

## INTRODUCTION

AZ Parts platform was initiated in 2016. It is owned by Shamel Al-Markabat Est. for Information Technology in the Kingdom of Saudi Arabia. The making of AZ Parts platform took nearly three years and its development is still ongoing. AZ Parts platform is an online marketplace for used auto parts of various types, sizes and uses.

AZ Parts utilizes artificial intelligence technologies to facilitate immediate search services for auto parts directly from used auto parts market, where the vehicle owner is linked to the market without human intervention. The platform provides an indicator that shows the highest, lowest, and average prices of auto parts for each country separately. AZ Parts platform provides different types of memberships, including individual membership of vehicle owners, membership of Tashlyh shops, maintenance workshops, companies that have fleets of vehicles and other types of memberships for service providers that will be consecutively added to AZ Parts platform.

In order to facilitate communication between various parties, AZ Parts platform has prepared the procedures and terms of use of the platform to ensure protection of everyone's rights. So, please follow the platform regularly for the latest updates. All members and users of AZ Parts agree that once any of them uses AZ Parts platform or its applications, he has fully and automatically agreed to all terms and conditions mentioned in this agreement, and this approval will be effective from the date of his first use of this platform. Any amendment to the terms of use also applies as of the date of that amendment.

If you want to subscribe to AZ Parts service, you must log in to the platform and download its applications, and then you will enter your city and the neighborhood where you live, as well as your personal phone number to ensure that our services reach you. This is considered as your approval to provide us with your information. Your registration or access to any services after accepting registration on AZ Parts platform is considered an agreement to abide by the user agreement and privacy terms.

## FIRST: DEFINITIONS AND TERMS

**Platform:** It is the “AZ Parts” portal for used auto parts. Its domain address is [www.az.parts](http://www.az.parts)

**AZ Parts:** It is the electronic platform owned by Shamel Al-Marakabat establishment, and it is the first e-market in the Kingdom which links the user to Tashlyh shops and used auto parts directly without any human intervention.

**User:** Every member, customer, or visitor of “AZ Parts” platform, whether he has a customer account on the platform or not, and this includes without limitation the owners of vehicles, auto parts shops, maintenance workshops, and everyone who falls under the aforementioned categories.

**Customer:** Every person who has an account on “AZ Parts” platform.

**Store or Tashlyh Shop:** Any shop that engages in buying and selling auto parts from among members and customers of AZ Parts platform.

**The Role of the Platform:** To perform automatic compatibility between requests and offers of auto parts, as well as damaged or antique vehicles in the used car market. To this end, AZ Parts platform has provided a package of unconventional services and solutions based on artificial intelligence techniques through which requests are received, processed and directed to the corresponding offers, automatically, without human intervention, while providing real-time indicators and prices that illustrate the market's activity and parts prices, and providing records history that can be referred to and benefited from in the future, with the aim of contributing to and raising the efficiency, transparency, and quality of information of the auto parts market.

**Used Auto Parts:** Used auto parts that are usable in other vehicles.

**Damaged Cars:** Cars that are partially damaged either due to an accident or due to the outdating of the vehicle.

**Antique Cars Market:** An online auction which links the owners of antique type of cars to their interested parties around the world.

**Requests:** Requests for used auto parts, or requests to purchase damaged or antique cars.

**Offers:** Real-time market offers that meet the market's requests.

**Buyer:** Any member, user, or customer who places a request to purchase spare parts or a vehicle on "AZ Parts" market platform.

**Seller:** Any member, user, or customer who places an offer that meets a request for auto parts or vehicles on "AZ Parts" market platform.

**Market Index:** Dated-price quotations for auto parts for each car. The index shows the lowest and highest prices, as well as the average price of the part based on mathematical equations. The market index data are updated up to the minute.

**Auto Parts Exchange:** It is the dated-prices database for auto spare parts. It is possible to search retrospectively for past prices of parts.

