

Bonshou Network Limited Member Terms of Use

Welcome

We appreciate your interest in using the mobile application (hereinafter referred to as the “Platform”) of Bonshou Network Limited (hereinafter referred to as the “Company” or “we/us/our”), as well as any other websites owned and operated by us. We believe you will find our mobile application informative and helpful in quickly locating suitable service providers (hereinafter referred to as the “Provider” or the “Providers”).

Acceptance of Terms of Use

Prior to commencing use of the Platform, you are hereby advised to carefully read and fully comprehend the Bonshou Network Limited Member Terms of Use (hereinafter referred to as the “Terms of Use”). By completing the registration process as prompted on the registration page, reading and agreeing to the Platform’s Terms of Use, you hereby acknowledge and represent that you have thoroughly read, understood, and accepted the entire content of the Platform’s Terms of Use. This acceptance establishes you as a member of the Platform (hereinafter referred to as the “Member”, the “Members” or “you/your”) and creates a legally binding agreement between you and us.

Each instance of browsing or using the Platform shall constitute your agreement to be bound by these Terms of Use. Should you disagree with these Terms of Use or any provision herein, you are required to immediately cease registration and refrain from browsing or using the Platform. The services provided by the Platform may be limited to the Hong Kong Special Administrative Region (hereinafter referred to as “HKSAR”) and other jurisdictions where legally permissible. The content of the Platform may be prohibited or restricted in certain countries or regions, and therefore is not intended for individuals in such countries or regions.

Technical Support and Business Inquiries

During the specified business hours of the Company, the Platform provides technical consultation and support services, as well as business consultation through contact phone and WhatsApp for inquiries, to address issues encountered by the Members while using the Platform.

1. Representations and Warranties

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

- 1.1 any person using the Member’s account shall comply with the legal requirements of the HKSAR Government and other countries or regions, demonstrating that they are of sufficient age to legally use the Platform and possess the legal capacity to adhere to these Terms of Use;
- 1.2 supervise all persons browsing or using the Platform under their name or account and provide guardianship for all minors;

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

2. Disclaimer

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

- 2.2 The Platform is provided on an “as is” or “as available” basis. The content published is for convenience purposes only, intended for the Members’ use to understand relevant information about the Company and matters related to contacting and transacting with the Providers. Information and content published by the Providers or us on the Platform may contain textual or technical errors. Therefore, the Members must verify the accuracy, reliability, or completeness of the information and content published on the Platform when using it. No guarantee is provided regarding the accuracy, reliability, or completeness of the information and content provided by the Platform or the Providers. Furthermore, we do not guarantee that the Members will receive responses or quotes from the Providers, or that any consensus or content of transactions or agreements between the Members and the Providers will be executed. We shall not be liable for damages arising from errors or omissions in the content or data, and make no express or implied warranties or representations.
- 2.3 When registering on the Platform, the Providers must submit relevant information for authentication and complete their profile in the “Personal/Company Profile” section, including personal or company information, services, products, or goods available for provision or sale, and relevant qualifications for services or work experience. We do not guarantee or verify the authenticity or reliability of the information submitted by the Providers and therefore make no commitments and shall not be liable for any damages arising from the Providers’ information. The Members should independently verify whether the Providers possess the relevant qualifications for services or work experience before entering into transactions or agreements, to ensure that the Providers can meet the Members' requirements and satisfactorily complete the service or work.
- 2.4 Messages transmitted over the internet are not guaranteed to be completely confidential. The Company and the Platform shall not be liable for any losses, damages, or expenses of any kind that may arise from or be suffered due to interception, delay, loss, or in connection with messages sent by the Members to the Providers or the Platform via the internet. Furthermore, the Company and the Platform shall not be liable for any direct, indirect, special, or consequential losses, damages, or expenses arising from or in connection with the Members’ use of the Platform.
- 2.5 The Platform does not warrant or guarantee that system failures, computer viruses, Trojan horses, or other malicious software intrusions will not occur now or in the future. When using the Platform, the Members shall be responsible for backing up their data and ensuring that their mobile devices or equipment have adequate protective measures, including taking reasonable and appropriate precautions to prevent system failures, computer viruses, Trojan horses, or other malicious software intrusions. The Members acknowledge and agree that they shall bear sole responsibility for any losses, damages, or expenses arising from or in connection with any matters specified in these Terms of Use. The Company and the Platform shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the Members’ use of the Platform or any security-related issues.
- 2.6 Information and content displayed and provided by the Providers or us on the Platform may be expressed in Chinese, English, or other languages. Such information and content may be manually translated or automatically translated by computer software. The Members are responsible for ensuring they clearly understand such information and

