

1.0 FOREWORD

These Terms and Conditions govern your use of the services offered through the Hulool application (the application, or the app). By installing and using this application, you (the Customer) acknowledge and agree to abide by all Terms and Conditions stipulated. If you do not agree to these Terms and Conditions, you may not access or use the Services.

The Hulool application is owned and operated by **Consult Pro**, a company registered and governed by the laws of the Kingdom of Bahrain. Henceforth, Consult Pro and its Hulool application shall be collectively referred to as “Hulool”.

2.0 THE SERVICES

The Hulool mobile and / or web application is a technology platform designed to enable you (“the Customer”) to request and arrange for a variety of services from independent third-party providers of such services (“Suppliers”) listed on the platform. Services may constitute any of the maintenance, construction, upkeep, repairs, check-ups, examinations, logistics and / or related services and facilities offered by the Suppliers on this platform, which may change from time to time.

3.0 THIRD PARTY SERVICE PROVIDERS SERVICES (SUPPLIERS)

YOU ACKNOWLEDGE THAT HULOOL DOES NOT FUNCTION AS A SERVICE PROVIDER AND THAT ANY AND ALL SERVICES OFFERED THROUGH THE PLATFORM ARE PROVIDED BY INDEPENDENT THIRD-PARTY SUPPLIERS.

YOU ACKNOWLEDGE THAT YOU MAY NOT, UNDER ANY CIRCUMSTANCES, RAISE ANY CLAIMS, LEGAL ACTION / OR LITIGATION AGAINST HULOOL AND / OR ITS PRINCIPALS FOR ANY ACTIONS, SHORTCOMINGS, DELAYS AND /OR INCOMPLETE WORKS ACQUIRED FROM THE THIRD-PARTY SUPPLIERS.

4.0 ASSISTANCE

You may contact the Hulool Customer Service at the regular work times for any assistance to download, install and use the application. See **Appendix B – Contacts**.

5.0 NEW SIGNUP AND LOGGIN

You will need to sign-up via the application to avail the services, using your mobile number and email. A verification code will be transmitted to your mobile number for initial signup. Subsequent logins shall be using your email and chosen password.

6.0 PRICING OF SERVICES

All Services are priced by Supplier(s) represented in the application, with no additional input from Hulool other than a nominal fee charged to the Supplier, with no additional charge to you.



7.0 PROCESS DESCRIPTION & SERVICE LEVEL AGREEMENT

7.1 Process Overview

The process of the Hulool application allows you to (a) register a work request covering the requested service and the required location; (b) find supplier(s) that provide the requested service in the required location; (c) allow for electronic payment of the minimum charges / checking charges as required by your chosen supplier; (d) view supplier checking reports following supplier attendance; (e) view, accept or decline supplier quotations for additional works needed and (f) view supplier completion reports.

The main process flow of a complete work request is shown in **Appendix A** for your reference. The application will guide you to the next steps and available options where applicable.

7.2 Registering a New Work Request

To initiate a new work request you will need to select a location and a work category. If you cannot find the required work category, then there may be – at present – no registered suppliers providing that work category. You may also contact Hulool Customer Service for further assistance to finding or adding a suitable work category.

You will then need to identify your specific needs (the work requested) through either a quick drop-down selection or by typing in your requirements. You may (optional) add a photo, attachments, and details to clarify your request, within the upload limits allowed by the application.

We recommend that you make your needs as clear and complete as possible in the work request to avoid misunderstanding between you and the supplier(s). In case of conflict between you and the supplier, the contents of the work request shall be the basis of amicable resolution.

You will then need to source supplier(s) through the available methods (see **Supplier Selection** below), and when prompted to pay the checking charges / minimum charges (See **Checking charges / Minimum Charges and Pricing** below).

The Work Request, when issued, shall carry a unique identification number (Denoted WR#) which can be used as reference to any assistance required from Hulool.

