

## Terms of Service

Welcome to Vidigo (the “Service”), a software-as-a-service developed and published by Xillab Co., Ltd. (the “Company”), a Seoul-based information technology service provider. By using the Service, you may analyze your video clip by simply uploading the same to the Service no matter whether you are an AI expert or not.

The Terms of Service define and set forth your rights and responsibilities when using the Service and matters otherwise need to be defined between you and the Company. Please be aware that by accessing the Service, you will be subject to, and are responsible for complying with, the Terms of Service regardless of your membership status to the Service. If you do not agree to the above statement, you are advised to stop using the Service.

### 1. Use of Service

#### 1.1 Definitions

Terms used in the Terms of Service have the following meanings. The governing laws and regulation apply to define terms that are not otherwise defined below:

1. ‘Company’: A developer, operator and provider of the ‘Service.’ For avoidance of doubt, the Company means Xillab Co., Ltd. as far as the Terms of Service are concerned.

2. ‘Member’: A person using the Service provided by the Company under the service use agreement entered into with the Company.

3. ‘Non-member’: A person using the Service provided by the Company without entering into any service use agreement entered into with the Company.

4. ‘User’: Means either ‘member’ or ‘non-member,’ as relevant, using the ‘Service.’

5. 'Account': A means of membership identification that the Company issues to a member as part of the 'Service' provision. Is a combination of alphanumeric characters, symbols, etc.

6. 'Service': 'A software-as-a-service where 'members' analyze their own video clip, using the artificial intelligence the 'Software' offers, by simply uploading the same to the 'Service.' For avoidance of doubt, the 'Service' means Vidigo as far as the Terms of Service are concerned.

7. 'Free Trial': A service with restricted features offered to both 'members' and 'non-members' by the 'Company' on a complimentary basis.

8. 'Paid Service': A service offered to 'members' who pay the 'Service' fees to the 'Company.'

9. 'Subscription': A specific type of 'Paid Service' where a 'member' makes recurring payments on the same date monthly, using the pre-registered means of payment, for continued use of the 'Service.'

## 1.2 Agreement to Terms of Service

By agreeing to the Terms of Service, you agree to:

1. Understanding that the Terms of Service are an entire agreement, setting forth all rights and responsibilities involved, entered into between you and the Company as the Service provider;

2. Implement duties as set forth in the Terms of Service;

3. Use the Service to the extent permitted in the governing laws and regulations and without infringing rights of any third person;

4. While using the Service, avoid using this website in ways prohibited under the Terms of Service or deemed illegal;

5. Comply with the laws that govern information protection and not collect, process or store personal information of other users or any third person or entity;

6. Not modify or change any part of the Service; and

7. Not re-sell the Service, or sponsorship or promotion campaigns to any contents available in the Service, without the Company's prior consent.

### 1.3 Effectuation and Change of Terms of Service

① The Terms of Service apply to all users intending to use the Service.

② For your reference, the Company may post the Terms of Service to the Service page(s) or send to the users the printed copy of the Terms of Service upon request. The Company makes public announcements to the users by posting the same to the Service website.

③ If deemed necessary, the Company may from time to time modify the Terms of Service in compliance with the governing laws and regulations, in which case the Company will post to the Service website the scheduled modification of the Terms of Service, as well as the reason for such modification, at least 10 days prior to the projected date of such modification applying. In case modifying the Terms of Service not in favor of members, the Company will post the same at least 30 days prior to the projected date of such modification applying and notify the same to each member under Article 1.4. (Such notification can be replaced by posting the scheduled modification to the Service page(s) if members did not provide, or notify to the Company the change of, the contact information to the Company.)

④ When the Company publicly announces or notifies such modification hereunder by setting forth its intent that the Company will consider members' failure to express disagreement to such modification by the scheduled date of modification as the members' consent, the members are considered to consent to such modification if not expressing disagreement by the same date.

⑤ A member not agreeing to the modified Terms of Service must stop using the Service and apply for withdrawal of the membership to terminate the service use agreement with the Company.

⑥Your agreement to the Terms of Service means you are willing to visit the Service website on a periodical basis and ensure good understanding of the up-to-date Terms of Service. The Company is not responsible for any damages you may suffer from being unable to recognize the up-to-date Terms of Service.

#### 1.4 Notification to Users

①Unless otherwise set forth herein, the Company may notify to members by sending electronic notifications to the electronic mail addresses the members have submitted to the Company.