**Logistics Services:** Additional services provided by a third-party cooperating with the platform such as freight and delivery companies.

**Express Service:** A service provided by the platform to its customers who want to buy or offer auto parts urgently for additional fees, by means of an immediate representative of the platform present at Tashlyh market.

**Languages:** Arabic, English, and Hindi.

## **SECOND: DETAILS OF SERVICES**

1. "AZ Parts" platform aims to facilitate and simplify the services of buying, selling, and delivering used and new auto parts, as well as damaged and antique cars.
2. "AZ Parts" platform does not perform the buying and selling services, either for auto parts or damaged cars, but rather is an online marketplace that connects purchase orders with

offers of sale and other related logistic services. Accordingly, “AZ Parts” platform does not interfere in any way with the preparation of requests or offers for sale, nor does it interfere in the production or manufacture of auto parts.

3. “AZ Parts” platform does not guarantee or endorse the authenticity of any information, offer or request that is circulated through the platform, nor does it guarantee or endorse the fulfillment or commitment of Tashlyh or auto parts shops, nor does it guarantee or endorse that the used parts are free from defects. The responsibility of all the aforementioned is the responsibility of the customer, the owner of the vehicle, where the responsibility of AZ Parts platform services ends at connecting both parties. The responsibilities of agreeing on the part's specifications, validity, price, delivery and mounting remain subject to negotiation and agreement between the two parties without “AZ Parts” intervention, responsibility, commitment, or guarantee.
4. AZ Parts does not pledge, confirm, or endorse the approval of the parts provided by shops, and has no idea of their quality or condition. The store or marketplace is responsible for complying with the laws and standards in force in the Kingdom, so the buyer must examine and verify the information provided by Tashlyh shops, stores or markets from which they buy to ensure the quality of the parts, the reliability of the store or market, the extent of their compliance with the laws and standards in force, and their conformity with the system .
5. The buyer alone, and not others, is responsible for making sure that his delivery addresses are correct. AZ Parts does not assume any responsibility for any wrong addresses for either party (seller and buyer).

### **THIRD: TERMS OF USE**

“AZ Parts” platform is available for individual as well as commercial use, whether by companies, maintenance workshops, and the like. Each user of the platform is subject to the terms and conditions of use mentioned below:

1. The user acknowledges that he is over the age of eighteen (18). In the event that he is less than (18) years old, he is responsible for obtaining permission from his guardian. The guardian will then be directly supervising and responsible for the minor's use of AZ Parts platform and its applications. The guardian must also acknowledge reviewing this agreement and agreeing to it.
2. This agreement may be terminated if the user does not have the legal capacity required for contracting, and this agreement may also be terminated - at the discretion of the platform - if the user is prohibited from using the technology channels under a decision of any regulatory or penal authority.
3. The user is bound to choose an appropriate name when registering on “AZ Parts” platform. The platform retains the right to delete any account that does not adhere to such instructions without prior notice.
4. The user is the only person responsible for managing his account data, and he may not grant the right to use his account to any other person. In the event that he does so, he shall bear

all responsibility and all consequent violations, whether towards AZ Parts platform or towards others.