7.3 Checking charges / Minimum charges and Pricing

In order to avail the supplier services offered, a checking charge (which shall also constitute the Supplier's minimum charge) payment shall be availed through electronic fund transfer prior to the Supplier attending to the work request. The checking charges shall be refunded entirely through Hulool credits should the Supplier fail to attend the service, subject to applicable time limits and / or the terms and conditions of the **Refund Policy**.

All Services are priced by Supplier(s) with no additional input from Hulool other than a nominal fee charged to the Supplier, with no additional charge to you.

7.4 Supplier Selection & Award

Hulool provides two (2) methods for you to source supplier(s) through the application:



- The **Broadcast** method: Issues your work request to all suppliers providing your requested service in your selected location. When a supplier responds with their **bid** you will have the capacity to (a) accept the bid, or (b) decline the bid and select the next supplier's bid. You will need to pay the supplier's checking charge upon accepting a supplier's bid.
- OR**
- The **Selected Supplier** method: You can select a supplier directly through a list of suppliers shown in the application. You will need to pay the supplier's checking charges to issue the work request.

To aid your selection, Hulool provides you with supplier metrics including **Supplier Rating** and **Average Response Time**. All metrics displayed are for guidance purposes only. Hulool does not guarantee the Supplier's service quality or Supplier responsiveness based on these metrics.

You acknowledge that the selection of Supplier – for either of the above methods – shall be your own decision at no liability to Hulool. Hulool does not sell or interfere in any way with the Supplier services other than verification of supplier legal status. While Hulool shall assist you – as far as possible – to expediting best practices from suppliers, Hulool shall NOT be liable for services or products provided by suppliers that do not meet your expectations in any manner.

7.5 Work Requests in Progress

Once a work request is initiated, it can be subsequently viewed and managed within the application. The “My Requests” window in the application shall guide you to the next steps where needed, and you can carry out the required action in the “View / Actions” button and selecting the appropriate tab. When a work request status is changed, you will receive push notifications and in-app notifications to guide you to the next step if applicable.

7.6 Supplier Attendance to Site and Checking

Once you have connected with your chosen Supplier and paid the checking charges, the Supplier is required to arrange with you for site checking. You may also contact the Supplier at the numbers shown in the application. In case of delay from the Supplier side, you may contact Hulool to expedite the Supplier or cancel the request as may be needed, at Hulool's discretion.

7.7 The Checking Report

Suppliers are required to fill out a checking report which you can view in the application. Hulool has no input into the contents of this report.

A checking report is considered evidence of Supplier's attendance to the work request, unless you (the Customer) raise a formal dispute within three (3) days of the Supplier issuing a checking report. Hulool shall release the checking charges to the Supplier following lapse of this grace period.

YOU ACKNOWLEDGE THAT HULOOO SHALL NOT BE LIABLE FOR THE CHECKING REPORT OR ANY OTHER SERVICES OR PRODUCTS PROVIDED BY SUPPLIERS THAT DO NOT MEET YOUR EXPECTATIONS IN ANY MANNER. YOU FURTHER ACKNOWLEDGE THAT HULOOO AND YOUR CHOSEN SUPPLIER SHALL NOT BE LIABLE TO REFUND ANY PREVIOUS CHARGES OR COSTS INCURRED BY YOU THROUGH CHECKING CHARGES OR OTHERS FOLLOWING THE GRACE PERIOD.



7.8 Supplier Quotation

Subject to the Supplier issuing a checking report, the Supplier may include a quotation for additional works or material required to complete the job. Hulool has no input into the contents of this quotation.

You have the right to (a) accept the quotation and issue a purchase order for the additional works; (b) decline the quotation, (c) ignore the quotation. In all cases the quotation shall be valid only up to the quotation validity date specified by the supplier.

Should you choose to accept the quotation then YOU ACKNOWLEDGE THAT HULOOL SHALL NOT BE LIABLE FOR SERVICES OR PRODUCTS PROVIDED BY SUPPLIERS THAT DO NOT MEET YOUR EXPECTATIONS IN ANY MANNER.

