

PUBLIC OFFER

Platform Service Rules and Conditions for Ordering Construction Goods

Revised 10 March 2026

This document constitutes a public offer by Continent Trading Group LLC, Company Registration No. 1133025002032, Taxpayer Identification No. (INN) 3025008053, registered at 414057, Apt. 49, Bldg. 1, 5 Zvezdnaya St., Astrakhan, Astrakhan Region, Russia, email info@continent.ltd, telephone +7 (8512) 74-63-33, as owner of the internet platform at <https://continent.ltd> (the "Platform"). It determines how the Platform may be used, how Orders are placed and paid for, how Order information support is provided, and other terms of interaction between the Platform and a natural person using it to purchase goods for personal, family, domestic, or other non-business purposes (the "Buyer").

This Offer governs relationships arising from offers to sell construction-related goods on the Platform, including but not limited to building materials, waterproofing materials, roofing materials, panels, sheet materials, facade materials, thermal and acoustic insulation, dry mixtures, adhesives, sealants, mastics, fittings, finishing components, related products, engineering and installation materials, and other goods for construction, repair, finishing, installation, and related purposes.

The categories of goods covered by this Offer are not exhaustive. The Platform may expand, clarify, change, and supplement the range and categories of construction-related goods without altering the subject matter of this Offer where those goods are, by their nature, within construction, repair, finishing, engineering, installation, insulation, facade, roofing, waterproofing, cladding, or other related product categories.

The Platform may also contain other sections, services, pages, information blocks, and digital products, including tourism, IT, information materials, reference services, partner offers, and content unrelated to sales of construction goods. Unless expressly stated otherwise for a particular Platform section, this Offer applies only to relationships concerning the selection, ordering, payment, delivery, returns, and support of construction goods.

The Buyer accepts this Offer by taking one or more of the following actions:

registering on the Platform;

logging in to a Personal Account;

using Platform features to place an Order;

clicking "Place Order", "Pay", "Confirm", "Continue", "Order", "Proceed", "Proceed to Payment", or similar buttons;

paying funds towards an Order;

performing another action clearly demonstrating the Buyer's intention to use the Platform to place and manage an Order.

From the moment of acceptance, this Offer is deemed to constitute an agreement between the Platform and the Buyer.

1. Terms and Definitions

Platform means the website, mobile website, application programming interface, Personal Account, electronic catalogue, Order processing service, and other digital interaction tools available at <https://continent.ltd> and belonging to Continent Trading Group LLC.

Platform Owner means Continent Trading Group LLC, which administers the Platform, provides access to its functions, arranges the publication of product offers, accepts and processes Orders, supplies information support to Buyers, and accepts funds on behalf of Sellers where provided by this Offer and agreements between the Platform and Sellers.

Seller means a legal entity, sole proprietor, manufacturer, supplier, distributor, authorized organization, or other person whose details are disclosed to the Buyer before an Order is placed and who offers specific Goods through the Platform and is a party to the sale contract with the Buyer, unless the Platform expressly states otherwise.

Buyer means a natural person using the Platform and placing an Order for purposes unrelated to business activities.

Goods means construction-related goods displayed in the relevant product page or another Platform interface.

Product Page means a Platform page containing details of specific Goods, their specifications, price, availability, purchase conditions, and information about the Seller or how to obtain that information.

Order means a request placed through the Platform interface by a Buyer to purchase one or more Goods from one or more Sellers on terms in effect when the Order is placed.

Personal Account means the personalized Platform section available after registration and/or authentication, containing the Buyer's profile, Order history and status, payment methods, delivery addresses, correspondence, notices, complaints, returns, bonuses, and other information.

Platform Service means the digital, informational, organizational, and technical capabilities made available by the Platform to the Buyer in connection with Website use, choosing Goods, placing and paying for Orders, order support, and other activities under this Offer.

Payment means funds paid by the Buyer using available payment methods, including TBank JSC acquiring services, for Goods, delivery, additional services, and related costs payable by the Buyer.

Payment Recipient means the Platform insofar as it accepts money from the Buyer for the relevant Seller and/or for itself in respect of Platform remuneration, its own services, or other amounts payable under the Order terms and agreements with Sellers.

Order Confirmation means a message, notification, email, SMS, push notification, Personal Account entry, or other electronic communication sent to the Buyer containing an Order number or other identifier, Order contents, Goods information, and essential fulfilment parameters.