5. The user is solely responsible for keeping the password and login details of his own account. The user may not share the password of his account with others.
6. “AZ Parts” does not allow the same person to create more than one account.
7. The user acknowledges that all the data he enters into his account are correct and accurate.
8. The user undertakes to update his information in case any modification occurs to it.
9. “AZ Parts” platform is not liable for any damages that may be caused to the user or to those who deal with him, whether direct, indirect, or incidental damages arising from the use of the platform due to their use of the solutions and services provided by the platform, or because of their inability to use it.
10. The member is not permitted to place unserious or ridiculous bids, and the application admin may delete the member's account after warning him.
11. It is known that all technologies, portals, websites and electronic applications, including “AZ Parts” platform, may be subject to technical malfunctions, break in operation, or other issues that is beyond control. Accordingly, “AZ Parts” is not responsible for any such failure that may occur while using its solutions or services. No clients or users of the platform are entitled to claim material or moral indemnification for any damages that may result from their use of “AZ Parts” platform, services, technologies, or related applications.
12. The role of the platform is limited to the direct linking between those searching for auto parts, damaged or antique cars to those who own those parts or cars and wish to sell them to others.
13. “AZ Parts” does not guarantee the provision of all required auto parts; rather, it displays the auto parts or cars provided by its customers.
14. The user is bound to inform the platform administration of any advertisement, request, or offer that contains inappropriate or false expressions, or that which is irrelevant to the offers and requests of auto parts or vehicles related to the platform's activity.
15. All terms and conditions of “AZ Parts” platform are subject to the laws of the Kingdom of Saudi Arabia. The competent courts in the city of Khobar in Saudi Arabia shall resolve any conflict that may arise between the parties that use “AZ Parts” due to their use of it.

#### **FOURTH: IMPLEMENTING AND CANCELING REQUESTS**

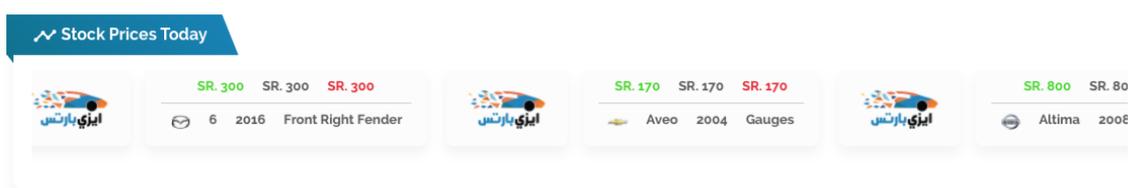
1. When choosing an auto part from the store or Tashlyh shop, the buyer must confirm the correctness of the order information before listing it on AZ Parts platform, and must review the correctness of the order information before confirming sending it to the market.
2. After the buyer – who requests the auto part - has filled out the auto part’s request data, he will receive an electronic notification of the successful receipt of his order, after which the request will be sent to the market.

- The buyer has the right to cancel the order before the initiation of its process, while AZ Parts platform has also the right to cancel the request on its part for any reasons it considers logical and without giving any reasons or notice to the owner of the request.

### FIFTH: PRICING

The customer requesting the auto part gets two price quotations for the required part as follows:

- An indicative price for the auto part: that appears before the order is sent to the market: it is an automatic service that is available before the request of the part is sent to the market and after the customer - the owner of the request - has filled out the main fields with the required auto part information. This feature provides the customer with three main indicators (the lowest, highest, as well as the average price) for that part of that brand and that model, as shown in the example attached in the image below. The data of the auto part and its prices history are imported from AZ Parts market database of previous parts which are identical to the current one and which were previously sold or priced. The prices of the parts in the market index are updated instantly upon the occurrence of any variation in the market prices. The indicative price is an indicator that helps the customer know the prices history of the parts that correspond to his request in the market before making the purchase decision.



- The actual price of the part: that appears upon sending the request to the market: it is a service that is carried out after the customer sends his request to the market and after the stores or Tashlyh shops receive it. A response with the actual price of the part is placed and becomes executable upon the approval of the requesting customer.
- \*\*\* A fundamental disclosure from AZ Parts platform regarding auto parts prices:
  - All prices offered by the market index or the prices listed in the auto parts exchange database are prices based on the personal assessment of the owners of those parts. AZ Parts platform has no role in verifying the fairness of such prices, approval, or endorsement of their owners.
  - The discrepancy in the prices of auto parts among some stores or Tashlyh shops may be attributed to several reasons, including, but not limited to, the life of the vehicle from which the part is extracted, as it is known that some parts in one car may fit in several other models despite the years' difference between them, and therefore the price differential may be due to such reasons.
  - The price fluctuation may be due to lack of a controlling reference that can be referred to during pricing. So, AZ Parts platform counts on the market price index to contribute in providing the best possible standards to achieve fairness and market transparency.