Should you choose to decline or ignore the quotation then YOU ACKNOWLEDGE THAT HULOOL AND YOUR CHOSEN SUPPLIER SHALL NOT BE LIABLE TO REFUND ANY PREVIOUS CHECKING CHARGES OR OTHER COSTS INCURRED BY YOU.

7.9 Purchase Order

Should you choose to accept the quotation then the application will issue a corresponding Purchase Order to the supplier.

If the supplier has selected “online payment” as the means of payment, then you will need to affect payment prior to the application issuing the purchase order. This payment shall be reserved with Hulool until the Supplier completes the work plus a grace period for defect identification.

If the supplier has selected a means of payment other than “online payment”, then you will need to pay directly to the Supplier, and Hulool shall not be party to, or liable to reserve any amounts.

7.10 Work Completion

Suppliers are required to fill out a work completion report which you can view in the application. Hulool has no input into the contents of this report.

A work completion report is considered evidence of the Supplier completing all the works of the purchase order, unless you (the Customer) raise a formal dispute within three (3) weeks of the Supplier issuing a work completion report, or filing a complaint against the supplier regarding work quality or completeness. Hulool shall release the purchase order amount to the Supplier (if paid online) following lapse of this grace period or following rectification of works if applicable (See “**Complaints and Investigations**” section for details).

YOU ACKNOWLEDGE THAT HULOOL AND YOUR CHOSEN SUPPLIER SHALL NOT BE LIABLE FOR ANY CLAIMS WHATSOEVER FOLLOWING THE GRACE PERIOD.

7.11 Cancellation of Work Request by You.

You have the right to cancel a work request via the application up to the point where your specified Supplier acknowledges the work request, or where you accept a supplier’s bid for a broadcast request and have paid the checking charges.



You may also contact Hulool to report when a Supplier repeatedly fails to attend to the work request for checking purposes or fails to fill out the checking report. Hulool may, at its own volition and without any liability, expedite the completion of checking or cancel the work request if deemed necessary, but is not obligated to do so.

In the event of cancelling a work request, any checking charges already paid by you shall be subject to the **Refund Policy**.

7.12 Decline of Work Request by Your Chosen Supplier.

In the event that you issue a work request to a specific Supplier and that Supplier then declines the work request, then any checking charges already paid by you shall be subject to the **Refund Policy**.

7.13 Auto Cancellation of Work Request

The work request will be automatically cancelled by the application in the event that:

- (a) a selected Supplier declines your work request.
- (b) a selected Supplier does not respond to your work request following a set time period (set by Hulool);
- (c) a broadcast work request generated no new bids following a set time period (as set by Hulool);
- (d) you have declined all bids in a broadcast work request and reached the maximum allowable number of bids.

In the event of an auto cancellation of a work request for any of the above causes, any checking charges incurred by you shall be subject to the **Refund Policy**.

7.14 Cancellation of Work Request by Hulool

In case of delays or severe shortcomings from the Supplier side, you may contact Hulool to expedite the Supplier works or cancel the work request as may be needed. In such instances and subject to the appropriate circumstances and investigations, Hulool may, at its discretion, expedite appropriate Supplier response, or cancel the work request if:

- (a) the awarded Supplier fails to fill out the checking report and / or quotation following a set time ultimatum
- (b) internal investigation(s) show clear Supplier negligence and / or unacceptable workmanship and / or unacceptable professional behavior and / or unacceptable delays and / or non-compliance to generally accepted safety standards and / or non-compliance to supplier obligations of any kind.
- (c) the Supplier is removed or suspended from the application for any reason
- (d) the Supplier ceases to function as a legal entity
- (e) other causes as deemed necessary by Hulool

All cases shall be subject to the terms and conditions stipulated in the **Complaints and Investigations** section. These cases shall be handled on an individual basis and shall not be guaranteed.