2. Subject Matter of the Offer

2.1. The Platform grants the Buyer the right to use the Platform Service under this Offer, including the ability to:

- view Sellers' offers;
- browse the catalogue of construction-related goods;
- use search, filters, comparisons, favourites, cart, and other Platform features;
- register and use a Personal Account;
- place Orders;
- make payments using methods available on the Platform;
- receive information about Order status;
- send enquiries, applications, complaints, return requests, and other messages;
- use other Platform functions made available.

2.2. The Platform is not the Seller of Goods unless this is directly and unambiguously stated on the relevant Product Page, in the Order Confirmation, in the Seller details, or elsewhere on the Platform.

2.3. The contract for the sale of specific Goods is concluded between the Buyer and the relevant Seller. The Seller's details are disclosed before the Buyer places an Order, including via the Product Page, cart, checkout, Order Confirmation, email, Personal Account, or another method available through Platform functionality.

2.4. Unless otherwise stated for a particular Order, the Platform acts as the owner of a product information aggregator, an organizer of distance interaction between Buyer and Seller, and a person authorized by the Seller to accept funds from the Buyer.

2.5. The Platform may receive funds from the Buyer:

- on behalf of a Seller;
- on behalf of several Sellers under one or more Orders;
- for itself in respect of its remuneration, own services, additional services, and other sums due under checkout terms.

2.6. The Platform may process, allocate, withhold, transfer, refund, partially refund, recalculate, offset, technically reserve, and otherwise handle funds to the extent and in the manner provided by the Order terms, this Offer, return terms, applicable law, and the Platform's agreements with Sellers and payment partners.

3. Status of the Platform and Seller and Legal Transaction Model

3.1. The Platform provides informational and technical means to buy Goods remotely over the internet.

3.2. As a general rule, the Seller rather than the Platform is responsible for transferring the Goods to the Buyer and ensuring that they conform to the contract, stated specifications, mandatory legal requirements, completeness, assortment, quality, labelling, packaging, and other requirements applicable to a seller.

3.3. The Platform provides digital support for Orders, communicates with Buyers, receives and processes enquiries, technically organizes payments, stores Order records, facilitates communication between Buyer and Seller, and performs other functions expressly stated in this Offer and the Platform interface.

3.4. Where the Platform receives payment for Goods, the Buyer's payment obligation is discharged to the relevant extent upon successful completion of the Payment in the payment infrastructure and receipt of payment information by the Platform, unless the payment interface provides another time.

3.5. The mere receipt of funds from a Buyer does not automatically make the Platform the Seller where the Product Page, Order Confirmation, receipt, Seller details, and other checkout conditions show that another person is the Seller.

3.6. If an Order includes Goods from several Sellers, the Platform may:

- split the Order into separate sub-orders;
- send separate Order Confirmations to the Buyer;
- arrange separate payments, dispatches, deliveries, returns, and complaint handling;
- generate separate documents, notifications, and statuses for each part of the Order.

3.7. If the Platform contains informational or other sections unrelated to selling Goods, those sections are governed by separate terms or general rules for using the Platform insofar as they do not conflict with this Offer. Their presence does not extend the sales regime to those sections.

4. Information about the Platform, Seller, and Goods

4.1. The Platform discloses legally required information about itself to Buyers by publishing it on the Platform, including in this Offer, the company details page, the "Contacts," "About Us," "Legal Information" section, or another accessible interface location.

4.2. The Platform discloses legally required information about Sellers insofar as supplied by the relevant Seller, including name, address, business hours, state registration details, contact details, and other mandatory disclosures.

4.3. Seller information may be made available on the Product Page, Seller page, in the cart, during checkout, in the Order Confirmation, Personal Account, through a link to Seller details, or by another method allowing the Buyer to review it before completing checkout.

4.4. Product information published on the Platform is compiled from data, documents, descriptions, images, technical specifications, certificates, declarations, instructions, and other material supplied by Sellers, manufacturers, rights holders, distributors, official representatives, suppliers, or others.

4.5. The Platform may technically edit product information to standardize the catalogue, improve structure and formatting, unify measurement units, or correct obvious typographical and technical errors, provided this does not arbitrarily alter material characteristics of the Goods.

4.6. Images, photographs, drawings, renderings, examples of use, colour schemes, and other graphics are illustrative and may differ from actual Goods within ordinary manufacturing, technical, colour, display, lighting, and other permissible variations.