- 4) AZ Parts platform does not interfere in setting or specifying market prices, nor does it set any minimum or maximum ceiling. Its role is limited to collecting and analyzing data and offers and archiving them historically.
- 5) Any price circulated on AZ Parts platform is not considered a guarantee by the platform that it is the fair price for that auto part, and the decision to accept the price or not remains the prerogative of the requesting customer.

#### **SIXTH: COMPETITION BETWEEN STORES OR TASHLYH SHOPS**

1. Requests for auto parts are directed to the market after being analyzed by several levels of algorithms according to which the request identifies the stores and Tashlyh shops that fits it without human intervention.
2. The store or Tashlyh shop is notified of the receipt of a new order so it can deal with and respond to it.
3. The store or Tashlyh shop can see the prices that its competitors have offered for that part. The store or Tashlyh shop can adjust the price only once.
4. The price adjustment feature allows the advantage of competition among auto parts stores and Tashlyh shops, which in turn realizes market fairness, as well as offers the customer - the owner of the request - the best possible price.
5. The customer receives several prices for the required part, and he has the right to choose among them according to what he deems appropriate.

#### **SEVENTH: PAYMENT MECHANISM**

1. After the customer - the owner of the request - receives market responses to his request, which are made without the intervention of AZ Parts management, the customer is informed of the following data:
  - 1) The names and contact information of the stores or shops that offered the customer with the prices for the required auto part.
  - 2) The geographical location of the store or shop.
  - 3) Communication takes place between the two parties (the seller and the buyer), and when the buyer accepts the price offered by the seller, this is considered an agreement between the buyer as a customer and the store or Tashlyh shop as a seller, so that the store or Tashlyh shop becomes responsible for that request and payment is made and received between the two parties traditionally outside the platform.
2. In the event AZ Parts provides electronic payment services for the products or auto parts that are purchased, or in the event the value has been collected by the delivery agent or employee assigned to deliver the requests for AZ Parts platform, AZ Parts platform is responsible for paying the value agreed upon by the two parties which has been collected, either in cash or through electronic payment, to the seller.

3. In the event the method of payment is done by credit card or prepayment via AZ Parts platform or application, in this case AZ Parts becomes an intermediary between the buyer and the seller.
4. Delivery fees or any other charges for any order are calculated in accordance with the store's policy, in addition to the delivery fees or any additional fees that will be explained in the order details.

### **EIGHTH: DELIVERY OF REQUESTS**

1. Freight and delivery services are independent services provided by a third party or parties, or by Tashlyh shops that offer the auto part or vehicle. "AZ Parts" customers must agree with the third party separately, and ensure the validity of the information, addresses and prices. In all cases, the agreement on delivery and related matters remains an agreement between the buyer, seller, and delivery agent; AZ Parts platform has nothing to do with it.
2. Delivery services are carried out by a third party that is chosen by either the seller or the buyer, so the delivery service does not fall within the responsibilities of AZ Parts platform. In the event that delivery services are provided by AZ Parts platform, the customer's address specified by the buyer in the system is the reference for the delivery of the auto part, and in the event that the buyer (the owner of the request) or his representative is not present to receive the piece during the time of delivery without prior notice on his part that he changed his address and before sending the shipment, the delivery fees are considered due. In this case the buyer will bear the payment of new delivery fees at a new price that will be determined based on the specified location. All of the above applies in case of error in the recipient's address or non-presence during delivery if the buyer instructed that the piece be delivered by a third party such as the repair shop.
3. The Express service provided by "AZ Parts" platform is concerned with shipping and delivery through the platform's representatives located at Tashlyh markets. It is a service that is subject to delivery supervision and guarantee at a given time as agreed between both parties (the seller and the buyer). The guarantee does not include the validity of the item or its being free from defects, since it is directly chosen by the customer. The role of the platform's representative is limited to delivering it to the customer only.