In all cases, cancellation and refunds will not be allowed if the complaint is received after the set grace period.



8.0 PAYMENTS & FUNDS

8.1 Payment Channels

You will need to affect online payments for checking charges, through the Hulool app. You may choose between different online payment methods provided in the application. Currently, payment can be made from credit and debit cards. Hulool reserves the right to add or cancel a payment method.

Payments to issue subsequent purchase orders shall be per the supplier selection as noted in their quotation, comprising either of:

- (a) payment through the Hulool application (if selected by the Supplier), or
- (b) direct payment from you to the Supplier through cash, card, mobile transfer, electronic transfer or other methods as agreed between you and the Supplier.

8.2 Refund Policy

In the event of cancellation of a work request for any reason, any checking charges already paid by you shall be refunded as credits to your Hulool account which you can use in a subsequent work request. You may NOT reclaim these amounts as monetary reimbursements.

Purchase Orders shall be handled on a case-by-case basis subject to adequate investigation. Where deemed appropriate, full or partial refunds may be affected through Hulool credits, subject to the terms and conditions stipulated under **Complaints and Investigations**. You may NOT reclaim these amounts as monetary reimbursements.

You acknowledge and agree that while Hulool shall do its part in reaching to an amicable solution to any dispute between you and the Supplier, Hulool is not liable to hold or refund any amounts whatsoever, and that you shall not take legal action against Hulool for any such amounts.

8.3 Use of Hulool Credits

When issuing a new work request, supplier checking charges will automatically be deducted from your Hulool credits, if sufficient credit amount is available. You will be redirected to the payment gateway if your Hulool credits are insufficient to pay for the supplier checking charges.

You may also top up your Hulool credit at any time through in-app purchases.

8.4 Expiration of Hulool Credits

Funds accredited to your Hulool account shall expire if left inactive for a period of 24 months. Expired amounts cannot be claimed as monetary disbursements.

Hulool Credits cannot be transferred to another user.



9.0 YOUR USE OF THE SERVICES

9.1 Membership & User Account

You will need to sign-up via the application using your mobile number and email, and login using your email and your set password. Hulool does not have access to this password but can assist you to reset it if needed. You may also reset your password through the application. It is solely your responsibility to select and protect your password.

You will also need to register address(es) and contact information details to use the services. You agree to maintain accurate, complete, and up-to-date information.

You agree and acknowledge that the information you provide including your name, mobile number, addresses and the like will be available to Hulool for use in providing the services. Hulool shall not be liable for any losses that may arise from misinformation or inadequate information. You also agree and acknowledge that Hulool is not liable for any problems which may arise from the loss or misuse of your login details and passwords, or loss of data of any kind. If you suspect that someone has knowledge of your password, then you should contact us immediately.

9.2 Availability of Services

The application may be unavailable at certain times to allow for maintenance and upgrades of the application, its hosting servers, or associated communication services. Hulool may further terminate or suspend certain services or service categories, at Hulool's discretion. You may not raise any action, claims, legal proceedings, or recourse of any kind against Hulool for damages, grievances or consequential losses borne out of the unavailability of the services at any time.

9.3 Termination of Agreement

Hulool may terminate this agreement unilaterally at any time.

9.4 Prohibited Activities

You may use Hulool for your personal, household, and corporate (non-commercial) benefit only, for the sole purpose of acquiring the products and services listed.

You may NOT use Hulool for any unlawful and unauthorized activities, including but without limitation to:

- Any unlawful activities whatsoever including civil or criminal offences, breaches of regulations or codes of practice.
- Any harmful, obscene, abusive, racially offensive, religiously offensive, defamatory, libelous, immoral, and threatening material and activities.
- Commercial activities including sale and resale of products and services (You may instead use the **Hulool Supplier** application for commercial endeavors).
- Political activities including activism, political speech, expressing political opinion and the like.
- Fraud, money laundering, financial misconduct of any kind (See consequences below).
- Using any information obtained from the application in order to contact suppliers, solicit, or acquire services outside the Hulool process (See **Non-Bypass of Agreement**, for Customer and Supplier).