4.7. Unless a Product Page, technical specifications, or mandatory legal rules provide otherwise, non-essential parameters such as shade, texture, pattern, shipping packaging, production batch characteristics, and other permissible manufacturing tolerances within the manufacturer's, GOST, technical specifications, or other technical documentation may differ slightly from images and descriptions. Such differences alone are not defects where the Goods meet mandatory requirements, their material characteristics, and the manufacturer's documents.

4.8. Listing Goods on the Platform does not guarantee that the Seller has stock when the Buyer views the Product Page. Current availability, lead times, partial dispatch, minimum quantities, shipment multiples, cutting, tinting, packing, delivery, unloading, lifting, and other details are clarified when processing the Order. If availability cannot be confirmed, the Platform notifies the Buyer and, where payment was made, arranges a refund in accordance with this Offer and Russian Federation law.

5. Platform Registration and Personal Account

5.1. Use of certain Platform functions may require registration and creation of a Personal Account.

5.2. On registration, the Buyer must provide accurate, complete, and current information to the extent necessary for account creation, ordering, payment, delivery, refunds, communication, and performance of obligations.

5.3. The Buyer must keep Personal Account details up to date and make necessary changes to their name, phone number, email address, delivery address, and other information when these change.

5.4. The Buyer bears the risk of adverse consequences from incomplete, inaccurate, erroneous, outdated, or false data, including but not limited to:

- inability to contact the Buyer;
- delivery to the wrong address;
- delays in fulfilling the Order;
- inability to make a refund;
- inability to provide a receipt, documents, or notifications;
- errors in accompanying documents.

5.5. Personal Account access may be granted by login, telephone number, email, password, one-time code, Platform-supported verification tools, or another authentication method.

5.6. The Buyer must keep Personal Account access credentials confidential and must not give them to third parties. All actions through the Buyer's Personal Account before the Platform is notified of unauthorized access are deemed to have been performed by the Buyer unless the Buyer proves otherwise.

5.7. The Platform may temporarily restrict or block Personal Account access if it has grounds to believe that:

- the account is used in breach of law or this Offer;
- fraudulent activity is taking place;

- false information is being used;
- Platform operation is being disrupted;
- there are signs of automated, unauthorized, or bad-faith use of the service.

6. Order Placement Procedure

6.1. The Buyer independently creates an Order by selecting Goods, adding them to the cart, entering the necessary information, and confirming the intention to place the Order.

6.2. Before completing checkout, the Buyer can review essential Order parameters, including:

- product name;
- quantity;
- price;
- Seller details;
- delivery cost and expected conditions;
- payment methods;
- estimated processing and fulfilment periods;
- applicable discounts, bonuses, and promotional codes;
- other material Order terms.

6.3. Submission of an Order through the Platform interface expresses the Buyer's intention to purchase the relevant Goods on the terms disclosed when checkout is completed.

6.4. An automatic notice that the Platform system has received the Order or successfully processed a Payment before sending an Order Confirmation only records receipt of the request and/or advance payment. It does not unconditionally confirm that the entire Order can be fulfilled unless the notice expressly states otherwise.

6.5. The Platform and/or Seller may review an Order, including confirming stock, packing multiples, permitted quantities, delivery address, vehicle access, unloading requirements, lift availability, scheduling needs, handling arrangements, and other circumstances affecting fulfilment.

6.6. After processing an Order, an Order Confirmation is sent to the Buyer. It may include:

- Order number;
- Order contents;
- Seller information;
- final price;
- payment details;
- estimated handover and/or delivery dates;
- conditions for receiving the Goods;

- other fulfilment details.

6.7. If processing shows that the Order cannot be fulfilled wholly or partly because Goods are unavailable or discontinued, supply is impossible, Seller terms change, a technical error occurs, delivery is impossible, logistics are restricted, material product information is incorrect, or other objective reasons, the Platform may, before confirming the Order:

- offer confirmation of the Order with changes;
- propose a replacement, equivalent, or alternative product;
- adjust quantity;
- agree a new deadline;
- cancel the Order wholly or partly and refund amounts relating to unfulfilled items.

After an Order Confirmation has been sent, substitution of Goods or changes to their brand, model, material, size, quantity, manufacturer, components, consumer properties, or other essential characteristics are permitted only with the Buyer's prior consent, except where expressly allowed by Russian Federation law.

