

Bonshou Network Limited Provider Terms of Use

Welcome

We appreciate your interest in using the mobile application (hereinafter referred to as “the Platform”) of Bonshou Network Limited (hereinafter referred to as “the Company” or “we/us/our”), as well as any other websites owned and operated by us. We believe you/your company will find our mobile application informative and beneficial in seeking additional business opportunities.

Acceptance of Terms of Use

Prior to commencing use of the Platform, please carefully read and fully comprehend the “Bonshou Network Limited Provider Terms of Use” (hereinafter referred to as “Terms of Use”). By completing the registration process as prompted, reading, and agreeing to the Platform’s Terms of Use, you/your company acknowledge that you have thoroughly read, understood, and accepted the entire content of the Platform’s Terms of Use. This constitutes a legally binding agreement with us, and you/your company officially become a provider on the Platform (in these Terms of Use, “provider” or “you” refers to you/your company as a provider on the Platform).

Upon becoming our provider, we will send you a confirmation email. Following our verification, you/your company may commence using all functions and services of the Platform.

Each time you browse or use the Platform, you agree to be bound by these Terms of Use. If you do not agree to be bound by these Terms of Use or any of its provisions, please immediately cease registration and refrain from browsing or using the Platform. The Platform’s services may be limited to the Hong Kong Special Administrative Region (hereinafter referred to as “HKSAR”) and other legally permissible regions. The content of the Platform may be prohibited or restricted in certain countries or regions, and therefore is not intended to be offered to individuals in such countries or regions.

Technical Support and Business Consultation

During the designated operating hours of the Company, the Platform shall provide technical consultation and support services, as well as business consultation via a designated contact telephone number and WhatsApp inquiry service. These services are intended to address any issues encountered by Providers and Members (defined herein as users who have successfully completed registration on the Member App of Bonshou Network Limited, hereinafter referred to as the “Member” or “Members”) in the course of utilizing the Platform.

1. Representations and Warranties

By browsing or using the Platform, the Provider hereby represents and warrants to us that:

1.1 any person using the Provider’s account shall comply with the legal requirements of the HKSAR Government and other countries or regions, demonstrating that they are of sufficient age to legally use the Platform and possess the legal capacity to adhere to these Terms of Use;

- 1.2 supervise all persons browsing or using the Platform under their name or account and provide guardianship for all minors;
- 1.3 provide correct and accurate information, including but not limited to name, company name, company details, mobile phone number, email address, etc. Any changes to account information shall be immediately updated on the Platform;
- 1.4 is solely responsible for maintaining the confidentiality and protection of their login phone number, login email, password, and all data within the account. immediately notify the Platform and take necessary follow-up measures if any unauthorized use is suspected or abnormal account activity is detected;
- 1.5 ensure that any services, products, or goods provided or sold on the Platform shall not violate any other Terms of Use, obligations, laws, or regulations, nor infringe upon any third-party intellectual property rights;
- 1.6 not engage in private negotiations, transactions, or payment requests outside the Platform after contacting the Members through the Platform, nor use any means of payment other than those provided by the Platform;
- 1.7 adopt a responsible attitude in interactions with the Members and fulfill commitments made to the Members, including but not limited to adhering to the terms of transaction agreements reached with the Members, providing satisfactory services, products, or goods to the Members;
- 1.8 has obtained all necessary permissions, consents, and authorizations (if applicable) from any third parties to submit information (including personal or company information) to us and to delete or modify such information, and warrants that all submitted information is true, accurate, and complete;
- 1.9 bear full responsibility for all fees, taxes, and other financial obligations, regardless of whether these obligations are incurred by the Provider in their own name or account, or by others using an account opened on the Platform in the Provider's name, and shall comply with the legal requirements of the HKSAR Government and other countries or regions, submit truthful information about relevant income obtained on the Platform, and adhere to relevant tax regulations;
- 1.10 not reproduce or use any content posted on the Platform without authorization, including but not limited to text, trademarks, photographs, images, graphics, designs, short films, and videos, unless prior written consent is obtained from the Company or lawful rights holders;
- 1.11 not disclose any confidential information, documents, data, or messages between the Company, the Platform, and the Provider to any third party through any medium or channel under any circumstances;
- 1.12 ensure that all information posted on the Platform, including but not limited to company details, services, products, goods, and other information, must be true and accurate.

2. Disclaimer

2.1 We shall endeavor to maintain the services and functionalities of the Platform for the Providers' use at all times. However, we cannot guarantee permanent connectivity and accessibility to the Platform. In other words, we may temporarily suspend part or all of the Platform's services and functionalities from time to time, including but not limited to maintenance or upgrades, due to technical factors.

2.2 The Platform is provided on an "as is" or "as available" basis. The content published is for convenience purposes only, intended for the Providers' use to understand relevant information about the Company and matters related to contacting and transacting with the Members. Information and content published by the Members or us on the Platform may contain textual or technical errors. Therefore, the Providers must verify the accuracy, reliability, or completeness of the information and content published on the Platform when using it. No guarantee is provided regarding the accuracy, reliability, or completeness of the information and content provided by the Platform or the Members. Furthermore, we do not guarantee that the Providers will receive responses or quotes from the Members, or that any consensus or content of transactions or agreements between the Providers and the Members will be executed. We shall not be liable for damages arising from errors or omissions in the content or data, and make no express or implied warranties or representations.

