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WORKING DRAFT - PUBLICATION CONTROL: This document is drafted for the RedTree launch. Do not publish until the Global Compliance Matrix confirms the related launch implementation. Any text marked 'TBD BEFORE PUBLICATION' must be resolved and removed before release.

1. Scope

This Addendum supplements the Global Subscription Terms for consumers resident in the EU/EEA. Mandatory consumer law prevails over any conflicting term.

2. Pre-contract information

Before a paid subscription is concluded, RedTree will provide clear information on the trader, main characteristics of the service, total price and taxes where applicable, billing period, duration/renewal, cancellation, complaint contact and applicable withdrawal rights. The order flow will make clear when the user is undertaking an obligation to pay.

3. Freemium and 30-day storage/sync test

Freemium is free, no-card and not limited to 30 days. The separate 1 GB Online Storage/Sync test is free for 30 days, requires no card and does not automatically convert into a paid subscription.

4. Right of withdrawal

Where EU consumer law provides a right of withdrawal, the consumer may withdraw from a distance contract within 14 days without giving a reason. For a service contract, the period normally runs from conclusion of the contract. If the consumer expressly requests performance to begin during the withdrawal period, statutory rules on any proportionate amount due for services already supplied may apply.

If a specific RedTree supply qualifies as digital content not supplied on a tangible medium, any statutory loss of the withdrawal right before the end of the period requires the legally required prior express consent and acknowledgement. RedTree will not rely on a waiver unless the required conditions are satisfied.

The model withdrawal form is provided in EU-03, but using that form is not mandatory if the consumer communicates an unequivocal withdrawal decision by another accepted method.

5. Conformity of digital services

Consumers retain mandatory rights relating to conformity of digital content/digital services, including remedies where the service does not conform and rights connected with required updates. The Global Terms do not exclude or reduce those rights.

6. Modifications

Where EU law restricts modifications to a digital service supplied over time, RedTree will make non-necessary changes only on a valid contractual basis, without additional cost, with clear information and any termination/right-to-remedy protections required by law.

7. Renewal and cancellation

Paid monthly/annual subscriptions renew only according to the disclosed checkout terms. Users can stop future renewal using the RedTree website cancellation mechanism. Cancellation does not delete the account or user data.

8. Data after termination

The Global Retention & Deletion Policy applies. Where EU digital-service law grants a consumer rights concerning content/data after termination or resolution, RedTree will provide the legally required retrieval or cessation of use, subject to statutory exceptions.

9. Complaints and law

Complaints may be sent to contact@thesimg.com. French law governs the contract without depriving an EU/EEA consumer of mandatory protections of the law applicable in the consumer's habitual residence.

Payment methods and SEPA mandate

The payment methods available are shown before the order is confirmed. Depending on the country, these may include card, SEPA Direct Debit and PayPal.

Where SEPA Direct Debit is chosen, the user signs a mandate authorising recurring debits for the subscription. This is disclosed before subscribing, not at the payment step.

TBD BEFORE PUBLICATION: recurring payments over PayPal are subject to approval by Stripe. PayPal must not be presented as a way to pay for a renewing subscription until that approval is granted.