6.8. Where necessary, the Platform may contact the Buyer by phone, email, SMS, messenger, push notification, Personal Account, or another available channel to clarify Order details.

7. Time of Contract Formation

7.1. The agreement between the Platform and Buyer to use the Platform Service is concluded when this Offer is accepted.

7.2. The sale contract for Goods between the Buyer and the relevant Seller is concluded when an Order Confirmation is sent to the Buyer identifying the Seller, Order contents, and principal fulfilment terms, unless the Platform interface expressly specifies a different time or this follows from the nature of the particular ordering method.

7.3. Before the time specified in clause 7.2, funds paid by the Buyer are treated as funds advanced towards the intended performance of the Order. If the Order cannot be confirmed, the funds must be refunded in full or to the appropriate extent.

7.4. Where an Order contains Goods from several Sellers, a separate sale contract is concluded with each Seller for the Goods confirmed by that Seller.

8. Product Prices, Payment, and Settlements

8.1. Product prices on the Platform are quoted in Russian roubles.

8.1.1. The Platform and/or Seller may change prices unilaterally before an Order Confirmation. Prices for Goods in a confirmed Order cannot be changed unilaterally unless expressly permitted by Russian Federation law.

8.2. Unless expressly stated on a Product Page or at checkout, the price excludes delivery, unloading, lifting, assembly, installation, tinting, cutting, packaging, palletizing, shipment insurance, repeat delivery, storage, idle time, additional services, and other costs which may be payable separately.

8.3. Before checkout is completed, the Buyer is informed of the total amount payable, including Goods, delivery, and any selected or chargeable additional services.

8.4. Payment is made using the methods available on the Platform at checkout. The Platform may change the list of payment methods at any time without affecting Orders already paid for or confirmed.

8.5. To receive cashless payments, the Platform may use payment infrastructure, bank acquiring, electronic payment services, including TBank JSC services and tools, as well as other credit institutions, payment system operators, electronic money operators, and authorized entities.

8.6. Payment may take the form of full advance payment, partial advance payment, instalment payments, payments for parts of an Order, separate payment for delivery and Goods, or another method supported by the Platform.

8.7. Unless otherwise stated for a particular Order, receipt of a Payment by the Platform means receipt of the funds on behalf of the relevant Seller.

8.8. The Buyer's payment obligation is discharged to the extent funds have successfully been debited from the Buyer's payment instrument and registered as a completed Payment by the payment infrastructure, provided the Platform receives confirmation of that Payment.

8.8.1. Before receiving successful Payment confirmation, the Platform and/or Seller may decline to confirm the Order, reserve Goods, or commence fulfilment. If such confirmation is not received, the Order may remain unconfirmed, be cancelled, or not be fulfilled until the situation is resolved.

8.9. The Platform may:

- reserve funds;
- make partial debits;
- issue partial refunds;
- arrange separate payments for parts of an Order;
- arrange separate settlements for Goods from different Sellers;
- retain amounts payable for selected services;
- recalculate amounts in cases expressly agreed with the Buyer or provided by law.

8.10. If the Platform is responsible for a refund under law, the Order terms, or the actual settlement arrangement, it makes the refund itself. Otherwise it may arrange the refund in the Seller's name, on the Seller's instructions, or at the Seller's expense.

8.11. Fiscal receipts, electronic receipts, payment notifications, acknowledgements, successful-payment notices, and other settlement documents are created and delivered under applicable law, Platform functions, payment infrastructure, and the actual settlement arrangement.

8.12. The Platform may establish or change the rules for promo codes, discounts, coupons, bonus points, loyalty programmes, referral rewards, promotions, and other marketing measures. Changes apply to new Orders unless the applicable promotion expressly provides otherwise.

8.13. If discounts, codes, bonuses, refunds, or other incentives are abused, the Platform may cancel or refuse the benefit, adjust the Order amount, revoke bonuses, restrict access to some Platform functions, and take other reasonable protective measures.

9. Assortment, Availability, Quantity, and Special Conditions for Construction Goods

9.1. Depending on their characteristics, construction goods may be sold:

- individually;
- by package;
- by set;
- in pallet multiples;
- in roll multiples;
- in sheet multiples;
- by linear metre;
- by square metre;
- by cubic metre;
- by any other measure appropriate to the Goods.

9.2. Certain Goods may be subject to minimum Order quantities, packing multiples, permitted quantity tolerances, dispatch conditions, special transport, warehousing, storage, lifting, unloading, temperature, use-after-opening, and other specific requirements.