content before engaging in transactions or negotiations with the Providers. The Company and the Platform make no commitments and shall not be liable for the accuracy, reliability, or completeness of the information and content in these translated versions.

- 2.7 When the Members connect to third-party websites through hyperlinks on the Platform, they should read and agree to the relevant provisions of those websites beforehand. The Company will not review part or all of the content linked to related third-party websites. Therefore, the Company will not be responsible for any risks involved when the Members browse or use such third-party websites. Meanwhile, any issues arising during the interaction between the Members and third-party websites or their companies, including but not limited to transactions, services, disputes, financial matters, litigation, etc., shall be resolved between the Members and the third-party websites or their companies, and the Company will not intervene.
- 2.8 If the Members send any content, including but not limited to text, images, or videos, to the Company via the Platform, email, or other media (such as Facebook, Instagram, WhatsApp, YouTube, etc.), the Members agree that the Company and the Platform may use such information and content at their discretion, including copying, forwarding, saving, and publishing. The Members also agree that ownership of any concepts, technologies, or methods derived from such information and content shall belong to the Company without prior notice to the Members. However, personal messages and data attached to information and content provided by the Members will be treated confidentially.

3. Limitation of Liability

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

liability shall in no event exceed the total fees you paid to the Providers through the Platform in the three months preceding the event giving rise to the claim.

- 3.5 You agree that the limitations of liability set forth in this section represent a reasonable allocation of risk between the Company and you and form an essential basis of the bargain between the parties. You further acknowledge that without these limitations, the Company would be unable to provide the Platform services to you on the current terms.

4. Personal Data Collection Statement

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

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

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

6. Trademarks and Copyrights

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

7. Order and Refund Policy

- 7.1 The Platform expressly disclaims any liability for recommendations, negotiations, or guarantees regarding the charges or quality of services, products, or goods between the Members and the Providers. The Members shall independently review the various charges and their terms and conditions as listed by the Providers.
- 7.2 By purchasing services, products, or goods from the Providers through the Platform, the Members agree to the Provider's charges, service details, and related terms, thereby entering into a legally binding contract with the Provider.
- 7.3 Unless otherwise specified, the Company and the Platform are not parties to any transaction or service agreement, and therefore, under no circumstances shall the formation of a transaction or service agreement create any liability or obligation for the Company or the Platform.
- 7.4 The Platform provides functionalities for edit order, cancel service, and report issue (except for 24/7 emergency service orders). Emergency service orders only have the report issue function.
- 7.5 Edit Order and Cancel Service
- 7.5.1 Rights to Edit and Cancel:
- The Members have the right to edit and cancel orders.
 - The Members may edit and cancel orders under specific conditions, including but not limited to changes in content, changes in date or time, changes in requirements, or other force majeure events.
 - Notwithstanding the foregoing, the order amount, once confirmed, cannot be changed.
- 7.5.2 Edit and Cancel Procedure:
- Prior to editing or cancelling an order, the Members must immediately notify the Provider and directly negotiate and reach a consensus with the Provider at least four (4) calendar days (excluding the day of the scheduled service) in advance, to edit or cancel the order through the Provider on the Platform. For edit or cancel within three (3) calendar days (excluding the day of the scheduled service) before the scheduled service date, please negotiate with the Provider and have the Provider notify us to assist with the edition or cancellation.
 - Upon confirmation of order edition or cancellation, notifications will be automatically sent to both the Member and the Provider.
- 7.5.3 Improper Cancellation:
- The Members shall not maliciously or unreasonably edit or cancel orders to avoid affecting the rights and interests of the Providers.
 - If the Member engages in improper or abnormal order edition or cancellation behavior, the Platform reserves the right to intervene, investigate, and take appropriate measures. The Platform reserves the right to cancel the Member's registration qualification at any time and seek compensation for losses caused to the Platform.
- 7.5.4 Handling Fees and Refunds:

