

## Dispute Resolution Policy for use of the services of SuperHosting.BG LTD

**Article 1.** By the current Policy SuperHosting.BG LTD regulated the procedure which should be applied to the User of the Services and disputes between the Users and between the Users and Third Parties.

**Article 2.** A User, another user of the service or any third party which claims infringement of its rights from the use of the services shall be entitled to initiate procedure for dispute resolution pursuant to these policies.

**Article 3.** SuperHosting.BG LTD shall have the right to impose fees for dispute settlement to third parties or the Users, which initiate procedure pursuant to these policies.

**Article 4.** Following the receipt of the complaint by initiator of the procedure, SuperHosting.BG LTD shall notify the opposing party and shall provide a right of answer to the statements in the complaint.

**Article 5. (1)** Based on the complaint and the receipt of the answer pursuant to Article 4, SuperHosting.BG LTD shall be entitled to issue a decision on the dispute which shall be obligatory for the initiator and the User of the service.

**(2)** For the dispute resolution pursuant to Article 1, SuperHosting.BG LTD shall be entitled to establish committees by various experts.

**(3)** SuperHosting.BG LTD shall not bear any liability for the decision issued pursuant to para 1 for resolution of the dispute between the disputing parties and the latter have granted voluntary its consent SuperHosting.BG LTD to resolve the dispute by its own discretion.

**Article 6.** These Policies for dispute resolution shall enter into force as of August, 23, 2016 and may be amended unilaterally by SuperHosting.BG LTD.