, culpably caused personal injuries nor to any liability under the German Product Liability Act and in case of any further mandatory liability. Furthermore, it shall not apply if and to the extent Porsche Sales & Marketplace has assumed a guarantee.

2.5.5. The limitations of liability set out in No. 2.5.2 and 2.5.3 shall not apply where Customer is a UK consumer.

2.5.6. Customer shall take all reasonable measures necessary to avoid and reduce damages.

### **2.6. IP Rights**

2.6.1. Notwithstanding the foregoing, Customer is obliged to respect and not to infringe intellectual property rights, including but not limited to copyrights, designs, trademarks and patents, (hereafter referred to as **IP rights**) of Porsche Sales & Marketplace, other Users and other third parties.

2.6.2. Customer shall be liable to pay Porsche Sales & Marketplace its costs reasonably incurred as a result of claims that other Users or other third parties assert against Porsche Sales & Marketplace due to a violation of their IP rights insofar as Customer is responsible for such infringement.

2.6.3. Porsche Sales & Marketplace shall not be deemed to adopt any content relating to IP rights of third parties or other Users as its own.

### **2.7. Data Protection**

Your data will be collected and processed in accordance with our privacy policy which can be found at any time under <https://connect-store.porsche.com/gb/en/t/privacy>.

### **2.8. Use of Data**

2.8.1. In connection with the use of the My Porsche Portal and the use of the Marketplace, in particular by purchasing Products or Services on the Marketplace, certain data - potentially also personal data - may be collected in order to perform the respective contract for purchased Products or Services. It may for example be necessary depending on the purchased Product or Service for the provision of such Product or Service to collect the status of certain parts or to collect data on the environment and to analyze such data.

2.8.2. Porsche Sales & Marketplace may use data as indicated in No. 2.8.1 in an anonymized form for (i) the purpose of managing and improving the quality, safety, and security of Products or Services and (ii) for other the purposes set out in the Privacy Policy.

2.8.3. For the above purposes, such data may also be transferred to other Porsche entities and other third parties that are engaged by Porsche Sales & Marketplace or other Porsche entities in this context and - to the extent such data is anonymized (see No. 2.8.2) - to other third parties, as set out in the Privacy Policy.

2.8.4. The usage of data according to this number will be in compliance with applicable data protection law. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/gb/en/t/privacy>.

### **2.9. Applicable Law and Jurisdiction**

2.9.1. If the Customer is a business, Stuttgart, Germany is the exclusive forum for all disputes arising from contractual agreements entered into between Customer and Porsche Sales & Marketplace. If the Customer is a consumer, Customer can bring legal proceedings in their local courts.

2.9.2. For all disputes arising from or in relation to this contractual agreement, German law applies under the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). Despite the application of German law, Customers who are consumers also enjoy the protection of the mandatory provisions of the law of the country, in which the consumer has its habitual residence. The application of mandatory provisions limiting the choice of law and in particular the application of mandatory laws of the country, in which the consumer has its habitual residence, such as consumer protection laws, shall remain unaffected.

2.9.3. Information regarding the online dispute resolutions for consumer disputes or regarding alternative dispute resolution for consumer disputes can be found here: <http://ec.europa.eu/consumers/odr/>.

## 2.10. Final Provisions

2.10.1. Customer may assign the rights arising from the parties' contractual relationship to third parties only with Porsche Sales & Marketplace's written consent.

2.10.2. If a provision of these T&C is invalid, in whole or in part, the validity of the remaining provisions shall remain in full force and effect.

## 3. Conditions of Sales via the Porsche Connect Store

### 3.1. General

3.1.1. On the Marketplace, Porsche Sales & Marketplace provides the Customers with the Porsche Connect Store (hereafter referred to as **Porsche Connect Store**) in which Porsche Sales & Marketplace provides (i) vehicle related and vehicle independent services (hereafter referred to as **Porsche Connect Services**) and (ii) possible further products and services (hereafter referred to as **PSM Products**).

3.1.2. In addition to the foregoing provisions, this No. 3 applies for the use of the Porsche Connect Store, the booking and use of Porsche Connect Services as well as the purchase and possible use of PSM Products by a Customer of Porsche Sales & Marketplace (hereafter referred to as **PSM Customer**). PSM Customer is a Primary User, a Secondary User and a General User as defined under No. 3.2. Porsche Sales & Marketplace offers a selection of different services and products. For such additional conditions, such as terms of use may apply.

