# BLOK Account Subscription and Software Licence Terms

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This version applies when accepted. Publishing it does not retrospectively change an existing agreement or create a paid order. Earlier published versions remain available for the agreements to which they apply.

These terms explain how your BLOK account, software licences and any separately ordered subscription work. An account alone does not create a paid subscription. Solo and Duo are separate offers; a plan is available only when an order process expressly offers it. This document does not itself open sales or promise that a future offer is available.

## 1 Who provides BLOK

1.1 BLOK is a trading name used by ESTRELA RECORDS, a French société par actions simplifiée (SAS), share capital EUR 500, registered office 34 Rue Ratavoux, 04130 Volx, France, registered with the Manosque Trade and Companies Register under number 948 002 902. Head-office SIRET: 948 002 902 00039. VAT number: FR49 948002902. Email for support, complaints and legal requests: estrela.mgmt@gmail.com. BLOK is not represented as a registered trademark.

1.2 In these terms, “BLOK”, “we” and “us” mean ESTRELA RECORDS as the account and software-service provider. Before any paid order, the order summary must identify the legal entity selling that order, its address and contact details, the relevant plan and any merchant-of-record arrangement. A payment processor is not necessarily the seller.

1.3 If an order is expressly sold through Link under Stripe Managed Payments, the seller and transaction terms identified at that checkout govern the sale and payment relationship. BLOK remains responsible for the software and service obligations it undertakes. You can contact BLOK about the product and the transaction support identified on the receipt about payment or refund administration. We will cooperate in directing a request to the responsible entity; this allocation does not remove any liability or remedy imposed by law.

## 2 Which documents apply

2.1 Your agreement comprises the version of these terms expressly accepted, the order summary and confirmation for a paid offer, and the product or content licences specifically presented for that acquisition. Mandatory law takes precedence. A specific order term takes precedence over a general term concerning the same commercial point only if it was clearly disclosed and accepted and is lawful.

2.2 A product licence cannot remove a seller’s statutory obligations. A general “entire agreement” provision does not erase relevant advertising, representations or pre-contractual information on which you are entitled to rely. Ambiguous consumer terms are interpreted as required by applicable law.

2.3 You must have capacity to contract or the required legal authorisation. A person placing an order for an organisation must be authorised to do so. Consumer status depends on the purpose and circumstances of the contract; using software capable of professional production does not alone make every customer a business customer.

2.4 These terms do not create an exclusive court, mandatory arbitration or waiver of collective or individual remedies. Statutory protections applicable to consumers and, where provided by law, non-professionals are preserved. A separate business agreement may be used for team, education, enterprise or distribution arrangements.

## 3 Accounts and security

3.1 Provide an email address you control and accurate information necessary to operate the account and fulfil an order. Keep your billing and contact information up to date. Verification is required for functions that require a verified account.

3.2 An account is personal. Keep credentials confidential; use a separate account for each Duo member. Tell support promptly if you suspect compromise. We may require proportionate verification of account ownership through a secure channel, without requesting your password or full card credentials.

3.3 Registering, verifying an email address or connecting Google does not purchase a subscription or grant administrative or publishing privileges. Linking another identity to an existing account requires appropriate authentication; matching email addresses do not alone authorise a merger.

3.4 Acceptance of these terms is separate from optional marketing consent, payment authorisation and any express request for early performance. We do not infer those separate choices from a single account-registration checkbox.

## 4 Solo and Duo

4.1 Solo provides the rights stated in the order to one named individual using one personal account. It does not authorise a rotating studio seat or shared login.

4.2 When offered, Duo provides the stated subscription rights to two named individuals: the subscription holder and one invited member. Each uses their own account, authorisation and private projects. They need not belong to the same household. Duo does not allow one account to be shared, three or more members, or two concurrent active devices for the same person.

4.3 The holder places the order, pays the total Duo price, manages billing and decides whether to renew or cancel the subscription. The invited member accepts their invitation and the applicable account and licence terms. Accepting an invitation does not authorise a charge to the invited member, make that member liable for the holder’s payment debt or transfer ownership of either member’s productions.

4.4 The paid period starts on the activation date disclosed in the order, not when the invited member eventually accepts. An unaccepted invitation does not automatically pause billing. An invitation that fails because of a defect in the service remains subject to the remedies in section 13.

4.5 The holder may replace the second member no more than once in a rolling 30-day period. Support will correct a mistaken invitation or address account compromise without using this limit to prevent a legitimate remedy. Repeated substitutions intended to circulate one subscription among additional people are prohibited. We do not require either member to share credentials or access to private work.