②Instead of making notification to all users as required, the Company may post such notification to the Service page(s) for at least 7 days.

#### 1.5 Service Descriptions

①The Company as the Service provider offers a web-based platform (<https://vidigono.ai>) where members upload their own video files and obtain analytics data.

②For members' sake, the Company provides members with a wide variety of technology servers, analytics system and visualization of stats in the afore-said platform. Specifically, the Company allows members to upload their own video files to the Service, offered in the form of SaaS, which recognizes objects (including human objects) to collect data for visualization of stats.

③The Company refers to COCO 2017, an open-source object analysis dataset published by COCO Creative Commons (the "COCO Consortium") in analysis of the objects in the uploaded video files and is working its best to cover more objects analyzed by creating new datasets by way of AI-based machine learning processes that are a part of the Service.

④As of now, the Service offers analysis of the following objects:

[Objects the Service analyzes]

Category

Classes

Remarks

Articles

Bed, book, bottle, plate, mobile phone, chair, cup, table, fork, hair dryer, keyboard, kite, knife, laptop, microwave oven, oven, flowerpot, refrigerator, remote controller, scissors, sink, sofa, spoon, teddy bear, toaster, toothbrush, television, vase, wine glass, watch

Clothing / Merchandises

Backpack, handbag, luggage, necktie, umbrella

Living Organisms

Bear, bird, cat, cow, dog, elephant, giraffe, horse, mouse, human, sheep, zebra

## Foods

Apple, banana, broccoli, cake, carrot, donut, hot dog, orange, pizza, sandwich

## Sporting Goods

Skateboard, baseball bat, baseball glove, frisbee, ski, snowboard, ball, surfboard, tennis racket

## Structures

Bench, fire hydrant, parking meter, stop sign, bathroom, traffic light

## Vehicles and Mobility

Car, airplane, bicycle, boat, bus, motorcycle, train, truck

## Automobile Logos

Genesis, Renault Samsung, Hyundai, Kia, SsangYong, Daewoo, Chevrolet, Stinger, Toyota, Honda, Subaru, Nissan, Mazda, Mitsubishi, Toyota Century, Lexus, Acura, Suzuki, Infiniti, Benz, BMW, Audi,

Volkswagen, Porsche, Maybach, Opel, Ford, Chrysler, Cadillac, Lincoln, GMC, Dodge, Jeep, Buick, Tesla, Lamborghini, Ferrari, Maserati, Fiat, Alfa Romeo, Land Rover, Range Rover, Discovery, Jaguar, Rolls-Royce, Bentley, Aston Martin, Lotus, McLaren, Mini, Renault, Peugeot, Citroën, DS, Bugatti, Volvo, Saab, Koenigsegg

## Actors

Scarlett Johansson, Robert Downey, Jr., Samuel L. Jackson,

Chris Hemsworth, Chris Pratt, Tom Cruise, Chris Evans, Zoe Saldana,

Tom Hanks, Vin Diesel, Bradley Cooper, Johnny Depp, Tom Holland,

Mark Ruffalo, Dwayne Johnson, Emma Watson, Don Cheadle,

Jeremy Renner, Will Smith, Elizabeth Olsen, Daniel Radcliffe,

Benedict Cumberbatch, Harrison Ford, Josh Brolin, Karen Gillan,

Rupert Grint, Chadwick Boseman, Dave Bautista, Sebastian Stan,

Leonardo DiCaprio, Matt Damon, Tom Hiddleston, Steve Carell,

Paul Bettany, Bruce Willis, Eddie Murphy, Letitia Wright,

Liam Neeson, Brad Pitt, Benedict Wong, Ben Stiller, Hugh Jackman,

Ian McKellen, Danai Gurira, Gwyneth Paltrow, Mark Wahlberg,

Jennifer Lawrence, Nicolas Cage, Cameron Diaz, Ewan McGregor,

Pom Klementieff, Jim Carrey, Idris Elba, Natalie Portman, Josh Gad,

Christian Bale, Sandra Bullock, Julia Roberts, Adam Sandler, Ryan Reynolds

Ralph Fiennes, Jack Black, Ben Affleck, Jason Statham, Robert De Niro,

Sylvester Stallone, Paul Rudd, Owen Wilson, Adam Driver, Daniel Craig,

Daisy Ridley, John Boyega, Morgan Freeman, Robin Williams,

Orlando Bloom, Mel Gibson, Robert Pattinson, Brie Larson, Keanu Reeves,

George Clooney, Kevin Hart, Simon Pegg, Arnold Schwarzenegger,

Shia LaBeouf, Martin Freeman, Meryl Streep, Anthony Mackie, Jude Law,

Jon Favreau, Mark Hamill, Denzel Washington, Keegan-Michael Key,

Anthony Hopkins, Tim Allen, Keira Knightley, Geoffrey Rush,

Channing Tatum, Mike Myers, Sam Worthington, Paul Walker

\*As of Nov. 14, 2022. Objects may expand as AI-based machine learning is currently in progress.