2.3 When registering on the Platform, the Providers must submit relevant information for authentication and complete their profile in the "Personal/Company Profile" section, including personal or company information, services, products, or goods available for provision or sale, and relevant qualifications for services or work experience. We do not guarantee or verify the authenticity or reliability of the information submitted by the Providers and therefore make no commitments and shall not be liable for any damages arising from the Providers' information.

2.4 Messages transmitted over the internet are not guaranteed to be completely confidential. The Company and the Platform shall not be liable for any losses, damages, or expenses of any kind that may arise from or be suffered due to interception, delay, loss, or in connection with messages sent by the Providers to the Members or the Platform via the internet. Furthermore, the Company and the Platform shall not be liable for any direct, indirect, special, or consequential losses, damages, or expenses arising from or in connection with the Providers' use of the Platform.

2.5 The Platform does not warrant or guarantee that system failures, computer viruses, Trojan horses, or other malicious software intrusions will not occur now or in the future. When using the Platform, the Providers shall be responsible for backing up their data and ensuring that their mobile devices or equipment have adequate protective measures, including taking reasonable and appropriate precautions to prevent system failures, computer viruses, Trojan horses, or other malicious software intrusions. The Providers acknowledge and agree that they shall bear sole responsibility for any losses, damages, or expenses arising from or in connection with any matters specified in these Terms of Use. The Company and the Platform shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the Providers' use of the Platform or any security-related issues.

2.6 Information and content displayed and provided by the Members or us on the Platform may be expressed in Chinese, English, or other languages. Such information and content may be manually translated or automatically translated by computer software. The Providers are responsible for ensuring they clearly understand such information and content before engaging in transactions or negotiations with the Members. The Company and the Platform make no commitments and shall not be liable for the accuracy, reliability, or completeness of the information and content in these translated versions.

2.7 When the Providers connect to third-party websites through hyperlinks on the Platform, they should read and agree to the relevant provisions of those websites beforehand. The Company will not review part or all of the content linked to related third-party websites. Therefore, the Company will not be responsible for any risks involved when the Providers browse or use such third-party websites. Meanwhile, any issues arising during the interaction between the Providers and third-party websites or their companies, including but not limited to transactions, services, disputes, financial matters, litigation, etc., shall be resolved between the Providers and the third-party websites or their companies, and the Company will not intervene.

2.8 If the Providers send any content, including but not limited to text, images, or videos, to the Company via the Platform, email, or other media (such as Facebook, Instagram, WhatsApp, YouTube, etc.), the Providers agree that the Company and the Platform may use such information and content at their discretion, including copying, forwarding, saving, and publishing. The Providers also agree that ownership of any concepts, technologies, or methods derived from such information and content shall belong to the Company without prior notice to the Providers. However, personal or company messages and data attached to information and content provided by the Providers will be treated confidentially.

3. Limitation of Liability

- 3.1 You expressly acknowledge and agree that Bonshou Network Limited provides the Platform to you only on condition that you accept certain limitations on the Company's liability to you and third parties, as detailed elsewhere in these Terms of Use.
- 3.2 To the fullest extent permitted by law, the Company (including but not limited to its directors, officers, employees, and agents) and its business partners shall not be liable (whether in contract, warranty, tort, or under any other legal theory) for any claims, demands, damages (including direct, indirect, incidental, consequential, economic, special, or punitive damages, such as loss of profits, data or goodwill, service interruption, equipment damage, system failure, cost of obtaining substitute products or services, etc.), expenses (including attorneys' fees and litigation costs), losses, governmental obligations, actions, and/or disputes of any kind or nature, whether known or unknown, foreseeable or unforeseeable, disclosed or undisclosed, arising from or related to the Platform, or from your use or misuse of the Platform, even if the Company has been advised of the possibility of such damages. You hereby expressly waive and release the Company and its business partners from any and all liability for the foregoing.
- 3.3 Nothing in these Terms of Use excludes or limits any liability or warranty that cannot be excluded or limited under applicable law. Some jurisdictions do not allow the exclusion of

certain warranties or the limitation of incidental or consequential damages, so the above limitations may not apply to you in their entirety.

- 3.4 To the extent permitted by applicable law, notwithstanding the foregoing disclaimers, if the Company or its business partners are found liable for any damages, their aggregate total liability shall in no event exceed the total fees you received from the Members through the Platform in the three months preceding the event giving rise to the claim.
- 3.5 You agree that the limitations of liability set forth in this section represent a reasonable allocation of risk between the Company and you and form an essential basis of the bargain between the parties. You further acknowledge that without these limitations, the Company would be unable to provide the Platform services to you on the current terms.

4. Personal Data Collection Statement

- 4.1 All data submitted to the Platform by applicants applying to become the Providers or collected by us concerning applicants are governed by our Privacy Policy Statement. Each applicant is required to provide personal/company data to the Platform, including but not limited to name, company name, company information, mobile phone number, email address, etc., for the purpose of receiving SMS verification codes and email verification, ensuring that the Providers can fully utilize all functions of the Platform. The Platform may also request further information from applicants for verification purposes.
- 4.2 For access to the Platform's Privacy Policy Statement, please tap the [Provider] icon at the bottom right corner, then scroll down to find the relevant link and content.