### 3.2. Primary and Secondary Users, General Users

3.2.1. **Primary User** in relation to a Connect-able vehicle (that is a Porsche with which Porsche Connect Services may be used) is the PSM Customer who is (a) the owner, (b) the keeper of the vehicle and/or (c) a member of a user group which is explicitly permitted by Porsche Sales & Marketplace as Primary User (in particular lessees or employees which are provided with a company car). A Connect-able vehicle has exactly one Primary User. For a Primary User the complete scope of functions of the My Porsche Portal, the Porsche Connect Store and the booked Porsche Connect Services is available. In particular, the booking and configuration of vehicle related and vehicle independent Porsche Connect Services and PSM Products is possible.

3.2.2. **Secondary User** in relation to a Connect-able vehicle is a PSM Customer, who is not a Primary User but who is authorized as Secondary User by the Primary User and who has concluded a Porsche ID-Contract. The scope of functions of the My Porsche Portal, the Porsche Connect Store and the booked Porsche Connect Services depends on the scope of rights granted by the Primary User and/or the system to the Secondary User. In particular, the booking of vehicle related services is not possible, while their configuration is subject to the rights granted by the Primary User and the booking and configuration of vehicle independent Porsche Connect Services and PSM Products is generally possible.

3.2.3. **General User** is a PSM Customer who is neither Primary nor Secondary User in relation to at least one Connect-able vehicle. Porsche Connect Store with limited scope of functions is provided to a General User. In particular the booking and configuration of vehicle related Porsche Connect Services is not possible, while the booking and configuration of vehicle independent Porsche Connect Services and PSM Products is possible.

### 3.3. Conclusion of Contract

3.3.1. The Porsche Connect Services and PSM Products in the Porsche Connect Store do not constitute binding offers by Porsche Sales & Marketplace to enter into a sales contract, but merely invite the PSM Customer to make a binding offer as to whether and which goods it wants to order from Porsche Sales & Marketplace. The PSM Customer may choose Porsche Connect Services or PSM Products from the product range in the Porsche Connect Store and add them to the shopping cart via e.g. the button "Add to Cart". Before clicking the button "Order with Obligation to Pay" (or similar) all Porsche Connect Services or PSM Products selected by the PSM Customer, their total price including statutory VAT in the respective applicable amount as well as duties, charges and shipping costs are again displayed in an order overview to the PSM Customer for review. At that stage, the PSM Customer will have the opportunity to identify and correct any incorrect entries before finally placing the binding order. Before placing the binding order, the contractual provisions including these T&C can be accessed once again and saved in a durable medium by the PSM Customer. Via the button "Order with Obligation to Pay" (or similar), the PSM Customer submits a binding offer for the conclusion of a sales contract on the Porsche Connect Services or PSM Products collected in the cart. The offer can, however, only be submitted and transferred if the PSM Customer accepts, and thereby includes in its offer, these T&C by clicking a corresponding button.

3.3.2. Porsche Sales & Marketplace shall confirm receipt of the PSM Customer's order by e-mail. However, such confirmation of receipt is not yet a legally binding acceptance of the PSM Customer's order.

3.3.3. The contract shall only become effective once Porsche Sales & Marketplace has accepted the PSM Customer's offer. Porsche Sales & Marketplace's order acceptance can be made expressly by way of a declaration in text form, e.g. by sending a written order confirmation by e-mail, by providing the Porsche Connect Services or by Porsche Sales & Marketplace handing over the PSM Products for dispatch and informing the PSM Customer accordingly. The sales contract shall be governed exclusively by the contents of the order acceptance and these T&C. Verbal agreements or promises shall only be valid if an authorized employee of Porsche Sales & Marketplace has confirmed them in writing.

3.3.4. If the Porsche Connect Services ordered by the PSM Customer cannot be delivered, e.g. because the corresponding goods are not in stock, or the Porsche Connect Services cannot be provided, Porsche Sales & Marketplace may refrain from accepting the order. In this case, no contract will be concluded. Porsche Sales & Marketplace shall inform the PSM Customer thereof without undue delay.

3.3.5. The contract terms will be saved and stored after the contract has been concluded, but are no longer accessible to the PSM Customer. The PSM Customer will, however, be provided with any and all contractual provisions and these T&C (by e-mail or letter).

### 3.4. Booking of Porsche Connect Services

3.4.1. Individual or several Porsche Connect Services may be booked in the Porsche Connect Store in accordance with these T&C and possible further applicable terms of use may apply. Any such additional terms will be brought to the PSM Customer's attention before a purchase is concluded. Insofar a provision of these T&C conflicts with the respective further terms of use, the further terms of use shall prevail.

