



# ADHOC.SUPPORT: Join the community

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Adhoc.Support United Kingdom  
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## ADHOC.SUPPORT: Join the community

Dear ,

Thank you for joining the ADHOC.SUPPORT consumer advocacy community. Your ""community contribution has been successfully processed.

**Please read the following carefully and sign using the digital signature option at the end of the document:**

The accurate provision of personal data will ensure the authenticity of the group's advocacy following the submission of complaints. Please only provide your own personal data that can be used to trace and validate your declaration, otherwise, you will compromise the credibility of the advocacy. The strength of the community is that we use real data, and real complaints, to take meaningful action against those who harm the commercial interests of our community members. Thank you!

I, , declare and agree that I wish to join the ADHOC.SUPPORT consumer advocacy community with the following information:

My first name and last name:

My address:

My email address for joining and all further correspondence:

My phone number:

I declare that I am over the age of 18:

Date of birth (optional):

Profile picture:

My community contribution:

I accept the conditions for joining the ADHOC.SUPPORT consumer advocacy community:

### **Terms and conditions for joining the ADHOC.SUPPORT consumer advocacy community**

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern ADHOC.SUPPORT's relationship with you in relation to. If you do not agree to any part of these terms and conditions, please do not use our website.

These General Terms and Conditions ("GTC") set out the terms and conditions of use of the service available on the website (the "Website") by the user (the "User"). The technical information necessary for the use of the Website, which is not included in this GTC, is provided in the information available on the Website. The operator of Adhoc.Support (hereinafter referred to as the "Service Provider") concludes a community service contract with individuals of economic interest, including user consent.

"ADHOC.SUPPORT" operates as an advocacy and analysis community. ADHOC.SUPPORT is operated by WebshopCompany LTD UK. Company registration number: 08595221.

### **ACTIVITY ON THE WEBSITE**

The Service Provider operates an online and cloud-based platform for its business on the website, which is an online platform for members of the Adhoc.Support community as a community complaints platform. Through the Adhoc.Support community platform, members of the community submit consumer complaints that are provided as a community service by the service provider providing and backing the community. Complaints submitted are analysed and linked by relevance for future joint complaint handling.



The Service Provider does not subscribe to a code of conduct for the services it provides.

## **TERMS OF USE**

### **Responsibility**

The User may use the Website solely at his/her own risk and accepts that the Service Provider shall not be liable for any material or non-material damage arising from the use of the Website, in addition to liability for intentional breach of contract or for damage to human life, bodily injury or health.

The Service Provider, with the exception of its liability for any intermediaries it may have engaged, excludes all liability for the conduct of users of the Adhoc.Support website and the User shall be fully and exclusively responsible for their own conduct.

The User must ensure that when using Adhoc.Support, he/ she does not infringe, directly or indirectly, the rights of third parties or the law.

### **Establishment of the contract**

The contract may only be concluded in the mother tongue of the relevant operational area. In this case, the language of the contract is English.

### **The contract concluded**

a) a contract concluded by electronic means, which shall be governed by the Civil Code and by the Act on certain aspects of electronic commerce services and information society services.

After each successful request for registration, the Service Provider shall send an automatic confirmation e-mail to the User's e-mail address specified in the registration. After the automatic confirmation of the Service Provider, the contract is digitally signed and the User's connection to the Adhoc.Support system is considered a final decision upon payment of the contribution fee. The Service Provider will confirm the conclusion of the contract electronically to the User within a short period of time after the conclusion of the contract, together with a digitally signed copy of the contract. This contract is also available through the User's client interface.

### **Filing a Community complaint**

An electronic contract concluded through the Adhoc.Support website will be considered as a written contract with a digital signature, will be filed and may be subsequently available in legal proceedings on paper, also in the course of a Community interest case, on the basis of a written declaration (digital declaration) made by the person concerned on the subject.

## **PAYMENT TERMS**

Payment via STRIPE online payment application.

The purchase amount is paid by the website visitors through the online payment solution managed by STRIPE, during which the fact and data of the payment are also available in the online customer account of the person making the payment.