4.6 Removing or leaving the Duo ends future authorisations derived from that seat. An already issued offline authorisation can remain technically usable until its expiry; it does not grant new rights after removal. The removed member keeps their account, independently acquired entitlements and their own work. The holder’s ordinary cancellation ends both members’ Duo access at the end of the paid period.

4.7 An empty seat does not automatically convert Duo to Solo or entitle the holder to half the price. The holder may request the plan change described in section 10. Statutory refunds and remedies for an unavailable or defective second seat are unaffected.

4.8 No existing Solo subscription is silently merged into Duo or cancelled merely because its holder receives an invitation. Before joining, any overlapping paid subscription must be expressly addressed, including its cancellation date and any disclosed credit. The invited member cannot change the holder’s billing or obtain the holder’s payment information.

## 5 Licence scope and technical authorisation

5.1 For products to which you have a valid entitlement, and to the extent we hold the necessary rights, we grant a non-exclusive licence to install and use executable software for personal activities or professional productions. Ownership of code, interfaces, branding and documentation remains with the relevant rights holders.

5.2 Subscription rights last for the applicable subscription period. A perpetual licence exists only where the acquisition document expressly grants one. Subscription payments do not become ownership, rent-to-own or a perpetual licence merely through repeated payment. Separate perpetual entitlements are not extinguished by cancellation of a subscription.

5.3 The currently implemented BLOK authorisation model allows one active device lease per account at a time. Duo provides this allowance separately to each member. Activation, renewal and device switching require connectivity. An issued authorisation may work offline until its expiry, currently up to seven days and less if the entitlement expires earlier. This is not an extension of a paid term or a promise of permanent offline operation.

5.4 Before acquisition, check the product’s stated operating system, hardware, host, plug-in format, storage and network requirements. A beta’s requirements do not establish compatibility for every product. We remain responsible for the compatibility and other characteristics actually promised.

5.5 Do not resell or rent account access, redistribute protected software or authorisations, impersonate users, bypass access controls or disrupt the service. Restrictions on modification, analysis or decompilation do not remove mandatory rights concerning backup, observation, interoperability or lawful licence transfer.

## 6 Productions sound content and third party products

6.1 Your compositions, recordings and projects remain yours. BLOK does not receive ownership or advertising rights merely because you use the software or send a support request. You remain responsible for rights in material you import; this does not release us from our own obligations.

6.2 A software subscription is not a blanket licence to redistribute samples, loops, presets, demonstrations or libraries. Any content-specific licence must identify the permitted uses, including commercial incorporation, synchronisation, attribution, isolated redistribution and survival after subscription expiry. These terms do not invent rights that a third-party licensor has not granted.

6.3 A BLOK VAULT or other catalogue entry must identify the relevant publisher and applicable licence. Separate licences, open-source permissions, activation requirements and support arrangements continue to apply. A collection name alone does not identify the seller or rights holder.

6.4 Expiry does not retrospectively invalidate a production lawfully made under a surviving content licence. The ability to reopen a project with an active plug-in is different from the right to distribute an already rendered production. Keep the project backups and audio exports you need. We do not delete local projects solely because a subscription ends.

## 7 Orders prices and payment

7.1 Before you commit to payment, the order summary identifies the seller, plan, included catalogue or scope, number of users, total amount, currency, applicable taxes, billing frequency, start date, contract duration, renewal and cancellation conditions. It also provides technical requirements, withdrawal information, the withdrawal form and applicable guarantee and complaint information.

7.2 Consumer prices are shown inclusive of applicable taxes. Where a conversion is offered, the amount and currency actually charged must be shown before confirmation. Any charges imposed independently by your bank are governed by your banking arrangements. We do not add a fee or optional item without the required express agreement.

7.3 The Solo reference prices are EUR 9.99 per monthly billing period and EUR 99 for a twelve-month annual period, inclusive of applicable taxes. The annual offer is one annual payment, not twelve monthly instalments. Availability, country and any lawfully disclosed currency or tax treatment are confirmed in the order. Duo pricing must be expressly stated before ordering; the Duo price is the total price expressly accepted in the order.

7.4 An order requires an explicit action acknowledging the obligation to pay. You can review and correct the order before confirming it. The confirmed terms, plan, amount, billing dates and applicable consents must be supplied on a durable medium, such as an email with a retained copy or attachment. A link to a page that can be changed at will is not the sole contractual record.

7.5 Access starts at the time disclosed at checkout after payment authorisation or confirmation appropriate to the payment method. Where immediate supply is agreed, supply must occur without undue delay. A payment success page alone is not proof of a licence, and a technical provisioning delay does not deprive you of delivery or conformity remedies.

7.6 You authorise the disclosed recurring charges for the selected subscription until valid cancellation or termination. This is not permission to debit an undisclosed price increase, an unselected plan or the invited Duo member.