5. Relationship Between the Company, the Members, and the Providers

- 5.1 The Company primarily operates an online platform through its website and mobile applications (respectively, the “Member App” and the “Provider App”) to connect the Members with the Providers offering services, products, or goods. The Members and the Providers acknowledge and agree that the Company and the Platform serve solely as neutral third-party platforms for communication, without directly intervening in transactions, agreements, or contracts between the Members and the Providers, except as otherwise specified.
- 5.2 The Providers are independent contractors providing services, products, or goods to the Members. The relationship between the Providers and the Members, as well as between the Providers and the Platform, does not constitute any form of employment relationship. The Providers have no entitlement to any employment rights or benefits under the Employment Ordinance of the HKSAR Government or similar statutory provisions in other countries or regions.

6. The Platform Services and Paid Features

- 6.1 The Company provides mobile application platform service to the Providers, including but not limited to information display, push notifications, and other service functionalities.

Currently, the Providers may use the Platform free of charge; however, certain features such as “Bidding Ranking” promotional plans, push notifications, and advertisement displays require payment for access. In the future, the Providers may be required to pay a registration fee to continue using the Platform services. Any such fees will be announced in due course and notified to the Providers via email.

7. Trademarks and Copyrights

- 7.1 All content on the Platform, including but not limited to text, documents, images, graphics, links, short films, videos, audio, music, and any other materials, are owned by the Platform or its lawful licensors. No person may reproduce, modify, reuse, deconstruct, reverse engineer, distribute, or create derivative works of such content in any form or by any means without the prior written permission of the Platform or its lawful licensors.

8. Order and Refund Policy

- 8.1 Definition: “Completed Order” shall mean an order that meets either of the following conditions:
- 8.1.1 The Provider has completed the relevant services or delivered the relevant products in accordance with the order requirements, and within the dispute period stipulated by the Platform from the date of service completion or product delivery, the Member has not raised any valid dispute regarding the said order; or
- 8.1.2 In the event of any dispute concerning the order, upon the expiration of the dispute period or the final resolution of the dispute, the resolution outcome confirms that the order should be deemed as “completed”.
- 8.2 The Providers shall independently establish terms and conditions for transactions, agreements, or orders with the Members through the Platform. Upon reaching an agreement with the Member for the purchase of services, products, or goods, both parties explicitly understand and consent to the relevant transaction, thereby forming a legally binding contract.
- 8.3 The Providers must adhere to the consensus reached with the Members, including but not limited to transactions, quotations, agreements, or contracts, in providing the corresponding services, products, or goods. The Providers shall offer services, products, or goods that comply with the laws of the HKSAR Government and other countries or regions, and possess the necessary licenses, qualifications, experience, skills, certificates, or safety certifications required to provide such services, products, or goods. If necessary, the Providers should prepare independent quotations for services, products, or goods provided to the Members and procure relevant insurance.
- 8.4 The Providers shall not transfer or subcontract orders for services, products, or goods to third parties without the Member’s consent.

- 8.5 The Platform does not provide any recommendations or guarantees regarding the fees or quality of services, products, or goods provided by the Providers to the Members. To protect the Providers' interests, the Providers and the Members should clearly and accurately list all charges and established terms and conditions within the transaction, agreement, or order prior to execution. The Providers have the responsibility to exercise their own commercial judgment, acknowledging the potential for profit or loss in the transactions, agreements, or orders they enter into. The Providers shall assume the corresponding risks, including but not limited to any direct or indirect losses, loss of profits, loss of goodwill, business interruption, data loss, or other monetary or intangible losses.
- 8.6 Unless otherwise specified, the Company and the Platform are not parties to any transaction or service agreement, and therefore, under no circumstances shall the formation of any transaction or service agreement create any liability or obligation for the Company or the Platform.
- 8.7 The Platform provides order modification and cancellation functions to facilitate changes or cancellations upon mutual agreement between the Providers and the Members.
- 8.8 Edit Order and Cancel Service
- 8.8.1. Rights to Edit and Cancel:
- (a) The Provider has the right to edit and cancel orders.
 - (b) The Provider may edit and cancel orders under specific conditions, including but not limited to changes in content, product or goods shortage, changes in date or time, changes in requirements, or other force majeure events.
 - (c) Notwithstanding the foregoing, the order amount, once confirmed, cannot be changed.
 - (d) If the Member and the Provider fail to reach a consensus on modifying or cancelling an order, both parties have the right to file an appeal and provide feedback on the Platform.
- 8.8.2. Edit and Cancel Procedure:
- (a) Prior to editing or cancelling an order, the Providers must immediately notify the Member and directly negotiate and reach a consensus with the Member at least four (4) calendar days (excluding the day of the scheduled service) in advance, to modify or cancel the order through the Provider on the Platform. For edit or cancel within three (3) calendar days (excluding the day of the scheduled service) before the scheduled service date, please negotiate with the Member and have the Provider notify us to assist with the edition or cancellation.
 - (b) Upon confirmation of order edition or cancellation, notifications will be automatically sent to both the Member and the Provider.
- 8.8.3. Improper Cancellation:
- (a) The Providers shall not maliciously or unreasonably edit or cancel orders to avoid affecting the rights and interests of the Members.
 - (b) If the Provider engages in improper or abnormal order edition or cancellation behavior, the Platform reserves the right to intervene, investigate, and take appropriate

measures. The Platform reserves the right to cancel the Provider's registration qualification at any time and seek compensation for losses caused to the Platform.