9.3. Some Goods may have special conditions relating to production batches, colour tinting, cutting, made-to-order production, project-specific supply, customized packaging or sets, repacking, completion, combining batches, dispatch from different warehouses, manufacturing tolerances, and other objective features of construction materials distribution.

9.4. Goods manufactured, cut, assembled, tinted, adapted, or otherwise customized to a specific Order may be subject to special cancellation, return, exchange, and withdrawal conditions to the extent permitted by Russian Federation law and expressly communicated to the Buyer before checkout.

10. Delivery, Handover, and Order Fulfilment

10.1. Goods may be delivered by:

- the Seller;
- the Platform;
- a contracted delivery service;
- a transport company;
- a collection warehouse;

- another authorized party.

10.2. Available collection or delivery methods, estimated times, prices, and conditions are communicated to the Buyer before completing checkout.

10.3. Unless expressly agreed in writing or electronically, all processing, preparation, picking, handover, dispatch, and delivery times are estimates.

10.4. The Buyer must make appropriate delivery possible, including:

- providing a correct address;
- ensuring access for vehicles;
- having a recipient present at the address;
- being reachable at the stated telephone number;
- providing conditions suitable for receipt of the Goods;
- where necessary, arranging access roads, passes, premises access, and coordination with security, building management, warehouse, homeowners' association, residential complex, or other persons.

10.5. Where delivery includes carrying upstairs, unloading, bringing inside, manual handling, unloading by crane truck, unloading at the site, or other special work, the terms must be agreed in advance and may be charged separately.

10.6. If delivery is impossible for reasons attributable to the Buyer, including no recipient being present, an incorrect address, inaccessible roads, unanswered calls, missing access passes, or inability to unload, the Platform and/or Seller may:

- reschedule delivery;
- arrange repeat delivery for an additional charge;
- place the Goods in temporary storage;
- cancel the Order wholly or partly;
- retain payable expenses if permitted by law and disclosed to the Buyer.

10.7. The obligation to hand over Goods is fulfilled upon actual delivery to the Buyer, the Buyer's authorized representative or carrier, a person at the specified address who accepts the Goods, or another location and by another method agreed at checkout.

10.8. On receiving Goods, the Buyer must inspect:

- the number of shipping packages;
- external packaging condition;
- visible mechanical damage;
- whether names and quantities match the Order;
- accompanying documents where these are to be supplied with the Goods.

10.8.1. If obvious mechanical damage, tampering, breakage, chips, dents, torn packaging, shortages, or evident non-conformity with the Order are found on receipt, the Buyer may record these observations in the handover document, report, delivery note, or other receipt confirmation.

10.9. Signing receipt documents or accepting Goods without immediate remarks about visible defects does not deprive the Buyer of rights under Russian Federation law in respect of hidden defects, quality non-conformity, or other issues not discoverable during ordinary acceptance.

11. Order Cancellation, Returns, Refunds, and Complaints

11.1. The Buyer may cancel Goods, return Goods of satisfactory quality, make claims for defects, seek refunds, exchanges, price reductions, defect correction, or other remedies in the circumstances and manner established by Russian Federation law, taking account of distance selling and the nature of the Goods.

11.2. The Platform may accept enquiries, complaints, return requests, defect reports, documents, and other materials related to Order fulfilment even where the Seller is the party legally responsible for the claim.

11.3. The Buyer may submit a refund request through the Platform. The Platform issues refunds where required by Russian law, Order terms, or the actual settlement arrangement. In other cases the Seller refunds the Buyer directly, or the Platform arranges a refund in the Seller's name, on the Seller's instructions, or at the Seller's expense.

11.3.1. If the Platform receives advance payment for Goods from the Buyer, the Buyer may request reimbursement of that advance payment from the Platform where Russian law allows, including where the Goods were not transferred within the agreed period and the Buyer has withdrawn from the contract because of the delay.

11.3.2. When making a request under clause 11.3.1, the Buyer must provide the Platform with evidence that the Seller was notified of withdrawal from the contract due to late handover of the Goods. The Platform may refuse reimbursement of the advance payment in cases expressly allowed by Russian law, including upon receiving confirmation that the Buyer accepted the Goods, provided a copy of that confirmation is sent to the Buyer in a timely manner.