7.7 Discounts, trial duration, eligibility limits, expiry and the amount payable afterwards must be stated before acceptance. A trial does not convert to paid access unless that conversion and its price were clearly accepted. A free account or invitation alone does not create such a conversion. No general free trial or money-back guarantee is created by these terms.

## 8 Billing periods and renewal

8.1 The monthly offer is an indefinite subscription billed in advance for successive one-month service periods. Ordinary cancellation takes effect at the end of the current paid period. There is no additional minimum annual commitment.

8.2 The annual offer runs for twelve months, paid in advance, and renews for another twelve months unless either party gives valid notice of non-renewal. The annual price reflects that duration; ordinary cancellation during a paid annual period prevents the next renewal and does not convert the elapsed period to monthly pricing.

8.3 The order and billing account state the next billing date and the exact end of paid access, including a clear time zone. A month is a calendar billing month, not a fixed 30-day period. Shorter months and leap years are reflected in the disclosed billing schedule. A billing-calendar correction must not shorten paid service without the corresponding remedy.

8.4 You may stop renewal at any time before the displayed renewal time, without an additional 24-hour or 30-day customer notice requirement. A cancellation submitted in time is effective even if our internal processing finishes later. If a charge is taken despite a timely cancellation, we correct it and refund the undue amount.

8.5 For an annual automatically renewable service contract covered by French law, we send a dedicated email reminding you of the right not to renew and prominently displaying the non-renewal deadline. Our operating target is 45 calendar days before that deadline; the legally required window is no earlier than three months and no later than one month before it. A price-change email does not dispense with this notice.

8.6 If the required renewal notice was not sent correctly, the statutory right to end the renewed contract at any time without charge applies. Advances paid after renewal are refunded within 30 days of termination, less the amount for service actually supplied up to termination. Late repayment bears the statutory interest required by law. Annex C reproduces the relevant French provisions.

8.7 A routine renewal does not automatically create a fresh withdrawal period in every case. A new order, a material change, inadequate initial information or another statutory circumstance can affect that conclusion. We do not rely on a “renewals are never refundable” rule.

## 9 Price changes

9.1 The price for an already paid period is fixed. We do not impose a mid-period increase or retroactive surcharge. New-customer prices or temporary promotions do not automatically change an existing subscription.

9.2 For future periods, we may propose a revised price to reflect documented changes in operating, hosting, security, maintenance, licensing or regulatory costs, or a clearly described evolution of the offer. A price change must be transparent, proportionate to its stated reasons and communicated individually on a durable medium.

9.3 We provide at least 60 calendar days' notice before the proposed first charge at a higher price. The notice states the old and new total price, currency and taxes, the reason, the proposed date, the billing period and how to accept or decline and cancel without a cancellation fee. Merely changing the public price page is insufficient.

9.4 Under these terms, an increase for an existing subscriber requires express agreement. Silence, opening an email or continuing to use an already paid period is not acceptance. If agreement is not obtained, we either maintain the existing price or give explicit notice that the offer will end at a future paid-period boundary no earlier than the end of the 60-day notice. We do not debit the higher amount without agreement.

9.5 For an annual subscription, a proposed increase can first apply to a later annual term, after the required notice and agreement. We honour the current annual period. If notice is too late for the next renewal, the higher amount is deferred or the current price is maintained; notice is not backdated.

9.6 Changes in legally applicable taxes are identified separately and apply only as the law permits. Except where mandatory law requires otherwise, a change increasing the customer's agreed total price is handled under the same notice and agreement policy. Bank exchange-rate movements outside our control are distinct from a change in our subscription price.

9.7 A previously disclosed introductory discount ending on its stated date is not an undisclosed increase. Its end date and the ordinary price must have been clear before purchase. A plan change you request is separately summarised and accepted under section 10.

## 10 Plan changes and cancellations

10.1 A switch between monthly and annual billing or between Solo and Duo takes effect at the end of the current paid period unless a separate change summary expressly offers an earlier date, the exact charge or credit and its effect on both members. We do not silently reset the billing date, charge twice for the same service or convert unused time into an undisclosed forfeiture.

10.2 The holder can cancel through the free electronic cancellation function provided with the subscription. That function must be easy to find, directly accessible and continuously available. We confirm receipt and the effective date and effects of cancellation on a durable medium within a reasonable time.

10.3 If the electronic function fails, email estrela.mgmt@gmail.com, identifying the account and subscription, or contact the seller identified on the order. We honour a clear and timely request and do not require a telephone call or a reason for ordinary cancellation. A technical failure must not cause an extra renewal.