- Disruption, interference with, hacking, infecting, or otherwise harming or violating the security of the application, or any services, system resources, accounts, passwords, servers or networks connected to or accessible through the application or affiliated websites.
- Disabling or impairing the operation of this application, or the benefits and rights of customers and suppliers using this application, through any means.
- Systematic retrieval of data from the application such as supplier information, product pricing, service categorizations or any other data, and / or creating / compiling a database or directory of such data.
- Availing any services related to unlawful activities including drugs, gambling, pornography, vice, and the like.
- Infringement of patents, trademarks, copywrites, distribution rights, trade secrets for products and services offered by Hulool and / or its suppliers. This shall include theft of trade secrets, reproducing, modifying, distribution, sale, and leasing of such material.
- Use of Hulool as an audit trail for suppliers, without the explicit approval of Hulool.
- Deciphering, decompiling, disassembling or reverse engineering the Hulool application or its associated websites in any way.
- Any other suspected malicious activities as decided by Hulool.

The same shall apply to all texts, requests, photos, attachments, opinions, and ratings used in the application and associated websites.

In the event of any prohibited activities found then Hulool shall have the right to suspend or terminate the user's account, and / or refer any suspicious activities to the relevant authorities.

Undue amounts being transferred under the pretext of payment for services shall be subject to inspection and inquiry by Hulool. Suspected fraud and money laundering activities shall be immediately reported to the authorities for further investigation and action.

Hulool will fully cooperate with local law enforcement authorities or court orders requesting disclose of the identity, location, activities, or other particulars of any customer and / or supplier using the application.

9.5 Supplier Reviews

You may participate (optional) in rating your chosen Supplier following completion of any work request, in either of 2 statuses: (1) Checking completed, or (2) Work Completed. One rating per work request is allowed. The rating scale shall be 1-5, where 1 is lowest and 5 is highest.

Your rating of any supplier shall be to the benefit of other customers who may potentially use that Supplier in their work request. Supplier ratings shall be displayed as a performance measure in the application to aid customers (including you) with their selection. Accordingly, we request that you provide an unbiased and balanced rating based on how well suppliers perform the requested task, free of personal commitments, and favoritism.

Points to consider when rating suppliers are: Responsiveness, Safety and housekeeping, Value for money (cost of services), Quality of work, Guarantees / warranties provided, Time performance and completion of work on time

At present there are no text chats or reviews for suppliers.



10.0 COMPLAINTS AND INVESTIGATIONS

10.1 Registering a Complaint

You may contact Hulool to register a complaint against a supplier, while referencing the appropriate information including the Work Request Number, Supplier Name, and details of the complaint.

In order to consider your complaint, the following criteria must be met:

- (a) You must notify of a complaint within either of the below periods and as follows:
 - When the work request status is "Checking in Progress".
 - Within the grace period of three (3) days following the Supplier issuing a checking report and / or quotation (Work request status is "Checking Completed" or "Checking Completed & Quotation Received").
 - When the work request status is "Purchase Order Issued to Supplier, Work in Progress."
 - Within the grace period of three (3) weeks following the Supplier issuing a work completion report (Work request status is "Work Completed").
- (b) You must provide adequate evidence to substantiate your claim. Evidence can take the form of the work request text, photos, and videos. The onus of proof shall lie upon you to demonstrate the Supplier's shortcoming.
- (c) The Supplier is incapable or unwilling to resolve the shortcoming and is not unduly prevented from doing so by you or by a cause beyond their control.
- (d) If the complaint concerns a purchase order, then the complaint will only be considered if the payment for that purchase order was done through Hulool online payment.
- (e) There are no legal or arbitration proceedings being carried out between any of the parties (Customer, Supplier, Hulool) in relation to the complaint or any other cause.