- The Platform reserves the right to charge the Members handling fees for assisting in order editions or cancellations, and will clearly notify the Members of any fees and guidelines before charging.
- In the event the Member cancels an order within three (3) calendar days prior to the scheduled service date (excluding the day of the scheduled service), the Platform shall disburse the full amount to the Provider after deducting any applicable handling fees and administrative charges. The Members will be explicitly notified of any fees and applicable criteria prior to their imposition.
- Where the Members and the Providers have agreed upon separate refund terms in their transaction agreement, such terms shall prevail. Notwithstanding any agreement between the Members and the Providers, if the Member cancels an order within three (3) calendar days prior to the scheduled service date (excluding the day of the scheduled service), the Platform reserves the right to deduct any applicable handling fees from the order amount. The remaining balance shall be refunded in accordance with the agreement between the Member and the Provider.
- All amounts on the Platform are displayed and settled in Hong Kong Dollars (hereinafter referred to as “HKD”). If the Members use currencies other than HKD for payment and the order is canceled, refunds will be calculated based on the exchange rate on the day the refund cheque is issued or the transfer is made. Therefore, the refunded amount may differ from the amount paid, but will maintain the same HKD value. The Members are responsible for all fees charged by intermediary banks and currency exchange risks (if applicable), and the Platform is not liable for currency risks and discrepancies.
- All refunds will be processed and returned to the Member’s designated account within seven (7) business days after the completion of the refund process. In case of force majeure, the Platform reserves the right to modify the refund period at any time without prior notice to the Member, and the Members shall not raise objections or hold the Platform liable for any responsibility or compensation.

7.5.5 Definition of Scheduled Service Day:

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

8. Order Appeals and Appeal Procedures

8.1 Submission of Appeals: If a Member discovers that the services, products, or goods provided by the Provider do not conform to what was promised, the Member may log into their account, tap the [Report an Issue] button within the relevant order, and complete the appeal content. Upon submission of an appeal, the Platform shall suspend payment to the Provider for the relevant order until the appeal is resolved.

8.2 Appeal Period: Following the confirmation of fund release by the Member or automatic system release, the Member shall have three (3) calendar days (hereinafter referred to as the “Appeal Period”) to file an appeal regarding the relevant order. After the expiration of the Appeal Period, the [Report an Issue] button will no longer be displayed on the relevant order page, and neither the Company nor the Platform will accept any overdue appeals.

The Member expressly agrees and acknowledges that any overdue appeal shall be deemed an automatic waiver of the right to appeal. Furthermore, the Member agrees that the relevant order payment will be disbursed to the Provider as scheduled, and the Member shall not make any claims or demands against the Company or the Platform.