10.4 Ordinary cancellation preserves paid access until its stated end and stops future recurring charges. Simply uninstalling a plug-in, ceasing to use it or revoking a payment method does not by itself notify cancellation. Statutory withdrawal, termination for breach and the specific refund rights below can take effect earlier.

10.5 If you request permanent closure of an account holding a subscription, we explain the effect on access and stop future renewal as part of handling that request. We do not treat a clear request to end the paid relationship as permission to keep billing indefinitely because the word “subscription” was omitted. Necessary legal records may remain after closure.

## 11 Withdrawal from a distance order

11.1 A consumer entitled to withdraw has 14 days from conclusion of the distance service or digital-content contract. The day of conclusion is not counted. Under French law, the period ends at the end of the last day and is extended to the next working day if it ends on a Saturday, Sunday, public holiday or non-working day. Missing mandatory withdrawal information can extend the period by up to twelve months; supplying it during the extension starts the applicable further 14-day period.

11.2 To withdraw, send an unequivocal statement before the deadline. You may use the form in Annex A, email or post to the contact in section 1, or the seller’s dedicated online withdrawal function. You need not give a reason or use the model form. A request sent before the deadline is not late because it is processed afterwards.

11.3 For online orders subject to the French rules effective from 19 June 2026, the ordering interface must provide the free function “Withdraw from the contract here” (“Renoncer au contrat ici”) throughout the withdrawal period, followed by a clear confirmation step. You receive a durable acknowledgement stating the declaration and its sending date and time. Ordinary cancellation and withdrawal are different requests; the interface must make their effects clear.

11.4 For continuous Full Access subscriptions, our policy preserves the initial 14-day withdrawal right even if access has started. A mere download or activation does not remove that right under this policy. If you expressly requested early performance and received the required information, only a legally payable proportionate amount for the service actually supplied up to your withdrawal may be retained. Where the legal basis for retaining that amount is absent, no deduction is made.

11.5 For a time-based service, a lawful early-performance deduction is calculated from the total agreed price for the relevant paid period and the fraction of that period actually supplied. It is not recalculated using a more expensive monthly plan, an arbitrary activation fee or the retail value of every product downloaded. For an annual EUR 99 period of 365 days, ten days of fully supplied service represent EUR 2.71, subject to the statutory conditions; actual dates and the supply provided determine the final amount. The Duo calculation uses the total contracted Duo service; it is not duplicated per member.

11.6 No early-performance deduction is due where the required express request or statutory information was missing. For a service, loss of the statutory withdrawal right following complete performance requires the statutory conditions; starting a continuing subscription is not full performance of the contract.

11.7 A separately sold digital download without a physical medium can be governed by a different exception: performance must have begun, and for a paid contract the customer must first expressly consent to early performance, acknowledge loss of withdrawal rights and receive the required confirmation on a durable medium. We do not apply that exception through an account checkbox, a pre-ticked box or a general statement hidden in these terms. Such a separate sale needs its own compliant order process.

11.8 On a valid withdrawal, the relevant access ends and you must stop using rights derived solely from the withdrawn order. We refund the amount legally due without undue delay and no later than 14 days after receiving notice, using the original payment method unless you expressly agree otherwise, without a refund fee. Refunds do not have to be accepted as vouchers.

## 12 Refunds billing errors and duplicate recovery

12.1 There is no general refund for simple non-use of a correctly supplied paid period after the withdrawal period. Ordinary cancellation therefore normally stops the next charge. This rule does not exclude withdrawal, non-supply, non-conformity, unlawful renewal, unauthorised payment or another statutory remedy.

12.2 A duplicate or undue charge, including a charge made despite timely cancellation, is corrected. Under our commercial policy, an established billing error is refunded without undue delay and within 14 days of identification, without postponing any shorter or otherwise applicable statutory deadline.

12.3 For a statutory price reduction or termination because digital content or a service is non-conforming, repayment is due without undue delay and no later than 14 days from the notification exercising that remedy when its conditions are met. This deadline is not restarted by an internal approval process.

12.4 Where a time-based contract is terminated for non-conformity, repayment includes the amount attributable to the non-conforming period even if you used the service, and prepaid service after the effective termination date. A price reduction reflects the loss of value; a partial refund does not automatically terminate unaffected paid rights.

12.5 The separate French missed-renewal-notice remedy has the 30-day repayment deadline in section 8.6. Where remedies overlap, the applicable stronger right is preserved. An administrative refund policy cannot shorten a statutory claim period.

12.6 We may ask for information reasonably needed to identify a transaction or defect, but we do not make a lawful refund depend on proving that software was never opened, waiving a claim or withdrawing a good-faith bank dispute. We give an explanation of the decision and calculation.