11.4. Return requests, complaints, and other enquiries may be submitted through the Personal Account, by email, contact form, telephone, chat, post to the mailing address, or another channel specified on the Platform.

11.5. Buyers are advised to include the following in a request:

- Order number;
- product name;
- nature of the request;
- circumstances of the issue;
- date the Goods were received;
- photographs, videos, documents, receipts, reports, delivery notes, or other supporting materials where available.

11.6. Refunds are made using a method permitted by law, technically available to the Platform and payment infrastructure, and consistent with the original Payment terms unless another method is agreed separately.

11.7. Special conditions for returning, exchanging, or cancelling Goods because of their individual characteristics, made-to-order production, cutting, tinting, other customization, or lawful exceptions apply only to the extent permitted by Russian Federation law.

11.8. To investigate complaints and returns, the Platform may request documents, photographs, expert opinions, defect information, packaging samples, evidence of storage and use conditions, and other material needed to establish the facts.

11.9. Where examination, diagnostics, expert assessment, a specialist visit, sampling, laboratory analysis, batch verification, technical inspection, or other measures are needed to assess the Buyer's claim, the Platform and/or Seller may arrange such measures in the manner permitted by law.

12. Electronic Documents, Notices, and Legally Significant Communications

12.1. The parties recognize the use of electronic communications, notices, Personal Account records, emails, SMS, push notifications, Platform chat messages, and other remote communications in performing this Offer.

12.2. Messages sent by the Platform to an email address, telephone number, Personal Account, or other channel supplied by the Buyer during registration or ordering are deemed duly sent.

12.3. Buyers must monitor messages sent through the Personal Account, email, SMS, and other communication channels they provided when using the Platform.

12.4. Order Confirmations, payment notices, cancellation notices, refund notices, arrival-of-Goods notices, information-clarification requests, complaint correspondence, and other messages may be sent solely electronically unless law requires otherwise.

13. Rights and Obligations of the Platform

13.1. The Platform undertakes to:

- ensure Platform operation to the extent reasonably necessary for Buyer use;
- provide the Buyer with legally required information about itself and, to the extent actually supplied by the Seller, the Seller;
- make it possible to place and pay for Orders where technically feasible;
- receive Buyer enquiries regarding Platform use and Order support;
- issue or arrange refunds where the Platform is responsible for doing so.

13.2. The Platform may:

- change the Platform interface, structure, catalogue, and functions;
- change Order placement procedures;
- carry out technical maintenance;

- restrict access to particular Platform sections;
- introduce new functions, promotions, restrictions, and security requirements;
- request additional Buyer information to fulfil an Order;
- refuse access to particular functions where breaches, abuse, or security risks are identified.

13.3. Without prior notice, the Platform may temporarily restrict access to all or part of the Platform for maintenance, error correction, security, modernization, fraud prevention, or other objective reasons.

14. Rights and Obligations of the Buyer

14.1. The Buyer undertakes to:

- use the Platform in good faith;
- refrain from disrupting Platform operation;
- provide accurate information;
- pay for Orders on time;
- arrange acceptance of the Goods;
- check Platform messages;
- refrain from fraud, abuse, unjustified returns, fictitious Orders, or other bad-faith conduct.

14.2. The Buyer may:

- receive information about Goods, Sellers, and Order status;
- use the Personal Account;
- pay for Orders using available methods;
- submit enquiries, complaints, and return requests;
- exercise other rights provided by Russian Federation law and this Offer.

15. Liability of the Parties

15.1. The Platform bears liability within the limits laid down by Russian Federation law and this Offer.

15.2. The Platform is not liable for:

- the Seller's non-performance or improper performance of obligations inherently incumbent on the Seller which the Platform has not expressly assumed;
- inaccurate, incomplete, or outdated information about Goods or Sellers provided by the Seller, manufacturer, or other source, except where the Platform knew or ought to have known that the information was manifestly false;
- inability to fulfil an Order due to the Buyer's acts or omissions;

- Buyer losses caused by improper use of Goods, failure to follow instructions, installation procedures, storage, transport, operating conditions, or use of Goods for unintended purposes;
- indirect losses, lost profits, wasted time, idle-time costs, construction delays, or losses due to failure to perform obligations to third parties, unless such liability is expressly required by law.

15.3. The Seller is responsible to the Buyer for the Goods' quality, assortment, completeness, conformity with mandatory requirements, safety, lawful placement on the market, availability of required documents, and other seller obligations under Russian Federation law and the sale contract.