- 8.3 **Appeal Processing Time:** Upon receipt of an appeal, the Platform shall investigate and process it within seven (7) to fourteen (14) business days. The Platform will verify the appeal content with the Provider based on the information provided by the Member.
- 8.4 **Appeal Fee:** To file an appeal, the Member must pay in advance a non-refundable administrative fee of One Hundred Hong Kong Dollars (HKD100) (hereinafter referred to as the "Appeal Fee"). The Platform will only accept and process the appeal upon receipt of the Appeal Fee. Once paid, the Appeal Fee is non-refundable under any circumstances. The Platform reserves the right to adjust the Appeal Fee at any time without prior notice to the Member, and any adjustment shall take effect from the date of the update of these Terms of Use.
- 8.5 **Provision of Evidence:** The Member is obligated to provide the Platform with substantial evidence related to the appeal. If the Member fails to provide relevant evidence, the appeal will not be accepted.
- 8.6 **Appeal Outcome:** If the appeal is verified to be true and reasonable, the Platform will refund the order amount to the Member or process a refund according to the amount agreed upon between the Member and the Provider. The refund will be made to the Member's designated account or paid to the Provider's designated account (as applicable) within seven (7) business days after both parties confirm the completion of the appeal process.
- 8.7 **Mediation Service Period:** In the event that the Member and the Provider fail to reach a settlement within fourteen (14) business days following the Platform's mediation efforts, both parties shall seek resolution through arbitration institutions or judicial authorities at their own discretion. Irrespective of whether the dispute is resolved within the aforementioned fourteen (14) business day period, the Platform shall conclude the appeal process on the fourteenth (14th) business day following receipt of the appeal, and such conclusion shall be deemed as completion of its mediation services.
- 8.8 **Limitation of Liability:** The Platform provides only limited mediation services and only accepts and reviews appeals submitted in writing. The Platform makes no guarantees or commitments regarding the outcome of appeals or intervention in mediation services, nor does it assume any liability. The Member agrees that paying the Appeal Fee does not guarantee a favorable outcome, and the Platform will make an impartial decision based on objective facts and relevant evidence.
- 8.9 **Reservation of Legal Rights:** These terms do not affect any statutory rights that Members may have under applicable law.
- 8.10 **Dispute Resolution:** After completing its mediation services, the Platform will not intervene in any subsequent disputes between Members and Providers (if any). If the Platform collects order payments on behalf of Members, it will only disburse such payments after Members and Providers reach a final resolution regarding disputes. The Platform shall not

bear any legal responsibility for outcomes related to any appeal or dispute by either party, and neither Members nor Providers shall hold the Company or the Platform liable or make any claims against them in this regard.

9. 24/7 Emergency Service

- 9.1 The Platform's "24/7 Emergency Service" is an immediate service, and not all the Providers offer such services. The Members can access this service by tapping the "24/7 Emergency Service" icon on the homepage, then search for the Providers offering relevant emergency service categories and fill in basic information. Upon submission, the system will instantly and automatically send quote invitations to the Providers who have activated emergency services.
- 9.2 The Members can view relevant records under [Services] > [Pending] and tap individual Providers to communicate directly through the Platform's [Chat] feature. If any disputes arise between the Member and the Provider after the completion of an emergency service order, please file an appeal within the Platform.
- 9.3 The Company and the Platform make no representations or warranties regarding inquiry generated by the system (including emergency service inquiry), nor do they guarantee that the Members will receive responses from the Providers within any specified timeframe. The Company shall not be liable for any adverse consequences or outcomes arising from or in connection with the Member's use of this feature.

10. Disbursement Procedure

- 10.1 Upon completion of the order by the Provider, the Member shall complete the disbursement procedure on the Platform ([Services] > [Order]> locate and tap the completed order > [Confirm Payment]) to acknowledge the completion of the order. If the Member fails to complete the disbursement procedure within the specified time, the system shall, on the third calendar day following the scheduled work date, automatically deem the work completed and disburse payment to the Provider. The Member understands and agrees that once the system confirms the completion of the disbursement procedure, all fees paid are non-refundable, and no claims or demands can be made against the Company, the Platform, or the Provider.

11. Payment Methods and Processing

- 11.1 By making payments through the Platform, the Member accepts and agrees to be bound by these payment method and processing terms.
- 11.2 The Platform collaborates with payment service and technology provider to offer a comprehensive array of secured, advanced, and integrated payment processing solutions. Transaction amounts between the Members and the Providers are processed by the Platform's payment service and technology provider.
- 11.3 Currently, the Members may choose to make payments using Visa, Mastercard, American Express, Diners Club, Alipay, AlipayHK, PayMe, and WeChat Pay. The Platform reserves the right to modify payment methods at any time without prior notice to the Members.