### **Account**

The Service Provider will issue an invoice, which will be sent electronically to the payer of the Community the moment the actual payment after the final amount of the contribution has been received.

### **The obligations of the USER in the operation of the Adhoc.Support advocacy community under this contract are.**

Acceptance and confidentiality of the Adhoc.Support community is in the personal interest of all community members. Acceptance of this is made binding by the digital signature of this contract, with moral and financial responsibility. As a token of mutual goodwill, the Adhoc.Support advocacy community ensures and expects you, as a member of its community, to accept the following rules:

#### **1 . Our community's purpose: Adhoc.Support is the world's first and only advocacy community**



Adhoc.Support is the world's first and only advocacy community for consumer complaints and service complaints. Our advocacy solution analyses evaluates and provides a global response by comparing processed, user and other commercial data. It adapts proactively and responds quickly to provide solutions that are in the best interests of customers. It can respond in a timely and efficient manner by identifying and quickly analysing a wide range of product and manufacturer defects and related complaints. This not only protects the interests of consumers but also provides useful feedback to service providers and helps retailers. This is the preventive process that identifies defects and deficiencies at the manufacturer or retailer before they are purchased, thus protecting the interests of our consumer community.

## 2. Join the Adhoc.Support consumer advocacy community

By joining our community, you agree that our system will use the authentic and traceable complaints provided by you and other users to generate advocacy findings that can be used to make your case a meaningful success or to build a meaningful community of practice around a large number of complaints about a product or service.

To join the Adhoc.Support community, all you need to do is pay a **one-off registration fee of £12**. The registration fee that you pay will cover the running costs of the community's technical infrastructure to handle consumer complaints efficiently. The fair use conditions may change as they increase: if this changes, we will inform you by email and publicly on our website.

Fair use allows you to make a meaningful complaint and, in the meantime, others may take advantage of this opportunity to complain about a similar product or service. In this way, we allow everyone to voice their interests and enlist the support of the community while increasing the number of complaints and creating space for community advocacy.

We will keep our community members informed of any changes to the registration process, as well as developments and new opportunities for the community. This way you can stay up to date and in the know about the latest developments.

## 3. The strength of the community: measured in its members and the strength of its growth

The growth and strength of our community lie in the masses. When complaints are submitted en masse, in many cases of the same nature or by the same complainant, we can make a meaningful contribution to development. When you submit a complaint, you can make others aware of the opportunity Adhoc.Support offers. We are the first in the world to link data in all kinds of ways to make us even more effective at joining up. Your personal good experience will encourage others to be part of resolving their own complaint. As a member of our community, you have a vested interest in seeing your complaint handled as it grows, within reach. By joining, you agree to take an active part in helping it to grow.

## 4. The Adhoc.Support consumer advocacy community - solutions

The Adhoc.Support advocacy community collects credible complaints and, after meaningful data sorting, connects them with similar complaints using its electronic tools. In processing the data of our complainants, we will access data that is personal and sensitive. We do not share personally identifiable information with anyone, only the nature, type and common interest of the complaint. We will notify you of these findings in case of involvement and indicate the extent of the potential common interest that you are complaining about. As a member of our community, you accept that we will contact those affected by the complaint in a meaningful way, mainly through amicable, non-judicial, polite but firm solutions. If a solution cannot be found through this route, we will propose further solutions, possibly by forming a joint legal action or a joint legal action group. In these cases, it is up to you to decide whether or not to join the initiative. These initiatives may also impose personal costs on you individually, including the legal costs of the proceedings. You will receive and accept, or where appropriate, reject, the unequivocal financial offer of our legal partners, our contracted lawyers, as a member of the community, but on your own initiative. Advocacy is a shared interest that promotes future community development.

## 5. The Adhoc.Support consumer advocacy community, an international system

Thousands of people around the world complain about a particular product at the same time, and the common interest that crosses borders is the Adhoc.Support advocacy community. You'll see that your problem is not unique, that by working together you have a chance to solve it. The fact that we analyse complaints across



borders makes our system even stronger and more decisive towards solutions.