### **NINTH: RETURN OF REQUESTS**

1. The terms of return adopted by stores or Tashlyh shops shall be applied in accordance with the regulations approved in the Kingdom with regard to the return policy of used spare parts, which is agreed upon between the seller and buyer without interference on the part of AZ Parts platform.
2. AZ Parts does not undertake any responsibility for the return guarantee or any disputes that may arise between the seller and buyer on account of the terms of return or its reasons.
3. In all cases, according to the regulations in force in the Kingdom of Saudi Arabia, the buyer has the right to cancel the agreement concluded between him and the seller in the event he does not receive the auto part or the sold item within fifteen days from the date of the

agreement and the payment of its value. He is entitled to a refund of the item's price only from the seller unless the reason is a force majeure condition, without any liability on AZ Parts platform.

4. The buyer also has the right to cancel the contract concluded electronically within seven days from the date of receiving the auto part, as long as the part is new and he did not use the auto part and the defect was not due to him. He is entitled to a refund of the purchase price only from the seller, and in all cases the buyer bears the costs of returning it to the seller without any liability on the platform.

#### **TENTH: REFUND**

1. In the event of the presence of any defect or problem in any request, the buyer must communicate directly via the application or the site or by direct contact with the platform via the phone, and the platform will fix the defect and work to solve the problem satisfactorily and effectively in the event that the failure was on its part.
2. It does not include the services, solutions and products provided by customers or users of the platform between themselves. It is only applicable for the cases in which the buyer gets an AZ Parts invoice for AZ Parts services, products, and solutions, and it is not refundable except in the event that the order is canceled by the platform.
3. AZ Parts platform does its best in all cases to satisfy its customers and promises you to provide the best service and quality possible.

#### **ELEVENTH: ADVERTISING ON AZ PARTS OR ITS APPLICATIONS**

1. The user, customer, and member are bound not to post, advertise, distribute, or circulate materials or information that contain defamation, violate regulations, are pornographic, obscene, or offensive to public decency, or any unlawful material or information.
2. It is strictly prohibited to publish any advertisement of services related to others that contradict the purpose of the activity of AZ Parts.
3. The user is bound not to post duplicate advertisements.
4. The user is bound not to advertise on the platform any product or service that renders the platform in violation of any law or regulation applied on any activity of any country.
5. The user is bound not to post advertisements that are photographed, titled, formulated in a way that leads directly or indirectly to deceiving or misleading the consumer.
6. The user is bound not to delete ads and repost them repeatedly.
7. The user is bound not to post advertisements that contain false images or not related to the product.
8. The user undertakes not to post ads in the wrong sections.
9. The user is bound not to post ads with illogical prices or contrary to reality.

10. The user undertakes not to advertise with redirect links to other websites outside the platform.
11. The user is bound not to upload pictures containing names, phone numbers, or any such words.
12. The user is bound not to post ads that include a prepaid or bank transfer option.
13. The user is bound not to post ads with general content or public advertising content.
14. The user undertakes not to post ads containing multiple products in one ad.
15. The user undertakes not to post false, fraudulent, or fake advertisements.
16. The user undertakes not to upload images that contain the same text of the advertisement or images of other companies' logos within the images of the ad.
17. The user undertakes not to include a logo or trademark in the ad to which the advertiser does not have the right to use or a counterfeit trademark.
18. The user undertakes not to announce the copyrighted content.
19. It is strictly prohibited to publish any advertisement for the services or products that belong to others.
20. The user is bound to inform the platform administration of any advertisement, request, or offer that contains inappropriate or incorrect phrases or misleading information.
21. The user undertakes not to advertise stolen products.
22. The user is bound not to announce anything that contains sexual references or that arouse hatred and racism.
23. When you publish any content on AZ Parts platform, you grant us permanent, irrevocable right to apply the content and publishing rights and policy used on the site. In case you feel that your private rights are being violated, please inform our customer service and we will verify the matter. In all cases AZ Parts platform may remove any content, advertisement, offer, or request in which any of our Terms of Use or the rights of any other party is violated.