12.7 A refund and a bank reversal for the same amount are reconciled so that the same payment is not returned twice. We cooperate with the seller and payment provider and do not use an open dispute to suspend statutory repayment deadlines. Any recovery of an actual duplicate reimbursement must be justified, disclosed and pursued lawfully.

12.8 For a Duo order, the monetary refund normally goes to the original payer through the original payment method. We explain any corresponding end or reduction of both members' access. This does not remove the invited member's own statutory rights or any claim that belongs to that member.

## 13 Supply conformity and updates

13.1 The responsible professional must provide the promised digital content or service without undue delay unless a different time was agreed. If supply fails, you can require supply; if it still fails without undue delay or within an expressly agreed additional period, the statutory right to terminate applies. Immediate termination is available where the law provides, including refusal to supply or an essential agreed date being missed.

13.2 Where French digital-conformity rules apply, continuous supply is guaranteed throughout the agreed supply period. For the monthly offer this is the entire subscription until its effective end; for the annual offer it is each twelve-month period and any renewed supply period. Necessary conformity and security updates must be provided for the legally required duration.

13.3 You may request conformity free of charge, without undue delay and without major inconvenience. A lawful refusal must be explained. A price reduction or termination is available in the statutory circumstances, including unjustified delay, refusal, serious defects or an unsuccessful remedy. No fixed "30 days to repair" rule is substituted for the digital-service standard of no undue delay.

13.4 A paid contract cannot be terminated under the conformity remedy for a merely minor defect where the law excludes that remedy; the professional bears the applicable burden of establishing that it is minor. Other remedies remain available.

13.5 A compatibility or security exclusion applies only within the law. We cannot reject a claim simply because the product was activated or marked beta. Where a defect is caused solely by failure to install an update, the applicable statutory requirements concerning information, instructions and a reasonable installation opportunity must be satisfied.

13.6 Annex B contains the French statutory notice for continuous digital supply. These sales provisions concern subscriptions; a future distinct one-off digital sale requires the applicable one-off conformity notice and order terms. Existing separately acquired perpetual rights retain their applicable statutory protection.

## 14 Catalogue changes and discontinuation

14.1 Full Access covers the scope expressly identified at purchase. It does not by its name promise every present or future product from every publisher. We may add products, but additions do not silently permit removal of essential acquired functionality or invalidate the offer’s advertised characteristics.

14.2 Changes beyond those required to maintain conformity may be made only on a valid contractual basis, such as a necessary security response, a technical change needed for interoperability, compliance with law or the documented loss of a third-party distribution right. A reason does not release us from responsibility for the service already sold. Changes must be proportionate and carry no additional charge under this clause.

14.3 We explain the proposed change, reason, date and effect on a durable medium reasonably in advance. Where required, you may refuse or uninstall the update. If its effect on access or use is more than minor, the statutory termination remedy applies unless a compliant unchanged version can be retained without extra cost. Our contractual window is 30 days from the later of receipt of the notice and implementation of the change.

14.4 Where that termination remedy applies, we refund the amounts legally due under the conformity rules and their 14-day repayment deadline. We do not make a forced catalogue change into a paid upgrade.

14.5 If we discontinue an offer for ordinary commercial reasons, we give at least 60 days’ individual notice and normally end it only at a paid-period boundary. If the service must end earlier, we refund prepaid service not supplied within 14 days of the effective end, without limiting other remedies. Urgent legal or security constraints may require shorter notice; they do not justify keeping payment for service not supplied.

14.6 Where we hold customer-created content, statutory retrieval and data-protection rights apply. We provide legally required retrieval without charge and do not block invoices or lawful recovery of content merely because service access ended. This clause does not imply that BLOK stores or backs up local DAW projects.

## 15 Failed payments and arrears

15.1 A declined payment is not proof of fraud. We notify the holder of a failed charge, the affected period and how to correct the payment method or contest an error. Payment retries are handled through the disclosed provider; they must not generate duplicate charges.

15.2 Access already covered by a valid paid entitlement is preserved unless there is a separate lawful reason for restriction. If a new period has not been paid, subscription authorisations may stop when the last paid entitlement expires. This is not a promise of free access during payment retries.

15.3 Unless urgency or law requires otherwise, we give at least seven calendar days after notice to regularise a genuine payment failure before terminating the contract for that failure. We do not secretly extend a binding commitment, renew a cancelled contract or add an automatic penalty because a payment failed.

15.4 If payment is restored after access was suspended, the effective service period, any credit and any amount still claimed must be explained. We do not charge twice for restoration or treat technical inaccessibility as conforming supply.