10.2 Basis of Investigations

Investigations shall take the form of either or all of (a) contacting you and the Supplier to collect data and verify the circumstances of the dispute and (b) review of work request details, work request history and evidences presented.

Investigations will NOT involve site visits on the part of Hulool unless a either party specifically requests a site visit subject to payment of an investigation fee. The fee shall be decided by Hulool on a case-by-case basis.

10.3 Basis of Resolution

Resolution shall be sought on a case-by-case basis, and the preferred method is amicable resolution. Hulool will take action against the Supplier only if Hulool's investigations show clear and indisputable shortcomings with regards to the work done or unjustified delays. Hulool may, at its discretion, expedite appropriate Supplier response, rectification of defects or cancel the work request or purchase order as needed, and consideration of refunds as needed. Conversely, if no shortcomings can be identified, then the complaint may be closed with full payment to the Supplier.

Refunds, either in full or partial, shall not be guaranteed, and shall be subject to the **Refund Policy**.



10.4 Condition of Assistance for Complaints and Investigations

While Hulool shall assist you in attaining the desired work quality and expediting Supplier response to your complaints as an added service, YOU ACKNOWLEDGE THAT HULOOOL SHALL NOT BE LIABLE FOR SERVICES OR PRODUCTS PROVIDED BY YOUR CHOSEN SUPPLIER(S) THAT DO NOT MEET YOUR EXPECTATIONS IN ANY MANNER. YOU FURTHER AGREE NOT TO TAKE ANY LEGAL ACTION AGAINST HULOOOL FOR ANY ACTIONS OR RESOLUTIONS CARRIED OUT IN THE COURSE OF ANY AND ALL COMPLAINTS AND INVESTIGATIONS.

11.0 YOUR (CUSTOMER) RESPONSIBILITIES

11.1 Non-Bypass of Agreement (Customer)

It is a condition that you (the Customer) and the suppliers represented in the application will NOT bypass the Hulool processes (See **Process Description & Service Level Agreement**); specifically that you will not attempt to use Hulool to identify suppliers followed by contacting suppliers directly while circumventing the work request process and evading the payment of checking charges.

You agree that you will not contact suppliers sourced through the Hulool application, until and unless you have completed the process of issuing a work request and have paid the Supplier's checking charges.

Failure to comply to this criterion may result in termination of your account and the account of any culpable supplier.

11.2 Other Responsibilities

During the use of the services provided by the Hulool application, You (the Customer) are responsible to ensure:

- (a) That all information provided – including addresses and contact details – is accurate, current, and complete in all respects.
- (b) That you are adequately connected to a data network (a wireless-enabled device or cellular data enabled on your mobile), failing which the application may not function correctly. During sign-up you will also need an active mobile number with SMS capability for your one-time verification code.
- (c) That you are using compatible hardware necessary to access the services.
- (d) That you install the latest updates to the application.
- (e) All requests including texts, photos and attachments are free of any obscene material, offensive material, and the like.
- (f) Your request does not contain unlawful or unauthorized activities as specified in Prohibited Activities.
- (g) To pay the Supplier's checking charges promptly within the application.
- (h) To facilitate the Suppliers work as far as possible, in responding to supplier calls, arranging a suitable time for checking, allowing access for the completion of checks and services in due time, responding to Supplier bids and acknowledgements in due time within the confines of the application, and doing all possible to facilitate the Suppliers work up to final completion.



- (i) That the application and associated payment methods are not being used by minors except with the permission of, and supervised by, their parents or guardians. No claims or refunds shall be entertained for the use of the application by minors.
- (j) Not to share or transfer your account to others.

12.0 SUPPLIER OBLIGATIONS

12.1 Legal compliance

Suppliers are obligated to comply with country local laws, rules, regulations, and standards pertaining to service delivery, third-part liability insurances, and safety. However, it is important for users to understand that Hulool does not in any way independently verify the credentials, representations or services of Suppliers, or that a Supplier is in compliance with applicable laws other than the verification of commercial registration status.