#### **TWELFTH: TERMS AND CONDITIONS RELATED TO THE BUYER**

1. The buyer undertakes that he is serious about buying, and that his request is not for obtaining prices only, as the prices' history of used auto parts are available on the auto parts exchange and the market index. We offer this service independently.
2. The buyer is responsible for the validity and accuracy of the order information, ensuring the accuracy of the vehicle's data and type, and identifying the type and specifications of the auto part that he wishes to purchase when he lists his order on the market.
3. "AZ Parts" platform provides the buyer with the contact information, shop address, and geographical location of the seller whose offer corresponds to the request of the buyer. Communication between the two parties is carried out, negotiated, and agreed via traditional

methods. Accordingly, the parties are responsible for what is agreed upon between them during the conclusion of the deal, and AZ Parts platform is not responsible for anything agreed upon between the two parties.

4. If the buyer requests an auto part and it becomes apparent that he submitted a request that included wrong information, and he did not discover that until after receiving the item, he is obliged to bear the platform fee (1%) of the value of the item, and he also bears the shipping expenses agreed upon with the delivery party.
5. The buyer must obtain an invoice from Tashlyh shops, auto parts shops, or the middleman when purchasing any part, and the purchase invoice must explain the warranty period, and all the agreed details and conditions. AZ Parts platform does not provide any guarantee as to what is agreed between customers and users.
6. The buyer may not write down any details that are not related to the description of the auto part, or the condition of the vehicle.
7. The buyer may not make any advertisement for any goods, products or services other than the data required for the request of auto parts or vehicles.
8. The buyer evaluates the seller's services after executing the deal, in order to help "AZ Parts" platform to evaluate and sort out the quality of its customer services.

#### **THIRTEENTH: TERMS AND CONDITIONS RELATED TO THE SELLER**

1. The seller is bound to clarify his account information, contact information and geographical location in his profile at "AZ Parts" platform, and he is responsible for the validity and the update of these data in case any amendment occurs.
2. The platform provides the buyer with the contact information, shop address, and geographical location of the seller whose offer corresponds to the request of the buyer. Communication between the two parties is carried out, negotiated, and agreed upon via traditional methods. Accordingly, the parties are responsible for what is agreed upon between them during the conclusion of the deal, and the platform is not responsible for anything agreed upon between both parties.
3. The requests are electronically published among the members of "AZ Parts" platform on Tashlyh shops or used auto parts dealers. In case the seller does not respond to the buyer's request within the specified time period, the request will be transferred to another member in order to provide the best service.
4. The seller is responsible for the validity and accuracy of the offer details to fulfill the buyer's request. He must ensure that the vehicle type is compatible, as well as determine the type and specifications of the required auto part before responding to the buyer's request.
5. The seller is responsible for any damages that may be incurred on the buyer on account of the price, invalidity of information, inaccuracy of description, warranty, presence of any defects, or the violation of what was agreed on with the buyer, especially if he does not clearly refer to such defects in the description of the item.

6. The seller must determine the appropriate price for his offers.
7. The seller is responsible for clarifying and applying the value-added tax according to the regulations followed in this regard.
8. The seller retains the right to change the price of the part once, in order to provide a competitive offer against other prices offered to the buyer.
9. The seller may not back down on the price he offered to the buyer if his offer was chosen. "AZ Parts" platform retains the right to suspend the seller's membership if he changes the price he has offered without a reasonable rationale.
10. The seller must clarify the warranty period that he offers to ensure the quality and validity of the used auto parts, and he must abide by the form and manner by which he presented it to the buyer during concluding the deal. "AZ Parts" platform does not guarantee the warranties that its customers offer on its platform. It also has the right to suspend the membership in case of repeated complaints or violation of the guarantees or promises offered to its clients.
11. The seller may not add any details that are not related to the description of the used parts, or the condition of the requested vehicle.
12. The seller may not advertise any goods, products or services other than the services he provides for used auto parts, antique and damaged vehicles.