- 11.4 After engaging with the Provider through the Platform, the Members are prohibited from conducting private negotiations, transactions, or payment requests outside the Platform, or using any payment methods external to the Platform. If discovered, the Company reserves the right to pursue compensation for related losses and may terminate the registration eligibility of both the Member and the Provider.
- 11.5 To prevent fraud, unauthorized transactions (such as money laundering), claims, or other liabilities, payment information is collected by the Platform's payment service and technology provider. This provider may also collect and process other information necessary for payments made through the Platform. The Platform does not have access to payment information provided by the Members to the payment service and technology provider, and such information is subject to the privacy policy applicable to this provider.
- 11.6 By using any payment method and/or providing payment details for payment on the Platform, the Member represents and warrants that:
- The Member is legally authorized to provide such information;
 - The Member has obtained legal authorization or permission to use such payment methods for payment;
 - If the Member is an employee or agent of the individual or company owning the payment method, the Member or the company has authorized the use of that payment method for payments on the Platform;
 - Such actions do not violate any applicable laws of the HKSAR government or other countries or regions.
- 11.7 All amounts on the Platform are displayed and settled in HKD. If the Member chooses to pay the order amount in a currency other than HKD, the Member shall bear any exchange rate differences and handling fees (if any) arising from the use of a currency other than HKD. Such fees will be based on the payment institution chosen by the Member, and the actual order amount to be paid (in the actual payment currency) will be displayed at the time of payment.

12. The Member Ratings and Reviews

- 12.1 Upon completion of an order, the Members may rate and review the Providers. The Members understand and agree that their username and all content submitted in the review section will be public. The Platform is not responsible for any information or data posted by the Members in the review section.
- 12.2 Once the Member successfully submits a rating, they may not modify or delete the review independently.
- 12.3 The Members are strictly prohibited from making any statements in reviews that contain the following:
- Racism
 - Racial or ethnic hatred
 - Violence or incitement to violence
 - False, malicious, defamatory, disrespectful, or obscene content
 - Grossly indecent or illegal speech

- Commercial promotion for any Provider
- 12.4 Furthermore, without the express consent of the individuals concerned, it is prohibited to publish any information that may directly or indirectly identify them, including but not limited to names, addresses, email addresses, mobile phone numbers, etc.
 - 12.5 The Platform reserves the right to delete inappropriate review content without prior notice to the Members. If the Platform incurs any losses or liabilities due to the Member's inappropriate review, the Company and the Platform have the right to seek compensation from the Member and reserve the right to terminate their membership.
 - 12.6 The ratings given by the Members to the Providers will affect the Providers' ranking within the relevant service category on the Platform. Higher ratings result in higher rankings. This rating-based ranking criterion is automatically determined by the system, and the Platform makes no guarantees regarding its accuracy or reliability and is not responsible for it.
 - 12.7 The "Rating for Reward" promotion applies to reviews that meet the Platform's requirements. The requirements and details of this promotion may change at any time without notice to the Members. The Platform reserves the final decision right regarding the "Rating for Reward" promotion and has the right to discontinue this promotion at any time without prior notice.

13. Chat

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

14. Btoken

- 14.1 Btoken is a feedback mechanism provided by the Platform to the Members, equivalent to points. The Platform may gift Btoken to the Members for promotional or other purposes. Btoken is only applicable for redeeming offers, gifts, or e-vouchers on the Platform and have no cash value nor can be exchanged for cash.
- 14.2 The Members' Btoken balance is displayed on the [Btoken] page. Unless otherwise stated, Btoken currently has no expiration date. However, the Platform reserves the right to change this term and set an expiration date for Btoken at any time without prior notice.

