



REFUND AND CLIENT PROTECTION POLICY - MAVI SHIPPING B.V.

At **Mavi Shipping B.V.**, we are committed to maintaining the highest standards of transparency, accountability, and client protection. This policy outlines the conditions under which refunds may be issued for payments relating to storage, logistics, or documentation services.

REFUND GUARANTEE

Subject to verification and the terms of the applicable transaction, a full refund will be issued within 24 hours in any of the following circumstances:

- The initial product inspection (Dip Test) is unsuccessful;
- The Seller is unavailable or unable to deliver the product within the agreed timeframe;
- Delays or non-performance by the Seller prevent the issuance of required documentation, including but not limited to TTTIA, TTVIA, IPA, NOR, CI, DTA, ATV, IAL, or ATI;
- The Buyer withdraws from the transaction prior to injection due to valid non-performance by the Seller.

VERIFICATION AND COMPLIANCE

To protect all parties and prevent unauthorized claims, identity and payment verification are required before any refund is processed.

Refunds will be made only to the original paying entity and to a verified account in the name of the Buyer or their duly authorized legal representative.

Supporting documents may include:

- Valid government-issued photo identification;
- Proof of address;
- Proof of payment or wire transfer confirmation;
- Evidence of authorization where a representative acts on behalf of the Buyer.

LEGAL AND COMMERCIAL FRAMEWORK

This policy is issued in good faith and forms part of Mavi Shipping B.V.'s commitment to fair, transparent, and responsible commercial practices.

Mavi Shipping B.V. conducts its operations in accordance with applicable Dutch law and relevant international maritime and commercial practices, including applicable ICC Incoterms® and contractual principles governing international transactions.

OUR COMMITMENT

Mavi Shipping B.V. is committed to handling eligible refund requests promptly, securely, and professionally while protecting the legitimate interests of all parties involved.

Signed:
Management
Mavi Shipping B.V.