15.5 These consumer terms impose no automatic collection fee, chargeback penalty, forfeiture of all prepaid amounts or fixed compensation for a disputed payment. Any recoverable sum must have a valid legal basis. Separate lawful business-payment provisions, if needed, must be expressly agreed for a business order.

## 16 Fraud misuse and protective measures

16.1 Fraudulent conduct includes knowingly using an unauthorised payment method, submitting falsified identity or payment evidence, knowingly obtaining duplicate reimbursement, selling unauthorised access or deliberately evading user and entitlement limits. A refund request, cancellation, adverse review or good-faith payment dispute is not itself fraud.

16.2 We may apply proportionate verification or temporarily restrict affected access where credible evidence indicates compromise, unlawful use, material misuse or payment risk. An unresolved reversal of the payment funding a particular entitlement may affect that entitlement while the payment status is examined; it does not by itself establish that the user committed fraud.

16.3 Where the breach can be remedied and there is no urgent risk, we give reasons and at least 14 calendar days to remedy it. Before termination for unresolved breach we issue the notice required by law, clearly identifying the obligation, the steps required and the proposed consequence. Serious ongoing security risks, unlawful activity or urgent legal requirements may justify immediate protective suspension, followed by notice as soon as legally possible.

16.4 A restriction must be limited in scope and duration to what is justified. We do not automatically revoke unrelated perpetual licences or confiscate an entire annual payment because of one disputed transaction. In Duo, one member’s conduct does not automatically make the other guilty; action affecting shared paid access must be explained.

16.5 You can challenge a restriction at estrela.mgmt@gmail.com and request human review. We aim to acknowledge the request within two business days and give a reasoned response within seven business days, or explain why further investigation is needed. These service targets do not extend statutory deadlines.

16.6 We restore access or correct the account when the grounds for the restriction no longer apply. If an unjustified restriction prevented paid service, the applicable refund, price-reduction and compensation rights remain available. Proven fraud may be reported to the competent provider or authority where lawful; these terms impose no automatic criminal presumption.

## 17 Availability responsibility and force majeure

17.1 We are responsible for the obligations we undertake and those imposed by law. We take reasonable steps to maintain and secure the service, limit interruptions and explain planned maintenance. No separate uptime service level is promised unless expressly agreed, but absence of an SLA does not remove supply or conformity obligations.

17.2 You are responsible for lawful use, your own equipment outside our commitments and appropriate backups. We do not promise artistic success, income or acceptance by a third party. These limitations do not excuse defects in the software or service actually sold.

17.3 Consumer rights to compensation are not subject to a blanket exclusion of loss or a general cap equal to the last subscription payment. No provision excludes liability that cannot lawfully be excluded, including the applicable consequences of intentional misconduct, gross negligence, personal injury or mandatory guarantees.

17.4 Force majeure is assessed under the applicable legal conditions, including Article 1218 of the French Civil Code where applicable. A payment-provider incident, cyber incident or hosting outage is not automatically force majeure merely because it is named here. Permanent non-performance does not permit retention of the price of service not supplied.

## 18 Complaints and dispute resolution

18.1 Send a complaint to estrela.mgmt@gmail.com or ESTRELA RECORDS at the postal address in section 1, identifying the account, order and requested remedy. Do not send passwords or full payment credentials. We aim to acknowledge within two business days and provide a substantive response within 14 calendar days or explain a necessary investigation. Mandatory refund deadlines continue to run.

18.2 Nothing in these terms limits a consumer’s statutory rights to alternative dispute resolution or access to a competent court. A complaint does not require acceptance of a proposed settlement or waive any mandatory remedy.

18.3 For a separate seller or merchant-of-record transaction, the order also identifies that seller’s complaint and dispute-resolution arrangements. This does not remove any statutory obligation that applies to ESTRELA RECORDS for its own relationship with a consumer.

## 19 Personal data and evidence

19.1 Account, identity, session, device, entitlement, billing and relevant security data may be processed for their stated operational, contractual and legal purposes. Technical usage observations used for entitlement management or allocation functions must not be represented as anonymous without verification.

19.2 The privacy information supplied at collection must explain purposes, legal bases, recipients, international transfers where applicable, retention periods or criteria and rights. Acceptance of these terms is not blanket consent to processing, advertising, tracking or training on private projects.

19.3 The existing registration record identifies the user, accepted version and document fingerprint, server acceptance time, registration method and document language. It does not itself prove acceptance of an order, a price increase or early performance. Those events require their own records.

19.4 For paid orders, the responsible professional must retain the applicable contract, order details, relevant consents, notifications and transaction history for the legally applicable periods and provide access where required. Records are evidence subject to challenge, not irrebuttable proof. Account deletion must not cause unlawful destruction of required transaction archives or indefinite retention of unrelated data.