8.8.4. Handling Fees and Refunds:

- (a) The Platform reserves the right to charge the Providers handling fees for assisting in order editions or cancellations, and will clearly notify the Providers of any fees and guidelines before charging.
- (b) In the event the Provider cancels an order within three (3) calendar days prior to the scheduled service date (excluding the day of the scheduled service), the Provider must immediately notify the Member and the Platform, stating the reason. After verification by the Platform, the full order amount will be refunded to the Member within seven (7) business days.
- (c) Where the Providers and the Members have agreed upon separate refund terms in their transaction agreement, such terms shall prevail. Notwithstanding any agreement between the Providers and the Members, if the Provider cancels an order within three (3) calendar days prior to the scheduled service date (excluding the day of the scheduled service), the Platform reserves the right to deduct any applicable handling fees (if any) from the order amount. The remaining balance shall be refunded in accordance with the agreement between the Provider and the Member.

8.8.5. Definition of Scheduled Service Day

- (a) For example, regarding a service appointment day on January 5th, at least four (4) calendar days (excluding the service appointment day) refers to January 1st or earlier.
- (b) For example, regarding a service appointment day on January 5th, within three (3) calendar days (excluding the service appointment day) refers to January 2nd or later.

8.9 Order Dispute Resolution Process

- 8.9.1 If a dispute arises between the Provider and the Member after accepting an order or after the Provider completes the work, both parties should take all reasonable measures to resolve the dispute independently.
- 8.9.2 If the parties fail to reach a consensus after communication, the Member may file an appeal through the Platform, and the Provider may contact us directly. The Platform will investigate the cause based on the appeal content submitted by the Member or the Provider. If the Member's appeal is found to be reasonable and factual, the Platform will refund the order amount to the Member or process the refund according to the amount agreed upon between the Member and the Provider.
- 8.9.3 If the Member's appeal is not accepted, the order payment will be made to the Provider as scheduled.
- 8.9.4 The Platform reserves the right to charge the Provider a handling fee for intervening in mediation appeals. The Provider, if wishing to file an appeal, must pay in advance a non-refundable administrative fee of One Hundred Hong Kong Dollars (HKD100) (hereinafter referred to as the "Appeal Fee"). The Platform shall only accept and process the relevant appeal upon receipt of the Appeal Fee. Once paid, the Appeal Fee is non-refundable

under any circumstances. The Platform reserves the right to adjust the Appeal Fee at any time without prior notice to the Provider, and any adjustment shall take effect from the date of the update of these Terms of Use.

- 8.9.5 The Platform can only provide limited mediation services and shall only accept and review appeals submitted in writing. Upon receipt of an appeal, the Platform shall investigate and process it within seven (7) to fourteen (14) business days. The Platform will verify the appeal content with the Member based on the information provided by the Provider.
- 8.9.6 The Provider is obligated to provide the Platform with substantial evidence related to the appeal. If the Provider fails to provide relevant evidence, the appeal will not be accepted. Neither the Company nor the Platform makes any guarantees or commitments regarding the outcome of appeals or intervention in mediation services, nor do they assume any liability.
- 8.9.7 If, after mediation by the Platform, the Member and the Provider fail to reach a settlement within fourteen (14) business days, both parties shall seek resolution through arbitration institutions or judicial authorities on their own. Irrespective of whether the dispute is resolved within the fourteen (14) business day period, the Platform shall conclude the appeal process on the fourteenth (14th) business day following receipt of the appeal, and such conclusion shall be deemed as completion of its mediation services. The Platform will not intervene in any subsequent disputes between the Member and the Provider (if any). If the Platform collects order payments on behalf of Members, it will only disburse such payments after Members and Providers reach a final resolution regarding disputes. The Platform shall not bear any legal responsibility for outcomes related to any appeal or dispute by either party, and neither Members nor Providers shall hold the Company or the Platform liable or make any claims against them in this regard.

9. Order Administrative Fee and Transaction Processing Fee

- 9.1 **Administrative Fee:** The Company shall charge an administrative fee of 10% for each Completed Order between the Provider and the Member, subject to a maximum fee of One Thousand Hong Kong Dollars (HKD1,000.00).
- 9.2 **Transaction Processing Fee:** The Company shall additionally charge a transaction processing fee of 3.8% for each Completed Order (before deduction of the administrative fee). This fee covers payment gateway fees, payment processing fees, and related technical support fees.
- 9.3 **Fee Deduction:** The administrative fee and transaction processing fee shall be deducted directly from the corresponding order when settlement payments are made to the Provider.
- 9.4 **Fee Adjustment:** The Company reserves the right to adjust the administrative fee and transaction processing fee. Any adjustment shall be notified to the Provider via email thirty (30) calendar days in advance. The Provider continued use of the Platform after receiving such notice shall be deemed acceptance of the new fee structure. If the Provider do not

accept the new fee structure, they may log into the Platform and select [Delete Account] in the Provider profile, or notify the Company in writing to terminate this Agreement, prior to the effective date of the new fee structure.

