

GENERAL TERMS AND CONDITIONS

Effective date : 29/09/2021

Article 1: Purpose

1. TIER Mobility Netherlands BV (hereinafter referred to as "**TIER**") rents out electric bikes (hereinafter referred to as "**TIER eBikes**" or "**TIER Vehicles**"), via its application for Internet-enabled mobile phones (hereinafter referred to as the "TIER App"). TIER Vehicles can only be rented by customers duly registered in the TIER App (hereinafter referred to as "Customer"), only in the event of existing availability and only within a defined territory (hereinafter referred to as "Business Territory").
2. These general terms and conditions of use (hereinafter referred to as the "**Terms**") govern the use of the TIER App and the Vehicle rental contracts entered into using the TIER App.
3. The contractual partner of the Customer is :
TIER Mobility Netherlands BV, Hullenbergweg 278, 1101 BV Amsterdam (KvK 81772742).
Email: support@tier.app
Telephone: + 31 (0) 208090040
Website: <https://www.tier.app>
4. TIER reserves the right to amend these Terms to the extent necessary to (i) adapt them to changes in the law or in accordance with technical requirements, or (ii) to reflect changes in our services or business practices, or (iii) to prevent abuse or damage. TIER will notify the Customer thirty (30) days in advance by email or via the TIER App of such changes using typographical means to highlight them, the Customer will be able to access the new version on the TIER website. Any changes will be considered approved unless the Customer has objected in writing within thirty (30) days of being notified of the changes by TIER. If the Customer does not accept the changes, the Customer is able to stop using the TIER services and terminate the relationship with TIER at any time, by closing the TIER account. By using the TIER Vehicles or by entering into a rental agreement following the entry into force of the new Terms after this thirty (30) day period, the Customer agrees to be bound by the Terms, as amended.

Article 2: Agreement for the use of the TIER App

1. In order to be able to rent a TIER Vehicle, the Customer must first register as a TIER customer by creating a user account in the TIER App. Each Customer may

register only once. Only Customers who have properly registered may then use the TIER Services. There is no automatic right to registration.

2. When the registration process – which will ask the Customer to accept these Terms and provide in particular, full name, email address, personal mobile phone number and valid payment details – has been completed successfully, the Customer will have entered into a contract with TIER for the use of the TIER App (“**User Agreement**”).
3. After that, the Customer may rent TIER Vehicles by concluding individual rental contracts in accordance with article 4 thereof. Please note that the User Agreement itself will not give rise to any right, neither for TIER, nor for the Customer, to enter into a Vehicle rental contract.
4. TIER reserves the right to refuse the registration of a Customer or the conclusion of a rental contract if there are reasonable doubts based on objective elements as to the compliance of the Customer with the contract in question, including but not limited to reasonable doubts as to the legal right of the Customer to use the payment method provided, the identity of the Customer, among others.

Article 3: User account

1. The Customer must be the named holder of the bank account or credit card whose details the Customer provides to TIER. The Customer must keep up to date the personal data provided during the registration process. This applies in particular to the Customer’s email address, personal mobile phone number and payment details.
2. Customers may not permit any third parties to use the TIER Vehicle that the Customer has booked via the user account. Particularly, Customers are prohibited from disclosing their user account login details (username, password, PIN code) to third parties, even if those third parties are Customers themselves. Customers shall without delay: (i) change their password if there is reason to believe that any other person has become aware of it; and (ii) notify TIER of this fact.
3. In order to use the TIER App, Customers must have a web-enabled mobile phone that meets the technical requirements of the TIER App. The TIER App runs on iOS 13 or later and Android 7 or later. Whenever the TIER App is downloaded, the Customer’s mobile phone will automatically be checked as to whether it meets those requirements. The Customer is responsible for ensuring that mobile data communications are possible and the Customer shall bear any charges made by the mobile service provider in respect of any data transmission.

4. Customers are prohibited from copying or manipulating the TIER App via information technology methods. If the Customer is found to have breached or attempted to breach this prohibition TIER is entitled to withdraw the access to the TIER App with immediate effect without prejudice to any other rights and remedies it may have by law.
5. Customers must inform TIER without delay of any loss or theft of the mobile phone linked to the user account or of any other possibility that their user account may be used by unauthorized third parties. In order to prevent abuse, TIER will disable access to the user account until the matter is resolved and will notify the Customer by email that access has been disabled.