19.5 Privacy requests may be sent to estrela.mgmt@gmail.com. Applicable rights include access, correction, erasure, restriction, objection and portability, and the right to complain to the competent authority, including the CNIL in France. Provider privacy notices apply to providers’ own processing and do not replace our own information obligations.

## 20 Changes language and governing law

20.1 Each version is dated and available to retain. Publishing a replacement does not constitute acceptance by existing users, rewrite earlier evidence or alter an already paid period. Material changes requiring agreement are presented for express acceptance; price changes follow section 9.

20.2 We normally give at least 30 days’ notice of other material proposed changes affecting ongoing use, subject to longer applicable requirements. Changes compelled by law or urgently needed for security may take effect as legally required, with timely explanation. No change retrospectively removes an accrued claim or lawful production right.

20.3 These terms are available in English. French statutory provisions are reproduced in the annexes. Mandatory French-language consumer information must also be made available for offers marketed in France; an English-language choice does not waive that obligation. No translation priority overrides mandatory consumer interpretation rules.

20.4 French law governs these terms. A consumer retains mandatory protections of the law of their habitual residence where applicable conflict-of-laws rules so require. Competent courts are determined by applicable law. An unenforceable term is disregarded as the law requires; the remaining agreement continues only insofar as it can lawfully do so.

## Annex A Withdrawal form

Complete and return this form only if you wish to withdraw from the contract. An unequivocal email or the online withdrawal function may also be used. No reason is required.

To: ESTRELA RECORDS operating BLOK, 34 Rue Ratavoux, 04130 Volx, France. Email: estrela.mgmt@gmail.com. For a transaction with another expressly identified seller, its contact details appear in the order; BLOK will assist with routing the request.

I/We hereby give notice that I/we withdraw from my/our contract for the supply of the following service or digital content:

Service or plan and order reference:

Ordered on:

Name of consumer or consumers:

Address of consumer or consumers:

Account email or other information identifying the order:

Electronic address for the acknowledgement:

Signature of consumer or consumers, only if this form is submitted on paper:

Date:

Delete wording that does not apply. No handwritten signature is required for an electronic request. The model can also be completed in French: “Je vous notifie par la présente ma rétractation du contrat portant sur le service ou contenu numérique identifié ci-dessus.”

## Annex B French statutory guarantee notice for continuous supply

The following French notice follows the model annexed to Article D211-4 of the French Consumer Code. The variable supply period is adapted to the monthly and annual subscriptions. It concerns continuous supply, not a separate one-off download. The English explanation appears in sections 12 and 13.

Le consommateur a droit à la mise en œuvre de la garantie légale de conformité en cas d'apparition d'un défaut de conformité durant un délai correspondant à toute la durée contractuelle de fourniture de l'abonnement mensuel jusqu'à sa fin effective ou, pour l'abonnement annuel, à la période de douze mois et à chacune de ses périodes de reconduction, à compter de la fourniture du contenu numérique ou du service numérique. Durant ce délai, le consommateur n'est tenu d'établir que l'existence du défaut de conformité et non la date d'apparition de celui-ci.

La garantie légale de conformité emporte obligation de fournir toutes les mises à jour nécessaires au maintien de la conformité du contenu numérique ou du service numérique durant toute la durée contractuelle de fourniture de l'abonnement mensuel jusqu'à sa fin effective ou, pour l'abonnement annuel, durant la période de douze mois et chacune de ses périodes de reconduction.

La garantie légale de conformité donne au consommateur droit à la mise en conformité du contenu numérique ou du service numérique sans retard injustifié suivant sa demande, sans frais et sans inconvénient majeur pour lui.

Le consommateur peut obtenir une réduction du prix en conservant le contenu numérique ou le service numérique, ou il peut mettre fin au contrat en se faisant rembourser intégralement contre renoncement au contenu numérique ou au service numérique, si :

1° Le professionnel refuse de mettre le contenu numérique ou le service numérique en conformité ;

2° La mise en conformité du contenu numérique ou du service numérique est retardée de manière injustifiée ;

3° La mise en conformité du contenu numérique ou du service numérique ne peut intervenir sans frais imposés au consommateur ;

4° La mise en conformité du contenu numérique ou du service numérique occasionne un inconvénient majeur pour le consommateur ;

5° La non-conformité du contenu numérique ou du service numérique persiste en dépit de la tentative de mise en conformité du professionnel restée infructueuse.

Le consommateur a également droit à une réduction du prix ou à la résolution du contrat lorsque le défaut de conformité est si grave qu'il justifie que la réduction du prix ou la résolution du contrat soit immédiate. Le consommateur n'est alors pas tenu de demander la mise en conformité du contenu numérique ou du service numérique au préalable.