10. Payment Limits and Related Provisions

- 10.1 The Provider acknowledges and agrees that Members, when using the Platform to make payments to the Providers, shall be subject to the respective payment limits of each payment method. Different payment methods (including but not limited to Visa, Mastercard, Alipay, AlipayHK, WeChat Payment, and PayMe) may have varying transaction limits.
- 10.2 The Provider shall be aware that transaction limits may vary based on the following factors:
 - (a) The payment method selected by the Member;
 - (b) The Member authentication levels at various payment institutions; and
 - (c) The cumulative transaction amount for single transactions, daily, monthly, or annual periods.
- 10.3 The Provider shall understand that certain payment methods may impose lower transaction limits for unverified Members, while offering higher or unlimited transaction limits for verified Members.
- 10.4 For transactions involving larger amounts, the Provider may recommend that Members use Visa or Mastercard for payment, as these payment methods typically have higher transaction limits. The Provider should be aware that if the order amount exceeds the single transaction limit of the selected payment method, the Member may need to choose an alternative suitable payment method or split the order into multiple smaller transactions.
- 10.5 The Platform reserves the right to adjust payment limits based on actual circumstances and the policies of various payment methods. In the event of significant adjustments, all Providers and Members will be notified in advance.
- 10.6 The Provider agrees and understands that transactions exceeding the limit may not be completed through the Member's chosen payment method. The Platform advises Providers and Members to confirm the current available payment limits prior to transactions. The Platform shall not be held liable for any transaction failures, losses, or disputes arising from limit issues or other transaction-related problems.
- 10.7 Should the Provider encounter any payment-related issues, they may contact the Platform's customer service for assistance. The Platform shall provide necessary support to the Provider to ensure the smooth completion of transactions.

11. Settlement Payment Release Time and Method

- 11.1 Settlement Cycle: For completed orders within each calendar month (with the last day of said month serving as the cut-off date), the relevant settlement amounts shall be disbursed by the last calendar day of the subsequent calendar month (hereinafter referred to as the "Settlement Month").

11.2 Statement Review and Dispute Resolution:

- 11.2.1 The Platform shall, within ten (10) business days from the first business day of each settlement month, send a detailed statement for the preceding calendar month to the Provider via email.
- 11.2.2 The Provider shall review the statement within five (5) business days of receipt (hereinafter referred to as the “Objection Period”). If the Provider disputes the statement, they must submit their objection in writing to the Platform within the Objection Period.
- 11.2.3 If the Provider fails to raise an objection within the Objection Period, the Provider shall be deemed to have unconditionally accepted the statement, and the Platform will disburse the funds in accordance with the timeline stipulated in Clause 11.1.
- 11.2.4 If the Provider raises an objection within the Objection Period, the Platform reserves the right to withhold all or part of the payable amount for the relevant month. The parties shall engage in negotiations regarding the dispute within seven (7) business days following the objection (hereinafter referred to as the “Negotiation Period”).
- 11.2.5 If the parties reach an agreement within the Negotiation Period, the Platform shall disburse the settlement amount within five (5) business days after reaching the agreement or by the last calendar day of the next calendar month, whichever is later.
- 11.2.6 If the parties fail to reach an agreement within the Negotiation Period, the Platform has the right to delay the disbursement of the disputed portion of the funds until the parties reach a written agreement regarding the dispute. The undisputed portion of the funds shall be disbursed in accordance with the timeline specified in Clause 11.2.5.
- 11.2.7 During the dispute negotiation and resolution period, the Provider agrees to waive any right to hold the Company and the Platform liable, make claims, or seek compensation, unless there is clear evidence of intentional misconduct or gross negligence on the part of the Company or the Platform.
- 11.3 Appeal Procedure: In the event that an order is subject to an appeal, the corresponding settlement payment shall be withheld pending the conclusion of the appeal procedure and the rendering of a final determination. The disbursement or deduction of settlement payment shall be executed in accordance with the final determination of the appeal.
- 11.4 Settlement Currency and Exchange Rate:
 - 11.4.1 All amounts on the Platform shall be displayed and settled in Hong Kong Dollars (HKD).
 - 11.4.2 Should the Provider elect to receive settlement payments in a currency other than HKD or through an overseas bank, the Provider shall bear all intermediary bank charges and assume all risks associated with currency exchange rate fluctuations.

- 11.4.3 Settlement payments to the Provider shall be calculated based on the official exchange rate of the day on which the remittance is made by the Company, as determined by Bank of China (Hong Kong) Limited. Consequently, the final settlement amount received by the Provider may differ from the order receivables, while maintaining the same HKD value.
- 11.4.4 Neither the Company nor the Platform shall bear any responsibility for exchange rate risks or differentials.
- 11.4.5 The Company reserves the right to refuse remittance to certain countries or regions as required by the laws of the Hong Kong Special Administrative Region Government and other countries or regions, or as restricted by Hong Kong banking guidelines or limitations. In such circumstances, the Provider shall negotiate alternative arrangements with the Company and agrees that neither the Company nor the Platform shall bear any liability in this regard.

