

## Instructions for purchasing MegaTel IoT services (IPIS)

**Mega M Ltd., located on Rudarska cesta 6, 3320 Velenje (hereinafter Mega M) is a company providing telecommunication services.**

**Effective date: 1 July 2019**

Instructions for purchasing MegaTel IoT (IPIS) services regulate the relations between Mega M and the MegaTel IoT services buyer (also: buyer). Relations between Mega M and a buyer are defined also in general conditions in force of Mega M for prepaid services and other agreements.

### 1. General definitions

- 1.1 MegaTel is a brand name of the company Mega M Ltd. used for marketing its services.
- 1.2 IPIS deal with the procedure of purchasing MegaTel IoT services and other useful information.
- 1.3 "Consumer" is every physical person who orders the services for purposes not included in his trade, business or professional activity.
- 1.4 "A buyer" is a person who buys MegaTel IoT services.
- 1.5 "Price lists" define regular prices of particular services and the amount associated with the service-related costs that Mega M is entitled to charge to the buyer for supplying services or for violation buyers obligations.
- 1.6 The remaining terms used in IPIS have the same meaning as defined in the General Terms and Conditions for MegaTel prepaid services or relevant binding regulations of the Republic of Slovenia.
- 1.7 General terms and conditions in force, up to date price lists, detailed information about services and contact details are publicly available on Mega M website [www.megaIoT.global](http://www.megaIoT.global)

### 2. Purchase of services

- 2.1 Purchase of IoT MegaTel services is possible under conditions defined in Mega M general conditions for prepaid services. Confirmation of purchase is sent to the buyer in the form of a contract or an annex to MegaTel service contract.
- 2.2 Main characteristics of services are defined under particular service.
- 2.3 All prices of services are listed in euros and include VAT, unless otherwise expressly provided. Mega M has the right to change the current prices of services. Discounts are mutually exclusive.
- 2.4 Validity dates of particular special offers (discounts, best offers, premiums, gifts etc.) are written alongside the particular special offers.
- 2.5 In process of ordering and purchasing, the prices according to the price list, which is in effect at the moment of the buyer's order, are taken into account.
- 2.6 Eventual additional costs related to the order of services (costs for sending a SIM card, etc.) are indicated within each purchasing process and the buyer is informed of them before the order submission.

### 3. Distance purchase of services

- 3.1 A distance contract is concluded between Mega M and the consumer on the basis of an organized distance selling or via the system, providing services without simultaneous physical presence of the contracting parties. By the time of conclusion of the contract or annex, the consumer and Mega M use only means of distance communication (e.g.: e-mail, website, etc.).
- 3.2 The contract, concluded outside the business premises is concluded between Mega M and the consumer in simultaneous presence of an authorized person of Mega M and the consumer outside Mega M business premises or its authorized points of sale.

### 4. Purchase procedure in MegaTel IoT online store

#### Purchase of IoT services

- 4.1 In the Mega M online store, buyer orders Mega M services by choosing the duration of service availability, the quantity of data transfer included, number of SMS messages included and the quantity of composed packages. Then selects "Next".
- 4.2 Buyer is directed to a website where he needs to enter his personal information. Buyer must fill in all mandatory fields. In order to continue the purchase procedure, buyer must agree with the content of the contract and the general terms and conditions for using the services. The site offers the option to view all the documents. Buyer selects "Next".
- 4.3 Order summary with all the costs included is displayed, including shipping details. Buyer selects payment method.
- 4.4 Buyer selects "Confirm and Pay".
- 4.5 Buyer is directed to the website where he fills in required payment card details. Afterwards buyer is informed by Bankart about the order being successfully concluded.
- 4.6 Once the order is submitted, the contract is concluded unless expressly stated otherwise.
- 4.7 Documentation is sent to the email address buyer provided as a contact address unless otherwise specifically agreed in writing. Buyer receives SIM card/s at the address stated as his permanent address, unless otherwise expressly agreed.

### 5. Payment methods in the online store

- 5.1 Purchases in MegaTel IoT online store can be carried out by credit card only. Buyer needs to choose a type of credit card to pay with. The card must enable online shopping.
- 5.2 Costs related to the payment method/use of the payment instrument are charged in accordance with the conditions and price lists of the credit card issuers/providers of particular payment instrument.
- 5.3 In case Mega M charges buyer for use of a particular payment method/payment instrument, terms and prices are defined in the price list.

5.4 Buyer must, in case of failed payment by credit card, within five (5) days after receiving a notice from Mega M, pay for the services.

5.5 In case of non-payment or incomplete payment Mega M has the right to withdraw from the contract.

#### **6. Cancelling the purchase, modifications, remarks**

6.1 If buyer wants to cancel the order, modify it or add any other remarks, buyer informs Mega M at: sales@megatel.si or at: **+386 3 777 00 40**. The mail should be sent from the email address provided by buyer as contact address, otherwise buyer must indicate relevant personal information.

#### **7. SIM Card delivery**

7.1 Delivery is performed by contractual partners of Mega M. Prior to the delivery, the partner carries out identification of the buyer. Buyer identifies himself with a valid personal document; the data from the personal document can be transcribed by the partner.

7.2 Delivery time depends on the time of the order.

7.3 Mega M strives to send out all orders as soon as possible (within 7 days, and at the latest within 30 days).

#### **8. Final clauses**

8.1 Instructions, procedures and conditions of purchase can be modified by Mega M at any time.