Dans les cas où le défaut de conformité est mineur, le consommateur n'a droit à l'annulation du contrat que si le contrat ne prévoit pas le paiement d'un prix.

Toute période d'indisponibilité du contenu numérique ou du service numérique en vue de sa remise en conformité suspend la garantie qui restait à courir jusqu'à la fourniture du contenu numérique ou du service numérique de nouveau conforme.

Ces droits résultent de l'application des articles L. 224-25-1 à L. 224-25-31 du code de la consommation.

Le professionnel qui fait obstacle de mauvaise foi à la mise en œuvre de la garantie légale de conformité encourt une amende civile d'un montant maximal de 300 000 euros, qui peut être porté jusqu'à 10 % du chiffre d'affaires moyen annuel (article L. 242-18-1 du code de la consommation).

Le consommateur bénéficie également de la garantie légale des vices cachés en application des articles 1641 à 1649 du code civil, pendant une durée de deux ans à compter de la découverte du défaut. Cette garantie donne droit à une réduction de prix si le contenu numérique ou le service numérique est conservé, ou à un remboursement intégral contre renonciation au contenu numérique ou au service numérique.

## Annex C French statutory renewal provisions

The following provisions of the French Consumer Code are reproduced for service contracts to which they apply, in accordance with Article L215-4. They include general statutory provisions whose specific sector exceptions do not turn BLOK into a television or water service.

### Article L215-1

Pour les contrats de prestations de services conclus pour une durée déterminée avec une clause de reconduction tacite, le professionnel prestataire de services informe le consommateur par écrit, par lettre nominative ou courrier électronique dédiés, au plus tôt trois mois et au plus tard un mois avant le terme de la période autorisant le rejet de la reconduction, de la possibilité de ne pas reconduire le contrat qu'il a conclu avec une clause de reconduction tacite. Cette information, délivrée dans des termes clairs et compréhensibles, mentionne, dans un encadré apparent, la date limite de non-reconduction.

Lorsque cette information ne lui a pas été adressée conformément aux dispositions du premier alinéa, le consommateur peut mettre gratuitement un terme au contrat, à tout moment à compter de la date de reconduction.

Les avances effectuées après la dernière date de reconduction ou, s'agissant des contrats à durée indéterminée, après la date de transformation du contrat initial à durée déterminée, sont dans ce cas remboursées dans un délai de trente jours à compter de la date de résiliation, déduction faite des sommes correspondant, jusqu'à celle-ci, à l'exécution du contrat.

Les dispositions du présent article s'appliquent sans préjudice de celles qui soumettent légalement certains contrats à des règles particulières en ce qui concerne l'information du consommateur.

Par exception au premier alinéa du présent article, pour les contrats de fourniture de service de télévision au sens de l'article 2 de la loi n° 86-1067 du 30 septembre 1986 relative à la liberté de communication et pour les contrats de fourniture de services de médias audiovisuels à la demande, le consommateur peut mettre gratuitement un terme au contrat, à tout moment à compter de la première reconduction, dès lors qu'il change de domicile ou que son foyer fiscal évolue.

### Article L215-1-1

Lorsqu'un contrat a été conclu par voie électronique ou a été conclu par un autre moyen et que le professionnel, au jour de la résiliation par le consommateur, offre au consommateur la possibilité de conclure des contrats par voie électronique, la résiliation est rendue possible selon cette modalité.

A cet effet, le professionnel met à la disposition du consommateur une fonctionnalité gratuite permettant d'accomplir, par voie électronique, la notification et les démarches nécessaires à la résiliation du contrat. Lorsque le consommateur notifie la résiliation du contrat, le professionnel lui confirme la réception de la notification et l'informe, sur un support durable et dans des délais raisonnables, de la date à laquelle le contrat prend fin et des effets de la résiliation.

Un décret fixe notamment les modalités techniques de nature à garantir une identification du consommateur et un accès facile, direct et permanent à la fonctionnalité mentionnée au deuxième alinéa, telles que ses modalités de présentation et d'utilisation. Il détermine les informations devant être fournies par le consommateur.

### Article L215-2

Les dispositions du présent chapitre, à l'exception de l'article L. 215-1-1, ne sont pas applicables aux exploitants des services d'eau potable et d'assainissement.

**Article L215-3**

Les dispositions du présent chapitre sont également applicables aux contrats conclus entre des professionnels et des non-professionnels.

**Article L241-3**

Lorsque le professionnel n'a pas procédé au remboursement dans les conditions prévues à l'article L. 215-1, les sommes dues sont productives d'intérêts au taux légal.