12. Long-term and Cross-period Service Settlement

- 12.1 The provisions in this section shall apply to the settlement of long-term and cross-period services, and shall, to the extent applicable, take precedence over other relevant provisions in these Terms of Use. Matters not expressly stipulated in this section shall continue to be governed by the provisions set forth in Sections 9 to 11 of these Terms of Use.
- 12.2 Definition: Long-term or cross-period services refer to orders where the Provider and Member agree to provide multiple or continuous services within a specific time period, including but not limited to services charged annually, quarterly, monthly, or per occurrence.
- 12.3 Settlement Principles:
 - 12.3.1 For long-term or cross-period services, the Platform shall adopt a phased settlement approach;
 - 12.3.2 The Provider shall clearly list the total value of the service, service duration, and number of service occurrences (if applicable) in the order.
- 12.4 Phased Settlement Method:
 - 12.4.1 The Platform will settle according to the progress of service completion;
 - 12.4.2 Calculation method for settlement amount:
 - (a) Per occurrence calculation: Settlement amount per occurrence = (Total order amount / Total number of service occurrences) x Number of completed occurrences
 - (b) Monthly pricing: Monthly settlement amount = (Total order amount / Total number of service months) x Number of completed months

12.4.3 Settlement shall be made within five (5) business days after the Provider confirms service completion and the Member confirms fund release, but no later than fifteen (15) calendar days after service completion.

12.5 Service Performance Obligations:

12.5.1 The Provider must continuously fulfill service obligations as agreed in the order;

12.5.2 The Provider shall confirm through the Platform that the service has been provided as agreed after each service completion;

12.5.3 The Platform will confirm with the Member whether the service has been completed;

12.5.4 If the Member complains that the Provider has not fulfilled its obligations, the Platform reserves the right to conduct a reasonable investigation within five (5) business days of receiving the complaint and may suspend payment of current and subsequent installments until the dispute is resolved.

12.6 Refund Processing: If the Member requests a refund during the service period, the refund amount shall be calculated based on the proportion of unused service, unless the Provider and Member have separately agreed to written refund terms and conditions. In the latter case, the refund policy shall be based on the content agreed in writing by both parties.

12.7 Risk Control:

12.7.1 The Platform reserves the right to conduct additional reviews of high-risk orders (such as those with high total value or long service periods);

12.7.2 The Platform may require Members to periodically confirm the continuous provision of services as a basis for continued payment.

12.8 Service Suspension: If the Provider is unable to continue providing services for any reason, they shall immediately, and no later than twenty-four (24) hours after becoming aware of the situation, notify the Platform and the Member. The unfulfilled portion of the service will not be paid (the unfulfilled portion refers to services that have been paid for but not yet provided, which will not be paid or will be deducted from future payments).

12.9 Platform Supervision:

12.9.1 The Platform has the right to adjust the settlement frequency and method for specific Providers based on Member feedback and complaints;

12.9.2 For Providers with recurring issues, the Platform reserves the right to terminate cooperation.

12.10 Fee Deduction and Settlement:

- 12.10.1 Pursuant to Clauses 9.1 and 9.2 of the existing terms, the Platform shall charge an administrative fee and a transaction processing fee for each order;
- 12.10.2 For long-term and cross-period service orders, administrative fees and transaction processing fees will, in principle, be deducted in full at the time of the first payment to the Provider. If the first payment is insufficient to deduct all administrative fees and transaction processing fees payable by the Provider, the remaining portion will continue to be deducted from subsequent payments until fully deducted;
- 12.10.3 Regardless of whether the Provider completes part or all of the service, administrative fees and transaction processing fees that have been deducted will not be refunded under any circumstances. The Provider agrees to this provision and agrees to waive the right to pursue, claim, or initiate legal proceedings against the Company and the Platform in this regard;
- 12.10.4 No interest will accrue on payments for long-term and cross-period services. Payments will only be made based on the proportion of completed occurrences or months.
- 12.11 Settlement Cycle and Payment Disbursement:
- 12.11.1 With respect to long-term and cross-period services covered in this section, this clause shall supersede the provisions of Clause 11.1;
- 12.11.2 Settlement cycle:
- (a) Services priced per occurrence: Settlement will be made within five (5) business days after the Provider confirms service completion and the Member confirms fund release
 - (b) Services priced monthly: The last calendar day of each month shall be the settlement date, and the relevant settlement amount will be disbursed by the last calendar day of the following calendar month
- 12.11.3 The Platform reserves the right to adjust specific settlement cycles based on factors such as service nature and risk assessment, but shall notify the Provider at least seven (7) business days in advance;
- 12.11.4 In the event of a dispute or appeal, the relevant settlement amounts shall be processed in accordance with the provisions set forth in Clauses 11.2 and 11.3. The resolution of disputes or handling of appeals shall be completed within fourteen (14) business days. Should this period be exceeded, the Platform shall make a final determination based on the information available. The Platform reserves the right to suspend payment of the relevant amounts pending resolution of the dispute.

13. Bidding Ranking

- 13.1 The Providers may, through the [Bidding Ranking] feature of the Platform, participate in the ranking bid for the upcoming three months. The deadline for each bid is 23:59:59 (Hong Kong time, i.e., Greenwich Mean Time +8) on the fifteenth (15th) day of each month. Upon successful bidding, the ranking effect will commence on the first day of the following month

and will persist for one month. The Providers are required to rebid each month in order to maintain or improve their ranking.