## **6. Public presence of the Adhoc.Support consumer advocacy community, social and other platform rights**

We always encourage you at all times to support, develop and promote the development of solutions and ideas that you think are good. However, as the copyright holders of the intellectual property, the creators reserve the right to make these solutions public only if you sign an agreement to do so. Through this, we are able to keep our collective strength and interests on track. Feel free to come forward with your ideas and be part of our community.

## **7. You are the power of our community!**

In every community, there are those who build and those who do so at the expense of others who do not fully agree. As the name of Adhoc.Support is about advocacy, we ask that you respect this constructive intent. By becoming part of the progress, we can make in your cause, we specifically ask you to preserve our collective strength and exclude destructive attitudes towards us.

## **8. Binding covenant and definition of interest between the parties**

WebshopCompany Ltd and its affiliates, which operates the Adhoc.Support advocacy community strives to provide you with the best community experience. In order to ensure and maintain this, we agree with you that you agree to the community of interest behaviours listed in section 6 above and that you accept what you read and agree to join the Adhoc.Support community. In the absence of this intention, you may leave the site and your temporary visit data - cookie - will be automatically deleted by the system. If you accept the community interests expressed, you are welcome to click on the Accept the Terms and Conditions button below.

## **9. Membership of our Community is voluntary and may be terminated at any time**

The Adhoc.Support advocacy community is established on a voluntary basis, by accepting our rules above. You have the right to withdraw at any time and you only need to indicate this in an email, as indicated in the privacy notice. After that, your data will be deleted from our system upon your request. However, your complaint about a particular product or service provider will remain in the possession of the community, in an anonymised form only, for statistical analysis. In the case of an anonymous complainant, but the case is marked as a substantive case, so the substantive part of the case is kept as substantive information for the members of our community in the future.

## **10. Our community as a common interest and as a community**

Adhoc.Support, as an advocacy community established to address the merits of consumer complaints and service complaints, creates complaint websites in several countries, which it uses to resolve mass complaints in the interest of its community members. In addition, we also publish our data in a number of social media outlets, including the public flagging of certain product and service complaints. All personal data of our community will be kept private for our members and will not be traceable to any individual person in such cases.

## **12. The content of this website is for personal and general information purposes only.**

The content of our website is for general and personal use only. Our contractual agreements are subject to the terms and conditions stated therein.

In cases not covered by this description, the User will be informed of any modifications made between the Community service and the receipt of this document by the User at the e-mail address provided by the User at the time of registration.

## **COMPLAINT HANDLING, ENFORCEMENT OPTIONS**

The User may submit consumer complaints regarding Adhoc.Support's products or the Service Provider's activities to the contact details detailed in section 1:

- The Service Provider will if it has the possibility to do so, remedy the verbal complaint immediately. If it is not possible to remedy the oral complaint immediately, or if the User does not agree with the handling of the



complaint, the Service Provider shall keep a record of the complaint for five years, together with its substantive response to the complaint, which shall be sent to the Consumer at the latest at the same time as the response to the complaint.

- The Supplier shall reply to the complaint received in writing within 30 days.

If the conciliation between the parties has not been successful, the User may initiate the settlement of the dispute with the following bodies:

- Initiate proceedings before the conciliation body of the place of establishment
- Initiation of legal proceedings

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This website may from time to time contain links to other websites. These links are provided for the convenience of our visitors.

By accepting this community membership statement, you acknowledge that you have read the privacy notice on our community's privacy policy website and agree to the terms and conditions of use of this website.

Any changes to the operation of our community that result in a significant change to our system will be communicated in writing to our community members.

Your use of the website and any dispute arising out of such use of the website will be governed by the laws of England, Northern Ireland, Scotland and Wales, but in the event of a dispute, the legal restrictions applicable in the country where the site is operated will also apply.

**The undersigned parties have signed the present contract as being in full agreement with their intentions.**

X

X

*Geza Koczian*

Signed By Geza Koczian (on behalf of  
WebshopCompany Ltd UK)  
Signed On: 08/11/2024

# Signature Certificate

Document name: ADHOC.SUPPORT: Join the community

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## Audit

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This audit trail report provides a detailed record of the online activity and events recorded for this contract.

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