3.4.2. Availability, description, term, prices and payment terms of the Porsche Connect Services are detailed in the Porsche Connect Store and may be specified in the further terms of use. The availability of vehicle related Porsche Connect Services depends on the specification and available equipment options of the respective vehicle.

3.4.3. Vehicle related Porsche Connect Services may only be booked by a Primary User for a Connect-able vehicle for which a respective Vehicle Link exists in the My Porsche Portal (see No. 3.4.4). These Services are vehicle-bound and may not be transferred to another Connect-able vehicle or be used in another Connect-able vehicle. This also applies if the Primary User of the respective Connect-able vehicle is also a Primary User of another Connect-able vehicle at the same time.

3.4.4. PSM Customer may view on the My Porsche Portal whether and if so which vehicles are linked with its Porsche ID-Contract (hereafter referred to as **Vehicle Link**) and for which Vehicle Link they are defined as Primary User or Secondary User. If a respective Vehicle Link is not displayed to a Primary User on the My Porsche Portal, the Primary User may request on the My Porsche Portal or through a Porsche Center the set-up of the respective Vehicle Link. The set-up of the respective Vehicle Link can be made subject by Porsche Sales & Marketplace to the provision of appropriate proof and in case of a used vehicle subject to the deletion of the relevant Vehicle Link by the previous Primary User according to No. 3.6.1 (i).

### 3.5. Sales of PSM Products

3.5.1. Individual or several PSM Products may be purchased in the Porsche Connect Store in accordance with these T&C and further terms of use may apply. Any such additional terms will be brought to the PSM Customer's attention before purchase is concluded. Insofar a provision of these T&C conflicts with the further terms of use, the further terms of use shall prevail.

3.5.2. Availability, description, (as the case may be) term, purchase price, payment and delivery terms of the PSM Product are detailed in the Porsche Connect Store and may be specified in the further terms of use.

### 3.6. Sale and/or permanent transfer of the vehicle

3.6.1. In case of sale or permanent transfer of a Connect-able vehicle to a third party (hereafter referred to as **Used-Car Purchaser**) the Primary User has (i) to delete the respective Vehicle Link on the My Porsche Portal and (ii) to inform the Used-Car Purchaser on any existing Porsche Connect Services for the respective Connect-able vehicle.

3.6.2. In case of sale or permanent transfer of a Connect-able vehicle, the Primary User - in addition to its termination rights of the Porsche ID-Contract pursuant to No. 2.2.2- may terminate all Porsche Connect Services concerning the relevant vehicle with a 2 weeks notice to the end of the calendar month. Insofar as a Porsche Connect Service is terminated before the end of its term pursuant to sentence 1, there will be no reimbursement (not even proportionally) of the respective made payment. The Used-Car Purchaser may however make use of the remaining term if it concludes a Porsche ID-Contract and books the respective Porsche Connect Service. The Primary User is free to make an arrangement with the Used-Car Purchaser with respect to a possible compensation in the amount of the remaining value of the Porsche Connect Services.

### 3.7. Term and Termination of the Porsche Connect Services

3.7.1. PSM Customer (with regard to a vehicle independent service) or the Primary User (with regard to a vehicle-related service) and Porsche Sales & Marketplace may terminate a free of charge Porsche Connect Service without an agreed minimum term (that is a Porsche Connect Service for which no minimum term is agreed; see insofar No. 3.7.2) with a 2 weeks notice to the end of the calendar month.

3.7.2. PSM Customer (with regard to a vehicle independent service) or the Primary User (with regard to a vehicle-related service) and Porsche Sales & Marketplace may terminate a fixed-term Porsche Connect Service (that is a Porsche Connect Service for which a fixed-term with an automatic prolongation of such term is agreed) with a 2 weeks notice to the end of the fixed-term, if otherwise the term would be prolonged automatically. The terms of use for the respective Porsche Connect Service may govern deviating termination modalities.

3.7.3. In case of a termination of the Porsche ID-Contract pursuant to No. 2.2, the Porsche Connect Services will in any case be provided to the PSM Customer subject to the respective applicable numbers of these T&C until the end of the respective term or their termination pursuant to No. 3.7.1 to 3.7.2.

3.7.4. The termination pursuant to No. 3.6.2 as well as No. 3.7.1 to 3.7.2 may be made in writing, via email or via the Porsche Connect Store via the function "Terminate Automatic Prolongation".

3.7.5. A right of termination for cause remains unaffected by the aforementioned provisions.

### 3.8. Changes to Porsche Connect services

3.8.1. Porsche Sales & Marketplace may modify the Porsche Connect services for the following justifiable reasons: (i) to improve access to and usability of Porsche Connect services, including to add new features, (ii) where the change is necessary to adjust the Porsche Connect services to changed legal requirements, (iii) to adjust the Porsche Connect services to technical changes or developments in systems operated by us or by third parties in order to be able to provide the Porsche Connect services to PSM customers, or (iv) to adjust the Porsche Connect services to technical developments in the users' system environment.