- 14.3 The number of Btoken required for each offer, gift, or e-voucher varies, and the Members can check the required amount on the Platform. Upon redemption, the required Btoken will be immediately deducted from the Member's account. Once the Member uses Btoken to redeem offers, gifts, or e-vouchers, no changes or returns are permitted under any circumstances.
- 14.4 In the event of any dispute regarding Btoken redemption and related promotional activities, the Platform has the final decision. For any disputes related to the use of Btoken and the redemption function, the Platform or relevant merchants (if applicable) have the final right of interpretation. These disputes include but are not limited to the Members' eligibility, available gifts, records of redemptions, or other activities or transactions.
- 14.5 Offers, gifts, or e-vouchers redeemed with Btoken are subject to the applicable terms and conditions of the relevant merchants. The Platform and its associated merchants reserve the right to change or terminate offers and amend all terms and conditions at any time without further notice.
- 14.6 Unless otherwise specified, the Company is not the supplier of offers, gifts, or e-vouchers and is not responsible for the redemption items on the Platform (including but not limited to gift liability, quality, and maintenance), nor is it responsible for the results of using products provided by suppliers. For gifts provided by suppliers, the Platform shall not be liable for any early termination, changes, or disputes.
- 14.7 The Platform may adjust the number of Btoken required for redeeming offers, gifts, or e-vouchers and the redemption quota at any time. The Platform has full authority to stipulate, amend, provide, give, or terminate the redemption program (including related terms and conditions) without further notice.
- 14.8 The method of collecting offers, gifts, or e-vouchers is arranged by the Platform, which has the right to change the predetermined collection method (including but not limited to mailing, self-collection points, hyperlinks in emails, etc.). If there are changes, the Platform will notify the Members in advance without the need for explanation or compensation.
- 14.9 The Platform reserves the final right to adjust, suspend, change, or terminate the Members' use, redemption, and acquisition of Btoken at any time without prior notice and without the obligation to provide explanations for such decisions.
- 14.10 The Platform has the right to permanently discontinue the Btoken function. Any remaining Btoken in the Members' accounts will become invalid and reset to zero. The Platform will not provide any compensation and assumes no responsibility.

15. Referral Codes and Promotion Codes

- 15.1 Referral Codes: Existing Members can invite friends and family to download the Platform and enter the Member's unique referral code during registration. When friends successfully register as the Members, the referring Member can receive additional Btoken as a referral reward. The Members can view their referral code on the [Member] page. The Platform reserves the right to modify or terminate this referral reward program at any time without prior notice, and the Members cannot claim any compensation from the Platform.

- 15.2 Promotion Codes: The Platform will periodically launch promotional offers. When the Members reach an order agreement with the Providers, they can enter the promotion code (if available) in the [Inquiry]. After the order is completed and verified by the Platform, the Members can receive activity rewards, which may include BToken, chances to participate in lucky draws, or gift rewards sponsored by the Platform or the Providers. The promotion codes and rewards for each promotional offer vary and have expiration dates. The Platform reserves the right to modify or terminate promotional offers at any time without prior notice, and the Members cannot claim any compensation from the Platform. The Platform makes no guarantees regarding responsibility, quality, or maintenance for any gift rewards sponsored through the Platform or the Providers.

16. Push Notifications

- 16.1 The Platform incorporates a push notification function to deliver timely and important information, including but not limited to new service/product updates, security alerts, account activity reminders, the Providers' quotes, order edit or cancel notices, [Chat] notifications, limited-time discounts, and exclusive offers. This feature not only enhances the Members' user experience but also ensures that the Members do not miss any crucial information or promotional activities.
- 16.2 The Members can enable push notifications by going to "Settings" > "Apps" on their mobile device, searching for "bonshou", then tapping "Notifications" and enabling the "Allow notifications" function. If the Members choose to disable this function, they will not be able to receive timely responses from the Providers and may miss opportunities for lucky draws and exclusive rewards offered by the Platform or other providers.
- 16.3 The Platform may collect and analyze the Members' interaction data with push notifications, such as open rates and click-through rates, to enhance service quality and the relevance of push notifications. All data collection and usage comply with the Platform's [Privacy Policy Statement], and the Members' personal data will be strictly protected and will not be used for unauthorized purposes.
- 16.4 The Platform disclaims all liability for the accuracy, reliability, or completeness of messages sent via push notifications. Members shall exercise their own judgment and take appropriate action based on the content of push notifications.

17. Email Notifications

- 17.1 The Platform shall, from time to time, send emails to Members to provide important information, including but not limited to verification emails, password reset requests, order payment notifications, order refund notifications, reward redemption notifications, time-limited discounts, and exclusive offers. These email notifications are intended to enhance the Member's user experience and ensure that Members do not miss any important information or promotional activities.
- 17.2 Notwithstanding a Member's non-consent to receive promotional and marketing emails from the Company and third parties during account registration, the Member shall continue

to receive important notifications from the Platform, such as verification emails, password reset requests, order refund notifications, security alerts, and account activity notifications.