#### **FOURTEENTH: PLATFORM FEES**

1. The user is bound to pay the fees determined by "AZ Parts" platform. He is not discharged from it until it is paid within the time specified by the platform to which the user agreed when implementing the service. It is non-refundable and is as follows:
  - A- 1% of the value of the auto part, paid by the buyer to the platform in the event of purchase.
  - B - 1% of the damaged car or the antique car paid by the seller to the platform in case the sale was made by the agency of the platform or through the platform.
  - C- The amount of 20 riyals as fees for requesting used auto parts to be paid by the buyer after benefiting from the free requests provided by AZ Parts platform.
  - C- Delivery fees in the event that the buyer requested or agreed on delivery via AZ Parts.
2. AZ Parts platform management reserves the right to change and amend its services' fees at any time without notice.
3. Fees are paid through the online payment portals provided by the platform.

#### **FIFTEENTH: POLICIES OF TECHNICAL ERRORS**

In the event of any problems, wrong information, or technological or technical failures related to services and solutions of AZ Parts platform emerge, the user can report them via the official

email of the platform. The user is not entitled to claim any compensation, whether material or moral, for any error or failure that the platform may be exposed to or the user may be exposed to while using the platform's solutions and services, and this includes what the user may be exposed to during his dealings with others.

### **SIXTEENTH: INDEMNIFICATION**

1. "AZ Parts" platform retains the right to claim any material or moral indemnity it deems appropriate against any member, customer, or user whereby any of the solutions or services provided by "AZ Parts" platform are misused.
2. The user undertakes to indemnify "AZ Parts" platform - and all employees, managers, agents, and representatives working for the platform - and discharge it and all entities affiliated with "AZ Parts" platform, from all claims, costs, lawsuits, cases and requests that arise from any claim, suit, checking, examination, investigation or any legal action taken by any person or entity for a reason related to the following:
  - 1)- Any infringement, false statement, actual or alleged violation of the rights of others by the user or his commercial entity which used the platform.
  - B- Any actual or alleged violation of the user's representations, warranties, or obligations set forth in this agreement or the obligations that he offers to his clients.

### **SEVENTEENTH: INTELLECTUAL PROPERTY RIGHTS**

1. "AZ Parts" only reserves all copyright and intellectual property rights to themselves.
2. Visitors, clients, or users of "AZ Parts" may not copy, quote, modify or republish any content, details of an offer, or request information listed on "AZ Parts" platform.
3. The user undertakes to inform the management of "AZ Parts" about any violation of its copyright or intellectual property upon his knowledge of it.

### **EIGHTEENTH: DISCLAIMERS**

1. "AZ Parts" platform and all its managers and employees disclaim their responsibility for any malfunctions that occur in the auto parts or vehicles sold by its customers or users through using its solutions and services.
2. "AZ Parts" platform does not guarantee the quality or validity of what its customers, members, or users offer, including without limitation the offered auto parts, antique or damaged vehicles, as well as the provided services of maintenance, dismantling, mounting, or other services.