15.4. The Platform is not liable for temporary failures, interruptions, errors, delays, or unavailable features caused by third parties, telecommunications operators, internet providers, banks, payment systems, hosting providers, routing services, software suppliers, or other matters beyond its reasonable control.

15.5. The parties are relieved of liability for full or partial non-performance caused by force majeure, including natural disasters, fires, floods, accidents, hostilities, riots, epidemics, actions of public authorities, communication failures, power outages, disruption of banking or payment infrastructure, transport restrictions, road closures, site access restrictions, and other extraordinary circumstances unavoidable in the circumstances.

16. Personal Data

16.1. By using the Platform, registering a Personal Account, placing an Order, and submitting personal information, the Buyer confirms having read the personal data processing terms published on the Platform and agrees to processing to the extent necessary for:

- registration and authentication;
- placing and fulfilling Orders;
- accepting payments;
- making refunds;
- delivering Goods;
- communicating with the Buyer;
- sending receipts, notices, service messages, and legally significant communications;
- handling enquiries and complaints;
- complying with Russian Federation law;
- protecting the rights and legitimate interests of the Platform, Seller, and Buyer.

16.2. The Platform may disclose the Buyer's personal data to Sellers, payment partners, banks, delivery services, IT contractors, communications operators, call centres, notification services, fiscal data operators, couriers, transport companies, and other persons involved in fulfilling Orders and operating the Platform, to the extent necessary for the purposes specified above.

16.3. Personal data is processed in accordance with Russian Federation law and the Platform's personal data documents.

17. Intellectual Property and Restrictions on Platform Use

17.1. All content on the Platform, including texts, images, Product Pages, descriptions, catalogue structure, source code, databases, graphics, logos, design elements, interfaces, and other intellectual property, belongs to the Platform, Sellers, or other rights holders or is used lawfully.

17.2. The Buyer is granted the right to use the Platform solely for personal, non-commercial purposes connected with choosing, ordering, paying for, and obtaining support for Goods.

17.3. The following is prohibited:

- copying substantial portions of the catalogue;
- automated data collection;
- circumventing technical restrictions;
- interfering with Platform operation;
- using the Platform for unfair competition;
- publishing knowingly false information;
- creating fictitious accounts;
- using the Platform in any way contrary to law or this Offer.

18. Changes to the Offer and Platform Terms

18.1. The Platform may unilaterally amend this Offer by publishing a revised version on the Platform.

18.2. The new version comes into force upon publication on the Platform unless it specifies another effective date.

18.3. Relations concerning Orders already confirmed are governed by the version in effect when the relevant Order was confirmed, unless law provides otherwise or the parties agree additional terms.

18.4. Buyers undertake to monitor the current version of the Offer themselves. Continued Platform use after publication of a revised version signifies acceptance of that version to the extent applicable to the relevant relations.

19. Dispute Resolution and Complaints Procedure

19.1. Disputes, disagreements, and claims arising from this Offer, Platform use, Orders, payments, returns, Goods quality, delivery, or related relations are to be addressed through negotiations and a pre-trial complaints procedure where applicable.

19.2. Buyers may send enquiries, complaints, and other claims using the details published on the Platform, via their Personal Account, email, contact form, or another available method.

19.3. If a dispute is not resolved before court proceedings, it is resolved in accordance with Russian Federation law.

20. Final Provisions

20.1. Invalidity of one or more provisions of this Offer does not invalidate the remaining provisions.

20.2. Matters not governed by this Offer are governed by Russian Federation law.

20.3. This Offer must be freely accessible on the Platform.

20.4. Platform details:

Continent Trading Group LLC Company Registration No.: 1133025002032 Taxpayer Identification No. (INN) / KPP: 3025008053 / 302501001 Registered address: 414057, Apt. 49, Bldg. 1, 5 Zvezdnaya St., Astrakhan, Astrakhan Region, Russia Mailing address: 414040, Office 605, 6th Floor, 37 Krasnaya Naberezhnaya St., Astrakhan, Astrakhan Region, Russia Email: info@continent.ltd Telephone: +7 (8512) 74-63-33 Business hours: Orders are accepted on the Platform around the clock; Orders and Buyer enquiries are processed Monday–Friday, 09:00–16:00 Moscow time Settlement account: 40702810610001814283 Bank: TBank JSC Bank Identification Code (BIK): 044525974 Correspondent account: 30101810145250000974