⑤The Company offers you some complimentary services that are necessary for you to use the Service. You may purchase or subscribe the Paid Service that enables advanced features and services. If you have purchased or subscribed the Paid Services, you must comply with the Terms of Paid Services on matters of the Paid Services.

## 1.6. Change and Suspension of Service

①To the extent permitted by the governing laws and regulations, the Company may change the method, description, scope, etc. of the Service. When changing the Service, the Company posts to the Service page(s) the scheduled date and details of such change at least 10 days prior to such scheduled date.

②In case changing the Service not in favor of members, the Company will post the same at least 30 days prior to the projected date of such modification applying and notify the same to each member under Article 1.4. Such notification can be replaced by posting the scheduled change to the Service page(s) if members did not provide, or notify to the Company the change of, the contact information to the Company. The same applies to notification to non-members who are not supposed to provide the Company with the contact information.)

③In the event of any Force Majeure event such as maintenance, replacement or failure of information technology equipment, communication error or delay, and Act of God, the Company may suspend the Service on a temporary basis.

④Except for Force Majeure events such as the state of national emergency, the Company will compensate for damages to benefits of members and/or third persons in the event of suspension of the Service attributable to any cause under Paragraph 2 above, unless the Company is able to evidence that such suspension was not attributable to the Company.

⑤If becoming unable to provide the Service due to, without limitation, change of business item, discontinuation of business or merger with other businesses, the Company will keep members notified as set forth in Article 1.4 and keep the members compensated under the terms of compensation the Company and members have agreed to.

## 2. Account

### 2.1 Account Information

① You may access a certain Service page where you may register and edit your account information.

② The Company has a right to verify members' eligibility depending on their service plans that are classified as follows:

Basic Plan (Basic Plan Accounts): Free trial

Premium Plan (Premium Plan Accounts): Paid services

Enterprise Plan (Enterprise Plan Accounts): Paid services with enterprise features provided as the Company consults.

③ A member is responsible for managing his/her own account and keep to himself/herself the account's login credentials.

④ The Company may from time to time suspend an account that may disclose personal information, is against the good manners or not socially accepted or may cause confusion with either the Company or the Service operator.

⑤ A member recognizing his/her account information is spoofed or otherwise used by a third person or entity shall notify the same to, and take action(s) as instructed by, the Company, in which case the Company will not stay responsible for any loss or damage that the member suffers by not notifying the same to, and not taking actions(s) as instructed by, the Company.

## 2.2. Signing Up

①A non-member may sign up to the Service to become a member. The following principles apply when a non-member signs up to the Service:

1.A non-member may sign up to the Service in the Service's sign-up page, using his/her own e-mail address.

2.A non-member may define a nickname of the account when signing up to the Service to become a member.

②The Company considers a non-member signing up to the Service to become a member by clicking “I Agree” in the Service’s sign-up page or starting using the Service having agreed to the Terms of Service, after which the service use agreement is deemed entered into and such a non-member eventually becomes a member.

③The Company shall check for the details of a membership application submitted by a non-member and proceed without delay: Provided, however, that the Company may suspend or refuse to proceed such application, or terminate the service use agreement entered into with a member signing up to the Service, if:

1.The applicant has previously lost a membership under the Terms of Service;

2.The applicant has used an e-mail address of another person when signing up;

3.The applicant has made false statements or failed to submit mandatory statements designated by the Company;

4.The application cannot be proceeded due to any cause attributable to the applicant;

5.The application has made in breach of any governing laws, regulations, etc.; or

6.The Service is not available to the applicant due to lack of technologies or equipment required.

④A member may refer to and edit his/her own personal information at any time on the personal information management pane accessible in the related Service page.

⑤In the event the personal information a member has submitted upon sign-up has changed, a member shall modify his/her personal information himself/herself on the afore-said personal information management pane accordingly or notify to the Company of any such change by calling to customer center, etc. The Company will not stay responsible for any loss or damage that the member suffers by not notifying the same to the Company.