3. Every warranty provided by customers or members of “AZ Parts” platform falls under their own responsibility, and this does not mean that “AZ Parts” platform is a guarantor party to its fulfillment.
4. “AZ Parts” platform does not guarantee the fairness of the prices of auto parts, vehicles or services that are sold, bought or benefited from through its markets.
5. “AZ Parts” platform disclaims responsibility for guaranteeing the collection or receipt of any money agreed upon by any party with another party. All users and customers must ensure the safety of the procedures of the collection, receipt, and delivery according to the regular and legal methods known in this regard.
6. The platform management disclaims liability in case any of its clients does not obtain the necessary licenses or the expiry of their licenses.
7. “AZ Parts” platform does not guarantee that the auto parts or vehicles that the customer chooses are in conformity with what has been requested or agreed upon between the seller and the buyer or their representatives.
8. The management of “AZ Parts” disclaims all responsibility for any user paying more than the real value of what was requested or agreed with another user.
9. The management of “AZ Parts” platform disclaims all responsibility for any losses, damages, or problems that may result from any transactions between its clients and any third parties, whether advertisers or dealers registered on “AZ Parts” platform, including the payment of any financial sums for products and services, or any other undertakings, conditions or guarantees related to these transactions.
10. “AZ Parts” platform management completely disclaims any responsibility for the content posted by other users.
11. The platform management retains the right to temporarily or permanently close it for any reason, and no user has the right to claim any indemnity as a result of that closure.
12. The disclaimers, wherever mentioned in this clause or otherwise, include all administrators and employees of “AZ Parts” platform, and no user or third party has the right to demand compensation from the platform or its personnel for any damage caused to them as a result of using this platform, whether during the operation of the platform or upon its closure.

#### **NINETEENTH: SUSPENSION OF MEMBERSHIP**

1. “AZ Parts” retains the right to terminate membership, suspend or delete an account of any of its members or customers without prior notice in case any violation of the user terms and conditions occurs.
2. No member, customer, or user whose membership or account is terminated or suspended has the right to claim for indemnification or claim that he has suffered any damage.
3. In some cases, the user may be alerted via text message explaining his violation of the terms and conditions, and asked to correct his violation.

4. The reasons below explain what may lead to the suspension or deletion of a user's account:

- (1) Posting any content that is immoral, or contrary to the principles or laws.
- (2) Using the same account by more than one person.
- (3) Publishing malicious files (spam links), or spyware.
- (4) Causing damage to "AZ Parts" platform or any user or customer in any way.
- (5) Providing any false information to tamper with the rights of clients.
- (6) Deception or fraud.
- (7) Promoting other platforms or applications that provide competing content to "AZ Parts" platform by registering with an inappropriate name or writing inappropriate expressions or words.
- (8) Using any personal information of other users or impersonating them.
- (9) Seeking to penetrate the platform or attempting to login illegally.
- (10) Posting any inaccurate or misleading advertisements.
- (11) Posting fake or misleading ads, or advertising products and services that are in violation of "AZ Parts" policies.
- (12) Advertising stolen vehicles or auto parts.
- (13) Using the platform for unlawful purposes.

#### **TWENTIETH: GENERAL PROVISIONS**

1. The cancellation of any article or clause of this agreement shall not be considered nullifying the validity of the rest of the articles, clauses, rules and provisions that shall remain in effect as is without modification or change.
2. AZ Parts has the right to terminate this agreement unilaterally at any time and without any restrictions.
3. In the event that any user registers as an institution, company, charitable organization, or legal entity, the institution, company or registered entity is bound by all the rules and provisions mentioned in the use agreement of "AZ Parts" platform.
4. "AZ Parts" platform retains the right to change, delete, or amend any item of these terms and conditions at any time without prior warning provided the amendment is published on the website or via e-mail.
5. No user or subscriber has the right to use the platform logo or its name in any other dealings.
6. AZ Parts may suspend the service or block access to the user's account, group of users, or all users in the following cases:



- 1) - If the user violates the provisions of this agreement.
- 2) - If it is evident to “AZ Parts” platform that the user has provided misleading, false, incomplete, or incorrect data, or the user was a party in a fraud or illegal behavior.
- 3) - If “AZ Parts” platform is fully or likely aware of any of its users being exposed to fraudulent risks or illegal or unsystematic operations.
- 4) - If “AZ Parts” platform suspects the occurrence of unauthorized or fraudulent activity.
- 5) - If “AZ Parts” platform has security concerns about any operations performed by any account or membership.
- 6) - In case of any inquiries or questions about these terms, please contact us at our e-mail [info@az.parts](mailto:info@az.parts)