Article 4: Reservation and conclusion of a rental contract

1. The Customer may only rent TIER Vehicles which are designated as available in the TIER App. The Customer should note that occasionally an inaccurate GPS signal may cause deviations between the actual location of a TIER Vehicle and the location shown in the TIER App.
2. By clicking “Start Ride” in the TIER App, the Customer will make a binding offer to rent the TIER Vehicle reserved. TIER accepts this offer by releasing the TIER Vehicle for use, creating a rental contract for that ride.
3. The rental period shall start when the individual rental contract is made and shall end when the Customer duly returns the TIER Vehicle in accordance with article 5, or when the maximum rental period stipulated in article 4 (4) has expired.
4. The maximum rental time is 60 minutes.
5. Customers are required to notify to TIER's customer service department, as soon as they become aware of, and at the latest before they start using the TIER Vehicle, any case of defect, damage or excessive soiling of which they are aware concerning the wear of the tires, the damaged fender, the absence of the license plate, or any other visible component of the TIER Vehicle. Customers are required to provide complete and truthful information in this regard.
6. If such defects, damage or excessive soiling are clearly likely to impair road safety or the general functionality of the TIER Vehicle; in such circumstances, Customers must refrain from using the TIER Vehicle.
7. TIER is authorized to call the Customer on the mobile phone number registered in the user account in case of significant disruptions in the Customer's use of a TIER Vehicle.

Article 5 : Ending the rental

1. Customers wishing to end a ride must park the TIER Vehicle properly in accordance with article 6 hereof and then follow the procedure in the TIER App to terminate the rental.
2. Customers must inform themselves via the TIER App of the boundaries of the Business Territory and the zones in which parking is prohibited.
3. It is only possible to terminate the rental via the TIER App only if the TIER Vehicle is located within the Business Territory and in the parking zones specified in the TIER App. In addition, it must be possible to establish an Internet connection.
4. If these prerequisites are not met at the originally selected parking space, the Customer shall move the TIER Vehicle to a location where these prerequisites are met.
5. If the Customer fails to end the rental via the TIER App after parking the TIER Vehicle the rental transaction will automatically be terminated, unless the TIER Vehicle is subsequently moved or used, after 60 minutes have lapsed. We recommend that the Customer waits to receive confirmation that the rental has ended in the TIER App.
6. If the Customer is unable for technical reasons to terminate the rental transaction using the TIER App, the Customer must notify TIER of this fact without undue delay in order to coordinate further procedures for the termination of the rental with TIER, which must be followed by the Customer.
7. The Customer's obligation to pay the rental charge will end only when the rental transaction is terminated, unless it is impossible for the Customer to terminate it for reasons beyond the control of the Customer.
8. Upon termination of the rental, the Customer will be informed of the total rental period and the total rental charge. In addition, the Customer will receive a receipt and, as the case may be, an invoice in due form, which will remain available in the TIER App.

Article 6: Return and parking of the TIER Vehicle

1. The TIER Vehicle must be properly parked in the parking zone indicated in the TIER App. In cities where a local authority has designated dedicated parking zones for TIER Vehicles or similar, the Customer may park the TIER Vehicle only in such designated parking zones. The designated parking zones will be indicated in the TIER App. If the TIER App indicates that the TIER Vehicle may only be parked in a dedicated parking zone, the Customer may only park the TIER Vehicle in those areas, as displayed.

The Customer must at all times observe the traffic regulations applicable in the Netherlands. The Customer may not ride on the sidewalk unless authorized by local authorities.

2. The TIER Vehicle may not be parked in an area where parking is prohibited under the local regulations of the city concerned.
3. The TIER Vehicle must be parked in such a way that it does not endanger road safety or the legal rights or interests of third parties.
4. The Customer must park the TIER Vehicle using the kickstand with which the TIER Vehicle is equipped.

5. In particular, the TIER Vehicle may not be parked as follows:

Perpendicular to the roadway, perpendicular to the sidewalk, near intersections or in a manner that otherwise impedes traffic flow.

At trees, traffic signs, traffic lights, parking meters, vending machines, third party fences, benches, containers and bins, in front of or near emergency exits and fire service buildings, in front of entrances or exits, in areas where no stopping is allowed, in access roads to public transport stops, on cycle paths, at orientation aids for blind people, on pedestrian crossings, inside buildings in the courtyards of buildings, on other vehicles, in parks and green spaces, in places where the TIER Vehicle would conceal advertising or street furniture or interfere with the operation of a facility, in areas reserved for loading and unloading or in areas reserved for other users or services, in places where parking the TIER Vehicle would obstruct the space needed by wheelchair users and people with disabilities to maneuver or move around. This list is not exhaustive.

6. The proper functioning of the service requires that TIER Vehicles be parked at publicly accessible sites. For this reason, the TIER Vehicle may not be parked at locations that are difficult to access, in particular at the following sites, unless they have been expressly designated as parking spaces on the TIER App:
 - a) private premises or company grounds ;
 - b) interior courtyards ;
 - c) parking garages ;
 - d) customer parking bays, in particular in front of shopping centres, supermarkets, restaurants, and bars ;
 - e) parking bays of universities and other public facilities ; or,
 - f) interior spaces.
7. In addition, the TIER Vehicle may not be parked in areas which are subject to parking restrictions for certain days or times of day or for specific vehicles. This also applies to parking prohibitions that have already been notified by the local authorities but have not yet come into force (for example, temporary parking

prohibitions applying at a future point in time due to events or house movers affecting the site in question.

8. The Customer is obliged to provide in good faith, upon legitimate request by TIER, information on the exact location where a TIER Vehicle has been returned.