3.8.2. Any such change will not involve any additional costs for PSM customers and PSM customers will be provided with clear and understandable information about the change. If a change has more than an insignificant impact on the PSM customer's ability to access or use the Porsche Connect service concerned, Porsche Sales & Marketplace will inform the PSM customer in advance within a reasonable time and via a lasting medium of the features and time of the change and of their right to terminate the contract with Porsche Sales & Marketplace regarding the use of the Porsche Connect service concerned. In this case, the PSM customer is entitled to terminate the contract free of charge within 30 days of receiving access to the above information. If the change takes place after receipt of access to the aforementioned information, the date of the changes will replace the date of receipt of access to the aforementioned information for the purpose of calculating the aforementioned period. The PSM customer may terminate the relevant contract by sending Porsche Sales & Marketplace (Porsche Sales & Marketplace GmbH, Porscheplatz 1, DE-70435 Stuttgart, telephone number: +49 (0)800 987 1105 or +49 (0)711 911 75500, e-mail address: smartmobility@de.porsche.com) a statement to this effect, e.g. via a letter sent by post, via an e-mail or, where applicable, by any other technical means made available by us or third parties for this purpose. The PSM customer cannot, however, terminate the relevant contract under this section if the impairment is insignificant or the customer retains access to or usability of the unchanged Porsche Connect service at no additional cost.

### 3.9. Right of Withdrawal for Consumers

If the PSM Customer is a consumer, he/she has a right of withdrawal for a period of 14 days in case of the (i) booking of Porsche Connect Services pursuant to No. 3.3 and 3.4. and (ii) purchase of PSM Products pursuant to No. 3.3 and 3.5. Where the right of withdrawal differs from this, specific information will be provided to the PSM Customer.

### Instructions on withdrawal

#### Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from (i) the day of the conclusion of the contract if you purchased Porsche Connect Services and (ii) the day on which you have or a third party designated by you (who is not a carrier) has received the PSM Products purchased by you or, in the case of a contract relating to multiple PSM Products ordered by you in one order and delivered separately, from the day on which you have or a third party designated by you (who is not a carrier) has received the last PSM Product purchased by you. To exercise the right of withdrawal, you must inform us (Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Bath Road, Calcot, Reading, RG31 7SE, Great Britain, phone number: 0808 168 5219, e-mail address: [smartmobility@uk.porsche.com](mailto:smartmobility@uk.porsche.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

#### Information on the expiry of the right of cancellation

In the case of services, the right of cancellation will expire prematurely if the service has been provided in full and the performance of the service has only commenced after the PSM customer has given express consent to this and at the same time confirmed their understanding that the right of cancellation will be lost upon complete fulfilment of the contract. The right of cancellation will expire prematurely in the case of contracts relating to digital content should the performance of the contract have commenced after the PSM customer has expressly consented to the performance of the contract commencing before the expiry of the cancellation period and has confirmed their understanding that, by consenting, they will lose the right of cancellation upon the commencement of the performance of the contract. In addition, the statutory exceptions pursuant to § 312(g)(2) BGB (German Civil Code) apply.

To exercise the right of withdrawal, you may use the following model withdrawal form, but it is not obligatory.

#### Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Bath Road, Calcot, Reading, RG31 7SE, Great Britain, e-mail address: [smartmobility@uk.porsche.com](mailto:smartmobility@uk.porsche.com):
- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),
- Ordered on(\*)/received on (\*),
- Name of consumer(s),

- Address of the consumer(s),
- Signature of the consumer(s) (only if this form is notified on paper),
- Date

(\*) Delete as appropriate

### 3.10. Rights in case of Defects

The statutory provisions, including, where applicable, mandatory consumer rights, regarding PSM Customer's rights in case of defects apply.

### 3.11. Porsche Sales & Marketplace's Liability for Sales via the Porsche Connect Store

3.11.1. In case of slight negligence Porsche Sales & Marketplace is liable only for violations of material contractual obligations (cardinal obligations). Cardinal obligations are material contractual obligations the contract is deemed to impose on Porsche Sales & Marketplace according to its objectives and purpose and a breach of which jeopardizes the purpose of the contract and of which are deemed to be necessary for due and careful completion of the contract and may with good reason be permanently relied on by PSM Customer. This liability is limited to the typically foreseeable damage at the time of entering into the contract.