12.2 Responsiveness

When using the **Selected Suppliers method**, your chosen Supplier must respond to your request through (a) acknowledgement of request (acceptance), or (b) decline of request. Failure of a Supplier to respond in adequate time will trigger auto cancellation of the work request subject to the terms and conditions of the **Refund Policy**. That supplier may be further investigated by Hulool for their actions.

You acknowledge that selected Suppliers are not obliged to accept a work request and that you shall have no path to recourse against Hulool or the supplier in any legal or formal proceedings, except for the provisions of the **Refund Policy**.

When using the **Broadcast method** to select suppliers, the bidding supplier is obliged to respond and carry out the checking works once you have accepted that Supplier and paid the checking charges.

You may contact Hulool Customer Service to expedite supplier response at any time.

12.3 Non-Bypass of Agreement (Suppliers)

It is a condition that suppliers represented in the application will NOT bypass the Hulool processes (See **Process Description & Service Level Agreement**); specifically that they will not accept a work request from any customer through direct calls evading the payment of checking charges through the Hulool application.

Failure to comply to this criterion may result in termination of the accounts of any culpable supplier and customer.



13.0 LEGAL, GOVERNING LAW & ARBITRATION

13.1 Intellectual Property Rights

The **Hulool** application, the associated **Hulool Supplier** application, and associated websites are property of Consult Pro (Bahrain). The contents of the applications and websites, and the trademarks and logos are subject to copywrite and intellectual property rights under the state of: The Kingdom of Bahrain and associated international conventions. "Contents" shall include, without limitation, all source codes, databases, functionality, process flow(s), software, user interfaces, functional designs, audio, video, text, photographs, graphics, logos, icons, buttons, scripts, service names and categories.

Infringement, copy, reproduction, modification, distribution, or otherwise unauthorized use of all such trademarks and content, in part or whole, shall be cause for legal action against violators.

The services offered by suppliers, including all supplier offers and pricing shall be the exclusive rights of the respective suppliers.

13.2 Indemnity & Limitation of Liability

Hulool makes no representation, warranty, or guarantee regarding the reliability, timeliness, quality, suitability, safety, availability or continuity of the products or services availed through the application, or the suppliers providing such services.

Hulool shall not be held responsible for any direct or indirect consequences associated with any force majeure events or malfunction beyond its control, and/or any direct or indirect consequences arising out of (third-party) Supplier works, actions, proceedings, reports, products, warranties, assurances, and guarantees associated with these services.

You acknowledge and agree to hold all risks arising out of your use of the services, and your selection of Supplier(s) to carry out the service or provide any products thereof. You agree to indemnify Hulool and / or its Principals (including its owning establishment, owners, officers, directors, employees, and agents) against any claims, demands, legal action, litigation, arbitration, recourse of any kind arising out of any perceived or real damages, lost profits, consequential losses, personal injury, property damage, equipment damage or losses of any kind, arising from or consequent to actions, shortcomings, delays and / or incomplete works attributed to, or in connection with (a) your use of the services, (b) the actions of your chosen (third-party) Suppliers, and (c) your breach or violation of any of these Terms and Conditions.

