

ZeeQuest Consumer Withdrawal and Refund Procedure

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This document explains the withdrawal, subscription-cancellation and statutory remedy rights that may apply to consumers purchasing eligible ZeeQuest products or services online. It supplements the ZeeQuest General Terms & Conditions. Product-specific terms may add lawful commercial refund rights but may not reduce mandatory consumer rights.

IMPORTANT: Statutory withdrawal, remedies for defective or non-conforming products, cancellation of a subscription or future renewal, and any voluntary ZeeQuest money-back guarantee are separate rights and procedures. Different conditions may apply to each.

1. Scope

This procedure applies where the relevant ZeeQuest contracting entity sells goods, services, digital content or digital services to consumers through an online checkout. It does not automatically apply to business-to-business transactions, investment products, securities, regulated financial services, licensing agreements or transactions governed by separate mandatory regimes.

The identity and contact details of the applicable seller or trader will be displayed before purchase and included in the order confirmation. Where a specific product is sold by another ZeeQuest entity or third party, that seller's withdrawal/refund information applies.

2. EU/EEA Statutory Right of Withdrawal

If you are an EU/EEA consumer entering into an eligible distance contract, you generally have 14 days to withdraw without giving a reason, subject to statutory exceptions. The starting point depends on the type of contract: for services and digital content not supplied on a tangible medium, the period generally runs from conclusion of the contract; for goods, it generally runs from receipt of the goods, subject to the detailed rules applicable to multiple goods or deliveries.

To exercise the right, you must communicate a clear statement of your decision to withdraw before the applicable period expires. You may use the model form below, but use of the form is not mandatory.

3. Digital Content Supplied Immediately

For paid digital content that is not supplied on a tangible medium, ZeeQuest may begin supply immediately only under the checkout conditions applicable to that product. If immediate supply affects your statutory right of withdrawal, we will ask for your prior express consent to begin supplying the digital content during the withdrawal period and for your acknowledgement of the relevant consequences. We will also provide the confirmation required by applicable law.

Where the legally required consent, acknowledgement or confirmation has not been obtained, your statutory withdrawal will not be treated as lost.

4. Services Started During the Withdrawal Period

If you ask ZeeQuest to begin a paid service during the 14-day withdrawal period and then withdraw before the service is fully performed, you may be required, where the law permits, to pay a proportionate amount for the service actually supplied up

to the time of withdrawal. If the service has been fully performed, the withdrawal right may cease only where the applicable statutory conditions have been satisfied.

5. Goods

Where the statutory withdrawal right applies to goods, the consumer must normally return the goods without undue delay and no later than 14 days after communicating withdrawal. Unless ZeeQuest has agreed otherwise or offered collection, the consumer may be responsible for the direct return cost where that was properly disclosed before purchase.

ZeeQuest may reduce the reimbursement where permitted by law for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. Statutory exceptions may apply, including to certain personalized, perishable or unsealed hygiene-sensitive goods.

6. Refund Following Statutory Withdrawal

Where a valid statutory withdrawal applies, ZeeQuest will reimburse the amounts required by applicable law without undue delay and, generally, no later than 14 days after being informed of the decision to withdraw. For goods, ZeeQuest may be entitled to withhold reimbursement until the goods are received back or the consumer supplies evidence of having sent them back, whichever occurs first, unless ZeeQuest offered to collect them.

Reimbursement will normally be made using the same payment method used for the original transaction, unless the consumer expressly agrees otherwise and does not incur fees as a result.

7. Defective or Non-Conforming Digital Content / Digital Services

Withdrawal is separate from statutory conformity rights. If digital content or a digital service is not supplied, is defective or does not conform to the contract, mandatory consumer law may entitle the consumer to have it brought into conformity, receive a proportionate price reduction, or terminate the contract under the applicable conditions.

Where a refund is due following a statutory price reduction or termination for non-conforming digital content/services, it must be made without undue delay and, under the EU digital-content regime, no later than 14 days after ZeeQuest is informed of the consumer's decision to invoke the relevant remedy.

8. Subscriptions and Recurring Services

Cancellation of a future subscription renewal is different from statutory withdrawal from the original contract. Before purchase, you will be informed of the billing period, price, renewal arrangements and available cancellation method. Unless a specific product is lawfully provided otherwise, cancelling renewal stops future billing but does not automatically create a refund for a period already supplied.

Any statutory withdrawal, conformity or other mandatory rights remain unaffected.

9. Voluntary ZeeQuest Refund Guarantees

ZeeQuest may offer an additional commercial refund or satisfaction guarantee for a particular product. If offered, its duration, eligibility conditions, exclusions and request process will be displayed at checkout or in the applicable Specific Terms. Such a guarantee is additional to statutory rights and does not replace or restrict them.

10. How to Request Withdrawal or a Refund

- Use the online withdrawal/refund function where available;
- or email support@zeequest.com with your name, order/reference number, product/service and a clear statement of the request;

- for a statutory withdrawal, no reason is required; for a defect/conformity claim, describe the problem sufficiently for ZeeQuest to assess and remedy it;
- do not send payment-card numbers, passwords or unnecessary identity documents by email.

ZeeQuest may request reasonable information necessary to identify the order and verify that the request is made by the customer or an authorized person.

11. Model Withdrawal Form

To: The seller or trader identified in your order confirmation, using the withdrawal contact details provided in that confirmation.

I/We hereby give notice that I/We withdraw from my/our contract for the sale of the following goods / supply of the following service or digital content:

Product / service: _____

Order / contract number: _____

Ordered / contract concluded on: _____

Received on (goods, if applicable): _____

Consumer name: _____

Consumer address: _____

Email: _____

Date: _____

Signature only if this form is submitted on paper.