3.11.2. The personal liability of statutory representatives, agents and employees of Porsche Sales & Marketplace for damages caused by slight negligence is also limited to the extent described in No. 3.11.1.

3.11.3. The limitations of liability as set out in No. 3.11.1 and 3.11.2 above shall not apply to damages caused intentionally or by gross negligence, culpably caused personal injuries nor to any liability under the German Product Liability Act and in case of any further mandatory liability. Furthermore, it shall not apply if and to the extent Porsche Sales & Marketplace has assumed a guaranty.

3.11.4. The limitations of liability set out in No. 3.11.1 and 3.11.2 shall not apply where PSM Customer is a UK consumer.

3.11.5. PSM Customer shall take all reasonable measures necessary to avert and reduce damages.

### 3.12. Data protection

PSM Customer is obliged to inform drivers of a vehicle for which a Vehicle Link exists on the privacy policy of Porsche Sales & Marketplace and the possibility of the collection of their personal data during the use of Porsche Connect Services.

Further information can be found in the privacy policy under <https://connect-store.porsche.com/gb/en/t/privacy>.

### 3.13. Use of Data

3.13.1. In connection with the use of the Porsche Connect Store, in particular by purchasing Porsche Connect Services, certain data - potentially also personal data - may be collected in order to perform the respective contract for purchased Porsche Connect Services. It may for example be necessary depending on the purchased Porsche Connect Services for the provision of such service to collect the status of certain parts or to collect data on the environment and to analyze such data.

3.13.2. Porsche Sales & Marketplace may use data as indicated in No. 3.13.1 in an anonymized form for (i) the purpose of managing and improving the quality, safety, and security of Porsche Connect

Services and/or PSM Products (including Porsche vehicles) and (ii) as set out in the Privacy Policy for other commercial purposes.

3.13.3. For the above purposes, such data may also be transferred to other Porsche entities and other third parties that are engaged by Porsche Sales & Marketplace or other Porsche entities in this context and - to the extent such data is anonymized (see No. 3.12.2) - to other third parties, as set out in the Privacy Policy.

3.13.4. The usage of data according to this number will be in compliance with applicable data protection law. Further information can be found in the data protection and privacy information at <https://connect-store.porsche.com/gb/en/t/privacy>.

3.13.5. If the PSM customer revokes a consent given by them under data protection laws or objects to further processing of their personal data, Porsche Sales & Marketplace may terminate a contract for a Porsche Connect service without observing a notice period if Porsche Sales & Marketplace cannot reasonably be expected to continue the contractual relationship concerned until the agreed end of the contract or until the expiry of a statutory or contractual notice period, taking into account the scope of data processing that continues to be permissible and after taking the interests of both parties into consideration.

### 3.14. CUSTOMER SERVICE

In case of questions, claims or complaints, please contact our customer service by

- (i) e-mail: [smartmobility@uk.porsche.com](mailto:smartmobility@uk.porsche.com) or
- (ii) mail: Contact Porsche - c/o Porsche Sales & Marketplace GmbH - Bath Road, Calcot, Reading, RG31 7SE, Great Britain.

### 3.15. Applicable Law and Jurisdiction

3.15.1. If PSM Customer is a business, Stuttgart, Germany is the exclusive forum for all disputes arising from contractual agreements entered into

between PSM Customer and Porsche Sales & Marketplace. If PSM Customer is a consumer, PSM Customer can bring proceedings in their local courts.

3.15.2. For all disputes arising from or in relation to this contractual agreement, German law applies under the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). Despite the application of German law, PSM Customers who are consumers also enjoy the protection of the mandatory provisions of the law of the country, in which the consumer has its habitual residence. The application of mandatory provisions limiting the choice of law and in particular the application of mandatory laws of the country, in which the consumer has its habitual residence, such as consumer protection laws, shall remain unaffected.

3.15.3. Information regarding the online dispute resolutions for consumer disputes or regarding alternative dispute resolution for consumer disputes can be found here: <http://ec.europa.eu/consumers/odr/>.

### 3.16. Final Provisions

3.16.1. PSM Customer may assign the rights arising from the parties' contractual relationship to third parties only with Porsche Sales & Marketplace's written consent.

3.16.2. If a provision of the sales contract and/or these T&C is invalid, in whole or in part, the validity of the remaining provisions shall remain unaffected hereby.

### Consumer information pursuant to Regulation (EU) No. 524/2013:

For the purpose of settling consumer disputes out of court, the European Commission has established a platform for online dispute resolution (ODR). The ODR platform can be accessed at <http://ec.europa.eu/consumers/odr/>.