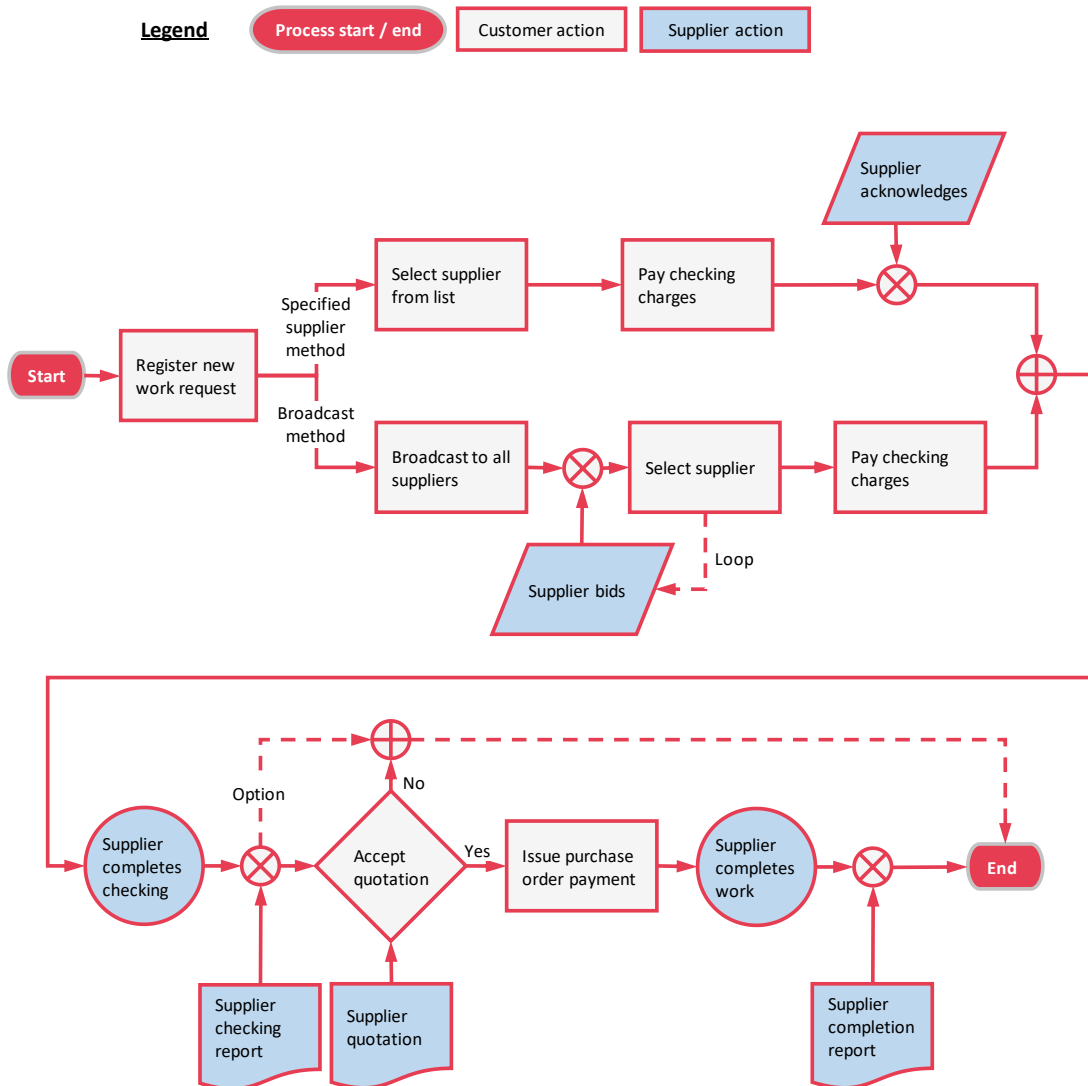
13.3 Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the law of the country where the services are taking place.

14.0 APPENDIX A: PROCESS FLOW (GUIDELINE ONLY)

Note:

- (1) The below process is for guidance purposes only. Actual workflow may include variations depending on customer and / or supplier selections.
- (2) The process is subject to copywrite and may not be copied or replicated without permission from Hulool.





15.0 APPENDIX B: CONTACTS (Subject to Change)

Consult Pro / Hulool Address

Consult Pro
Office 22, Bldg. 770, Road 1115, Tubli 711
Manama, Kingdom of Bahrain

Customer Service

Contact number: (+973) 17742002
Email: service@hulool.net

Supplier Service

Contact number: (+973) 17742002
Email: supplier@hulool.net

Accounts

Contact number: (+973) 17742002
Email: accounts@consult-pro.net