## 2.3 Withdrawal from Membership

A member may withdrawal from his/her membership to the Service by deleting his/her own account in the Service's profile page.

### 1.How to withdraw from your membership

IGo to the Service's profile page, access 'Delete Account' pane and click 'Delete Account.'

IChoose a reason for withdrawal, or input your own reason if none of the presented reasons are relevant, to proceed with withdrawal.

2.A member may withdraw from the Service at any time.

## 2.4 Information We Collect from Your Account

To make the sign-up process and account management as transparent as possible, the Company may collect information from your account:

1.E-mail address that you use to sign-up

2.Collect the account name given by the ‘user’

3.Your nationality; and

4.Password in your login credentials.

### 3. Service Fees

#### 3.1 Service Fees

①The Service is comprised of the Paid Service and the Free Trial.

②Due to the nature of restricted features, the Free Trial is available to anyone, regardless of the sign-in status.

③The Paid Service is only available to members and may vary depending on the service plan. To become a user of the Paid Service, you have to pay for the service fee, determined by your service plan and modified from time to time by the Company, using a credit card approved by the Company (Visa, Master, Amex, JCB) or via PayPal.

④Details of payment methods are defined in 「Paid Service Terms and Conditions」

### 3.2 Service Plans and Fees

①The Service is comprised of the Paid Service offered as paid plans of Basic Plan, Premium Plan and Enterprise Plan (a customized service plan) and the Free Trial offered on a complimentary basis to anyone without signing-in.

[Service Plans]

Service Type

Plan

Definition

Number of Video Clips Analyzed

analysis possible

Number of multiple models

Maximum Upload

Price

Offered on a complimentary basis to anyone without signing-in

Free-Trial

Restricted complimentary features available to anyone accessing the Service page, regardless of log-in status

1 Model(30 clips)

1 Model

50MB

Free

Offered to 분석가능

다중모델수signed in members only

Basic

Restricted complimentary features available to signed in users only

1 Model(30 clips)

1 Model

100MB

Free

Premium

Features available to paid members only.

Unlimited

5 Model

1GB(30m)

\$ 7.99 monthly

Customized service plan

Enterprise

Customized services that suit the enterprise member's needs

Vary by terms of service use agreement

Vary by terms of service use agreement

Vary by terms of service use agreement

Vary by terms of service use agreement

\*For objects available for analysis, refer to Paragraph 4 of [1.5 Service Descriptions]. Objects may expand as AI-based machine learning is currently in progress.



\*Visit the Service page for more information about the features available for each service plan.

\*Objects, maximum uploads and prices are as of Nov. 14, 2022 and may vary depending on the Company's Service policy.

②Free Trial is a complimentary service plan where the restricted features of the Service are offered to anyone, regardless of the status of sign-up and sign-in. The Company does not restrict you from using the Service on a complimentary basis as a Free Trial user after certain period of time.

③A member of Basic Plan is offered to members signed up to the Service from the Service page to submit the required account information to the Company. The Company does not restrict you from using the Service on a complimentary basis as a Basic Plan user after certain period of time.

④A member of Premium Plan is offered only to paid members who are entitled to all analytic features offered by the Service.

⑤A member of Enterprise Plan has an access to the custom-built solution the Company has developed to that member to suit the member's requirements of objects analyzed and features. This custom-built solution is offered under a service use agreement the Company has separately entered into with that member.

### 3.3 Complimentary Service

①The Company offers complimentary services to Free Trial non-member users or Basic Plan members.

②You may use such complimentary service without submitting payment or subscription information to the Company.

## 4. Users' Responsibility when Using the Service

### 4.1 About Uploading Video Clips

① The Company offers complimentary services to Free Trial non-member users or Basic Plan members.

② When you upload your own video clip(s) to use the Service, you must:

1. Not upload any video clip that infringes personal information of a third person or entity or was recorded by notifying to the involved persons that use of that video clip for the Service is intended for visual analysis using the artificial intelligence offered by the Service and such recording has taken place in compliance with the governing laws and regulations including PERSONAL INFORMATION PROTECTION ACT;

2. Not upload any video clip that features, or includes personal information of, children younger than 14 years of age; (If the owner of such personal information or his/her legal guardian requests the Company to refer to, edit, delete or stop processing such video clip you have uploaded to the Service, the Company may take required actions accordingly and on an immediate basis.)