- 13.2 Bid amounts are subject to minimum and maximum thresholds. The minimum bid is set at One Hundred Hong Kong Dollars (HKD100.00), and the maximum bid is set at Ninety-Nine Thousand Nine Hundred and Ninety-Nine Hong Kong Dollars (HKD99,999.00) °
- 13.3 The Providers understand and agree that all submitted bids are irrevocable. Subsequent to remitting the bid payment, the Providers shall not be entitled to request a refund of any paid amounts, regardless of circumstances, including but not limited to the Provider's cessation of the Platform usage, alteration or cancellation of bidding intentions.
- 13.4 The Providers' bid amount shall determine their ranking in search results within the Platform (Member App). Higher bid amounts correspond to higher search result rankings for the Provider.
- 13.5 The Platform reserves the right, at its sole discretion, to accept or reject any Provider's bid without being required to provide any reason or explanation thereof.
- 13.6 In the event that the Providers breach the Platform's Terms of Use subsequent to their participation in the bidding process, the Platform reserves the right, at its sole discretion, to suspend or invalidate the bid results without any obligation to provide a refund or compensation.
- 13.7 The Platform expressly disclaims any and all warranties or representations, whether express or implied, regarding the system-generated service category rankings, including but not limited to their accuracy, reliability, or ranking positions.
- 13.8 The Platform reserves the right, at its sole discretion and without prior notice, to modify, alter, or update the programming code for the system-generated service category rankings at any time.

14. The Member Ratings and Reviews

- 14.1 Upon completion of an order, the Members shall have the right to rate and review the Providers. The Providers hereby acknowledge and agree that all ratings and reviews submitted by the Members are based on their bona fide experiences and opinions following the provision or sale of services, products, or goods by the Providers. The Platform shall not remove any review content unless it contains false or unlawful statements.
- 14.2 In the event that the Provider discovers the Member has submitted a false review, the Provider shall have the right to report such occurrence to the Platform, accompanied by relevant substantive evidence, for the Platform's further investigation and action. The Provider hereby acknowledges and agrees that neither the Company nor the Platform makes any representations or warranties, nor assumes any liability, with respect to the final outcome of such investigations. Furthermore, the Provider waives any right to pursue

claims against or seek compensation from the Company or the Platform in relation to such matters.

- 14.3 The ratings given by the Members to the Providers will affect the Providers' ranking within the relevant service category on the Platform. Higher ratings result in higher rankings. This rating-based ranking criterion is automatically determined by the system, and the Platform makes no guarantees regarding its accuracy or reliability and is not responsible for it.
- 14.4 The "Rating for Reward" promotion applies to reviews that meet the Platform's requirements. The requirements and details of this promotion may change at any time without notice to the Members. The Platform reserves the final decision right regarding the "Rating for Reward" promotion and has the right to discontinue this promotion at any time without prior notice.

15. Chat

- 15.1 The Platform includes an [Chat] function designed to facilitate real-time communication between the Providers and the Members to understand requirements, quote ranges, timelines, and other details, promoting transactions or agreements between parties.
- 15.2 The Providers should refrain from disclosing any personal information that can directly or indirectly identify them in [Chat], including but not limited to sensitive data such as identification numbers, ID card numbers, bank account information, passwords, etc.
- 15.3 The content of conversations between the Providers and the Members is voluntary. Mutual respect should be maintained, and inappropriate language should be avoided. The Platform is not responsible for the content of conversations between the Providers and the Members.

16. Push Notifications

- 16.1 The Platform shall incorporate a push notification function to deliver timely and important information, including but not limited to new service/product updates, security alerts, account activity reminders, inquiries, order edit or cancel notices, [Chat] notifications, limited-time discounts, and exclusive offers.
- 16.2 The Providers may enable push notifications by accessing "Settings" > "Apps" on their mobile device, locating "bonshou", then tapping "Notifications" and activating the "Allow notifications" function. Should the Providers opt to disable this function, they shall not receive quote invitations or inquiries from the Members and may forfeit opportunities for lucky draws and exclusive rewards offered by the Platform or other providers.
- 16.3 The Platform reserves the right to collect and analyze the Providers' interaction data with push notifications, including but not limited to open rates and click-through rates, for the purpose of enhancing service quality and the relevance of push notifications. All data collection and usage shall be in accordance with the Platform's [Privacy Policy Statement].

The Providers' personal data shall be strictly protected and shall not be used for unauthorized purposes.

- 16.4 The Platform disclaims all liability for the accuracy, reliability, or completeness of messages sent via push notifications. Providers shall exercise their own judgment and take appropriate action based on the content of push notifications.

17. Email Notifications

- 17.1 The Platform shall, from time to time, send emails to Providers to provide important information, including but not limited to verification emails, password reset requests, account review reminders, order refund notifications, time-limited discounts, and exclusive offers. These email notifications are intended to enhance the Provider's user experience and ensure that Providers do not miss any important information or promotional activities.
- 17.2 Notwithstanding a Provider's non-consent to receive promotional and marketing emails from the Company and third parties during account registration, the Provider shall continue to receive important notifications from the Platform, such as verification emails, password reset requests, account review reminders, order refund notifications, security alerts, and account activity notifications.
- 17.3 The Platform disclaims all liability for the accuracy, reliability, or completeness of messages sent via email. Providers shall exercise their own judgment and take appropriate action based on the content of email notifications.
- 17.4 Providers shall be responsible for ensuring the accuracy of their registered email address on the Platform and for regularly checking the relevant mailbox to avoid missing important notifications.

