



European Reverse Logistics Partner

## Memorandum of Understanding - Partner Programme

This MoU summarises commercial and operational terms for referring clients to EU Returns Hub. It does not create employment, agency, or exclusivity.

### Parties

Provider: EU Returns Hub - Dzianis Vislavus (Poland), NIP 7773342427, REGON 381817438.

Partner: \_\_\_\_\_

### Commercial terms

- - Commission: 10% lifetime on monthly plan fees (add-ons excluded) while the client remains active and fully paid.
- - Qualification: Commission starts when the client prepays the first two months.
- - Attribution: First click 60 days via referral code. Conflicts resolved using Provider logs.
- - Payout: NET15 after Provider receives funds (SEPA or Alipay). Partner is responsible for taxes.
- - Clawback: If a referred client churns within 90 days, those months are deducted from later payouts.
- - Capacity: 10 client slots; when above 7 active, Provider may grant +10 slots.
- - Non-poaching: No transfer or solicitation of active clients for 12 months.

### Operational and compliance

- - Brand accuracy: Represent our service truthfully; no claims of marketplace affiliation.
- - Duties: CN first-line support, monthly check-in via form, escalate issues within 24h.
- - Privacy: Use client data only to perform duties under this MoU; follow our DPA and Privacy Policy.
- - Marketing: Use only approved materials; get consent for paid ads using our brand.
- - Termination: Either party may terminate with 14 days notice. Accrued commissions are paid on the next cycle.

### Signatures (non-exclusive, non-employee)

Provider

EU Returns Hub - Dzianis Vislavus

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Partner

Name / Company: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_