3. Not upload any video clip that infringes any third person's right, including trademark right, patent right, utility model right, design right, copyright, portrait right and name right;

4. Not upload any media products that are harmful to youth; and

5. Not upload any video clip that includes personal information or infringes personal life of anyone.

### 4.2 Retention of Uploaded Video Clips

The Company manages the library of video clips you have uploaded to the Service in the following terms, by which the Service automatically purges your video clips when reaching the volume and period defined below:

Service Type

Plan

Maximum Volume

Purge Period

Offered on a complimentary basis to anyone without signing-in

Free-Trial

-

Real Times

Services offered to signed in members only

Basic

100 MB

1 day

Premium

5 GB

30 days

Enterprise-built plan

Enterprise

As consulted

As consulted

#### 4.3 Supports Related to Data Protection

①The Service offers any and all information and data required to process the video clips you have uploaded. If you experience technical issues while attempting to process your video clip and want to contact the Company to resolve the issue, you must contact the Company by yourself.

②The Service is also prepared against potential leakage of video clips you have uploaded, defining access restriction, expiry of domain, etc., as part of the security means.

③In the Service's 'My Profile' page, a member may change his/her own plan or withdraw membership at any time.

#### 4.4 Your Responsibility to Uploaded Video

①The Company may request you to compensate for damages in the event the video clip you have uploaded to the Service infringes rights of any third person or the Company is punished, criminally or administratively, by the court or any competent authority due to your infringement on such rights or breach of governing laws and regulations.

②The Company has a right to take temporary actions, delete, discard or take actions otherwise deemed necessary if you have uploaded any video clip in breach of the above 4.1 Paragraph, in which case the Company notifies you the cause, actions taken and period of such actions taken in advance or, if unavoidable, on an ex-post basis.

③The Company may request you in breach of Paragraph 4.1 above to stop using the Service or submit to the Company or discard the output you have produced by using the Service.

④In the event you breach Paragraph 4.1 above to infringe any third person's right, you must stay responsible, civil and criminal, for indemnifying the victimized person(s) while keeping the Company defended and indemnified. The Company may request you to compensate for damages in such event.

⑤The Company is not responsible for improper use of personal information or infringement of trademark right, patent right, utility model right, design right, copyright, portrait right and name right by the video clips you upload to the Service. The Company is not responsible for your breach of any trademark right, patent right, utility model right, design right, copyright, portrait right, name right, etc. in the content you upload to the Service. You are responsible for resolving any legal problems arising from your own behavior at your own cost (that must also cover the Company's legal expenses, reasonable calculated based on the legal consultation services fee in the Korea's top law firms like Kim&Chang, Bae, Kim and Lee, Lee & Ko, Shin & Kim, and Yulchon LLC) and responsibility (of keeping the Company indemnified for loss of reputation attributable to your behavior. If an investigation agency or a press agency raises an issue against the Company regarding your activity as a member of the Service, you are responsible for keeping the Company indemnified for any loss of sales compared to the sales of the concerned quarter in the past year.

⑥Article 4.4 survives termination of the service use agreement entered into between you and the Company.

#### 4.5 Indemnification

①The Company is indemnified from keeping you compensated for the Service down time in the event of any Force Majeure event or Act of God equivalent thereto.

②The Company is not responsible for the Service down time occurred by any cause attributable to you.

③The Company is neither responsible for the information and data you have posted to or in relation to the Service, nor creditworthiness and accuracy thereof.

④The Company is not responsible for any transaction you have made with another member or any other third person by way of or in relation to the Service.

⑤Unless otherwise set forth in the governing laws and regulations, the Company will not stay responsible for any issues arising from or in relation to the Free Service.

⑥To the extent permitted by the governing laws and regulations, you must keep the Company, and directors, employees, staffs and their legal agents, indemnified from any claims, damages, duties, losses, responsibilities, expenses or liabilities arising from or in relation to:

1.Your use of or access to the Service;

2.Your breach of the Terms of Service;

3.Your breach of any third person right, including intellectual property right or personal information protection right;

4.Your breach of governing laws or regulations; or

5.Your contents inflicting or damaging any third person.

⑦Article 4.4 survives termination of the service use agreement entered into between you and the Company. Even after such termination, you are responsible for working the best in assisting the Company defending and indemnifying itself under Paragraph 1 above.

## 5. Ownership, Protection of Personal Information, Intellectual Property Right

### 5.1 Rights Granted

①The Company has a right to hold ownership, moral right and property right.