- 17.3 The Platform disclaims all liability for the accuracy, reliability, or completeness of messages sent via email. Members shall exercise their own judgment and take appropriate action based on the content of email notifications.
- 17.4 Members shall be responsible for ensuring the accuracy of their registered email address on the Platform and for regularly checking the relevant mailbox to avoid missing important notifications.

18 Third-Party Websites

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

19 Termination of Registration Eligibility

- 19.1 The Members may delete their account at any time to cancel their registration eligibility, thereby terminating the agreement with the Platform.
- 19.2 If the Members seriously or repeatedly violates the Platform’s Terms of Use or applicable laws, the Platform has the right to immediately cancel their registration eligibility without prior notice or explanation, and reserves the right to pursue all direct and indirect losses caused to the Company and the Platform by the Member.
- 19.3 If the Members engages in or is involved in any fraudulent or illegal activities on the Platform, the Platform has the right to immediately terminate their accounts without prior notice. The Platform will report to and file with relevant authorities and reserves the right to pursue related losses.
- 19.4 Even if the Members’ right to use the Platform is suspended, restricted, or terminated, the Terms of Use remain effective for them. The Company and the Platform reserve the right to take appropriate legal action in accordance with the Terms of Use.
- 19.5 All data, orders, comments, and reviews in accounts that have been deleted or voluntarily deleted will also be removed. If the Member re-registers with the same mobile phone number or email address, the content of the previous account will not reappear.

20 Severability

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

21 Feedback and Suggestions

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

22 Right of Modification and Termination

- 22.1 The Company hereby reserves the right, at its sole and absolute discretion, to modify, supplement, or replace these Terms of Use, in whole or in part, at any time without prior notice. Any such modification, supplement, or replacement shall take effect immediately upon publication on the Platform. The Member shall have the responsibility and obligation to review these Terms of Use periodically. The Member’s continued use of the Platform following any modifications to these Terms of Use shall be deemed as irrevocable acceptance of such modifications and agreement to be bound by the modified Terms of Use.
- 22.2 Without limiting the generality of the foregoing, the Company further reserves the right, at its sole discretion, to suspend or permanently discontinue the operation of the Platform or any part thereof at any time, without prior notice. The Company shall not be liable for any direct, indirect, incidental, special, punitive, or consequential loss or damage that may be incurred by the Members, the Providers, any third party, or any person related to the use of the Platform as a result of such suspension or discontinuation of operations. The Members, the Providers, any third party, or any person related to the use of the Platform hereby expressly and irrevocably waive any right to claim against or seek compensation from the Company, its affiliates, directors, officers, employees, or agents for any suspension or discontinuation of the Platform’s operations.

23 Governing Law and Language Priority

- 23.1 These Terms of Use shall be governed by and construed in accordance with the laws of the HKSAR. Any disputes, controversies, differences or claims arising out of or relating to these Terms of Use, including the existence, validity, interpretation, performance, breach or termination thereof, or any dispute regarding non-contractual obligations arising out of or relating to these Terms of Use, shall be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre (HKIAC) under the HKIAC

Administered Arbitration Rules in force when the Notice of Arbitration is submitted. The seat of arbitration shall be Hong Kong. The language of arbitration shall be Chinese. The arbitral tribunal shall consist of three arbitrators. Each party shall appoint one arbitrator, and the third arbitrator shall be appointed jointly by both parties or, failing such agreement, by the Chairperson of HKIAC. The arbitral award shall be final and binding on both parties.

23.2 This Statement is formulated in three language versions: Traditional Chinese, Simplified Chinese, and English. All three language versions shall have legal effect. However, in the event of any discrepancy, inconsistency, or conflict between the different language versions, the Traditional Chinese version shall prevail and be binding. The English version and the Simplified Chinese version are for reference purposes only.

Revision date: September 21, 2024