18. Third-Party Websites

- 18.1 The Providers may access links provided by the Members or other parties ("Third-Party Websites"). The Platform does not verify or investigate the content of Third-Party Websites and shall not be liable for their content, information, or availability.
- 18.2 The Providers should consult and investigate on their own before browsing or transacting with Third-Party Websites. All risks are assumed by the Member. The Platform does not guarantee the security of any information provided or requested by Third-Party Websites. The Providers agree to waive any right to claim for any losses, damages, or expenses incurred or suffered as a result of browsing or accessing Third-Party Websites.

19. Termination of Registration Eligibility

- 19.1 The Providers may delete their accounts at any time to cancel their registration eligibility, thereby terminating the agreements with the Platform.

- 19.2 If the Providers seriously or repeatedly violates the Platform's Terms of Use or applicable laws, the Platform has the right to immediately cancel their registration eligibility without prior notice or explanation, and reserves the right to pursue all direct and indirect losses caused to the Company and the Platform by the Providers.
- 19.3 If the Providers engage in or are involved in any fraudulent or illegal activities on the Platform, the Platform has the right to immediately terminate their accounts without prior notice. The Platform will report to and file with relevant authorities and reserves the right to pursue related losses.
- 19.4 Even if the Providers' right to use the Platform are suspended, restricted, or terminated, the Terms of Use remain effective for them. The Company and the Platform reserve the right to take appropriate legal action in accordance with the Terms of Use.
- 19.5 All data, orders, comments, and reviews in accounts that have been deleted or voluntarily deleted will also be removed. If the Providers re-register with the same mobile phone numbers or email addresses, the contents of the previous accounts will not reappear.

20. Severability

- 20.1 If any provision of these Terms of Use is held to be illegal, invalid, or unenforceable in any jurisdiction, such provision shall be severed in that jurisdiction to the extent of its illegality, invalidity, or unenforceability and shall be modified to the minimum extent necessary to make it enforceable, while preserving its intent. The illegality, invalidity, or unenforceability of such provision shall not affect the legality, validity, or enforceability of the other provisions hereof, nor shall it affect the legality, validity, or enforceability of such provision in any other jurisdiction.

21. Feedback and Suggestions

- 21.1 Unless the Provider explicitly declares in writing prior to any form of communication with the Platform that the relevant dialogue or written content involves confidential information, any feedback, opinions, suggestions, or other information (collectively, "Feedback") provided by the Provider to the Platform shall be deemed non-confidential and non-proprietary. The Provider hereby grants the Company and its affiliates a perpetual, irrevocable, worldwide, royalty-free license to use, reproduce, modify, create derivative works from, distribute, publicly display, and otherwise commercially exploit such Feedback without any form of compensation to the Provider.

22. Right of Modification and Termination

- 22.1 The Company hereby reserves the right, at its sole and absolute discretion, to modify, supplement, or replace these Terms of Use, in whole or in part, at any time without prior notice. Any such modification, supplement, or replacement shall take effect immediately upon publication on the Platform. The Provider shall have the responsibility and obligation to review these Terms of Use periodically. The Provider's continued use of the Platform following any modifications to these Terms of Use shall be deemed as irrevocable

acceptance of such modifications and agreement to be bound by the modified Terms of Use.

- 22.2 Without limiting the generality of the foregoing, the Company further reserves the right, at its sole discretion, to suspend or permanently discontinue the operation of the Platform or any part thereof at any time, without prior notice. The Company shall not be liable for any direct, indirect, incidental, special, punitive, or consequential loss or damage that may be incurred by the Members, the Providers, any third party, or any person related to the use of the Platform as a result of such suspension or discontinuation of operations. The Members, the Providers, any third party, or any person related to the use of the Platform hereby expressly and irrevocably waive any right to claim against or seek compensation from the Company, its affiliates, directors, officers, employees, or agents for any suspension or discontinuation of the Platform's operations.

23. Governing Law and Language Priority

- 23.1 These Terms of Use shall be governed by and construed in accordance with the laws of the HKSAR. Any disputes, controversies, differences or claims arising out of or relating to these Terms of Use, including the existence, validity, interpretation, performance, breach or termination thereof, or any dispute regarding non-contractual obligations arising out of or relating to these Terms of Use, shall be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre (HKIAC) under the HKIAC Administered Arbitration Rules in force when the Notice of Arbitration is submitted. The seat of arbitration shall be Hong Kong. The language of arbitration shall be Chinese. The arbitral tribunal shall consist of three arbitrators. Each party shall appoint one arbitrator, and the third arbitrator shall be appointed jointly by both parties or, failing such agreement, by the Chairperson of HKIAC. The arbitral award shall be final and binding on both parties.
- 23.2 This Statement is formulated in three language versions: Traditional Chinese, Simplified Chinese, and English. All three language versions shall have legal effect. However, in the event of any discrepancy, inconsistency, or conflict between the different language versions, the Traditional Chinese version shall prevail and be binding. The English version and the Simplified Chinese version are for reference purposes only.

Revision date: November 25, 2024