②The Company is the only entity authorized to generate a copy of the Service, translate, reverse-engineer or distribute the source codes of the Service, and the Company may claim for damages against any person or entity, including public institutions and corporate entities, attempting to do so without the Company's consent.

③The Company holds ownerships, moral rights and property rights to the works, including contents, brands, logos, blueprints, texts, images, database, codes and materials offered in relation to the Service.

④The Company is the only entity authorized to distribute, modify or change the Service, and the Company may claim for damages against any person or entity, including public institutions and corporate entities, attempting to do so without the Company's consent.

⑤In no case can a member copy, infringe or distribute the Company's name, trademarks, brand identities, corporate identity, etc.

### 5.2 Service's Center for Personal Information Protection

①To protect your right to personal information, the Company runs the Service's Center for Personal Information Protection.

②You may declare infringement of any personal information to the Service's Center for Personal Information Protection.

③Upon receipt of the declaration, the person-in-charge in the Service's Center for Personal Information Protection will request the concerned member to express his/her opinion (or, if the declared case involves infringement of any non-member's right, the Company may declare the case to Korea Internet & Security Agency(KISA)).

④If you are not accessible to the Service's Center for Personal Information Protection(<https://vidigo.ai/complaint>) do not hesitate to declare any potential infringement of intellectual property right to any of the following recipients:

☞Electronic mail: [help@vidigo.ai](mailto:help@vidigo.ai)

☞Postal mail: Xillab Co., Ltd., 4th Floor, 3, 617, Eonju-ro, Gangnam-gu, Seoul, Korea

☞Facsimile: 02-6914-9373

### 5.3 Service's Center for Intellectual Property Right Protection

To protect your intellectual property right, the Company runs the Service's Center for Intellectual Property Right Protection.

⑤You may declare infringement of any intellectual property right to the Service's Center for Intellectual Property Right Protection.



⑥ Upon receipt of the declaration, the person-in-charge in the Service's Center for Intellectual Property Right Protection will request the concerned member to express his/her opinion (or, if the declared case involves infringement of any non-member's right, the Company may declare the case to Korean Intellectual Property Office (KIPO)).

⑦ If you are not accessible to the Service's Center for Personal Information Protection(<https://vidigo.ai/ripr>) do not hesitate to declare any potential infringement of intellectual property right to any of the following recipients:

☐ Electronic mail: [help@vidigo.ai](mailto:help@vidigo.ai)

☐ Postal mail: Xillab Co., Ltd., 4th Floor, 3, 617, Eonju-ro, Gangnam-gu, Seoul, Korea

☐ Facsimile: 02-6914-9373

## 6. General Provisions

### 6.1. Restriction of Service Use

① The Company may terminate the service use agreement entered into with you and terminate the Service provided to you in case:

1. You as a user breach the duties or representations made hereunder;

2. A third person right such as intellectual property right is infringed;

3. You as a member fail to pay for the Service or software license; or

4. Termination of the service use agreement becomes mandatory under the laws of the country where the Service is provided.

②The Company may restrict the Service use on a gradual basis if you fall under any paragraph under Article 6.1 above.

③When restricting the Service use under Article 6.1 or Article 6.2, the Company notifies you the cause, actions taken and period of such actions taken in advance or, if unavoidable, on an ex-post basis.

## 6.2 Governing Laws and Jurisdiction

①CIVIL PROCEDURE ACT applies to determine jurisdiction of a civil suit arising between you and the Company in relation to the Service.

②The Republic of Korea laws apply to construction of the Terms of Service, definition of rights and duties in relation to the Service and conflict between you and the Company.

## 6.3 Resolution of Dispute

①The Company runs Customer Service Center and a separate Compensation Organization to make sure your opinions and complaints are listened to and keep you compensated for damages.

②The Company will handle complaints and opinions submitted by the members with the highest priority, unless the Company notifies you the schedule of such complaints and opinions handled when it takes time to handle your complaints and opinions.

③As regards an electronic commerce conflict arising between the Company and a member who has submitted a request for relief, a case of such conflict can be submitted to the Fair Trade Commission or an arbitration court designated or requested by the Mayor or Governor.

#### 6.4 Official Language

The Terms of Service may have been translated from Korean. In case of any dispute, the Korean language version shall prevail.

#### 6.5 Miscellaneous Affairs

You may not transfer any right or duty drawn up under the Terms of Service to a third person or entity unless otherwise agreed by the Company in writing.

#### Supplementary Provisions

(1) The Terms of Service is effective starting 11/14/2022.