Article 7: Payment of the rental fee

1. The Customer undertakes to pay the corresponding rental fee. The rental fee consists of an amount for unlocking the TIER Vehicle and an amount for each minute or part of a minute of use. Prior to the conclusion of the rental contract, the TIER App will indicate to the Customer the costs of unlocking the TIER Vehicle as well as the price including VAT per minute of use. The rental fees are due at the end of the rental contract.
2. If it is not possible to use the TIER Vehicle in the manner provided for in the rental contract, even if it has been marked in the TIER App as available, the Customer will not be charged for the rental fee.
3. The Customer can choose among the payment methods displayed at the end of the order process. For any refund, TIER always uses the same payment method provided by the Customer for the initial transaction.
4. The Customer declares having the legal right to use the intended payment method and to authorize the transactions. If TIER suspects that the information transmitted by the Customer concerning the payment method is inaccurate or fraudulent, TIER may deactivate or block access to the user account, and the Customer may no longer use TIER's services, in whole or in part, until this situation is clarified to TIER's satisfaction.
5. The Customer shall ensure that the funds, depending on the method chosen, are sufficient. If a payment cannot be made due to lack of funds or for other reasons for which the Customer is responsible, TIER may charge the Customer a fee for its actual expenses incurred unless the Customer can show that TIER did not incur any expenses or incurred less expenses than claimed.
6. Customers may only offset their own claims against TIER's claims if their own claims are certain, liquid and due.

Article 8: Assignment

TIER reserves the right to assign its claims under its agreement with the Customer to a third party, particularly for the purposes of debt collection. The Customer will be notified in a timely manner about any such assignment. In the event of any such assignment the Customer will be required to render payment to discharge the Customer's debts only to the assignee, but TIER will remain responsible under its agreement with the Customers for general customer enquiries, complaints, etc. Any

assignment by TIER of its claims will not result in any reduction of the Customers' rights.

Article 9: Permission to drive

1. The only parties authorized to drive TIER Vehicles are individuals who:
 - a) are at least 18 years old; and
 - b) have an active user account with TIER.
2. In certain cities, as indicated by the TIER App, in order to conclude the rental contract, the Customer may be required to transmit electronically, a copy of an official identification document, such as (i) identity card if issued in a country of the European Economic Area or in Switzerland ; and/or (ii) passport in any language, provided it is in Latin alphabet; and/or (iii) Dutch residence permit (only for persons residing in the Netherlands); and/or (iv) valid European driving licence type AM, A1, A2, A or B or a non-European car driving licence in any language, provided it is in Latin alphabet and includes a passport photo.
3. Customers must be able to operate a TIER Vehicle without endangering pedestrian or vehicular traffic and in accordance with applicable traffic rules and public-order regulations. The Customer must have experience or minimum basic skills in driving a motorized vehicle and must be familiar with the operation and safe use of motor vehicles.

Article 10: General obligations of Customers; specific prohibitions

1. Customers must treat TIER Vehicles with due care and consideration, observe the applicable traffic regulations, and not endanger any third-party rights or legal interests through the Customer's use of TIER Vehicles.
2. Customers have the following specific obligations:
 - a) observe the maximum load limit of 100 kg for TIER Vehicles;
 - b) wear a helmet or any other relevant personal protection equipment, if local rules and regulations make this compulsory;
 - c) not leave the TIER Vehicle unattended during the rental period;
 - d) report any defects or damages, particularly if caused by the use of force or by an accident, as well as any excessive soiling, as soon as it is noticed and at the latest before starting to use the TIER Vehicle;
 - e) ensure, to the extent that the Customer is reasonably able to do so, that the TIER Vehicle is used only in a condition that is safe to operate and safe for pedestrian and vehicular traffic;
 - f) comply with the provisions of local traffic rules when driving the TIER Vehicle;
 - g) immediately stop the TIER Vehicle whenever a warning light appears or an error signal is indicated on the display located near the steering handles and contact TIER to find out whether the ride can safely be continued; and

- h) properly park the TIER Vehicle in accordance with articles 5 and 6 of these Terms.
3. Customers are specifically subject to the following prohibitions:
- a) ride the TIER Vehicle under the influence of alcohol, drugs or medication that may impair their ability to drive. A strict prohibition of alcohol above the limits set out in the traffic laws applies;
 - b) use the TIER Vehicle for off-road driving, motor-sporting events or races of any kind;
 - c) use the TIER Vehicle to transport easily flammable, toxic or otherwise hazardous materials, insofar as their volume exceeds normal household quantities;
 - d) use TIER Vehicle to transport objects or materials which, by virtue of their characteristics, dimensions, form or weight, could endanger riding safety or damage the TIER Vehicle;
 - e) ride a TIER Vehicle together with one or more other persons;
 - f) use a TIER Vehicle to commit criminal offences; or
 - g) arbitrarily carry out repairs or conversions of any kind on a TIER Vehicle or have a third party do so.
4. Out of respect for the environment, the general public and other customers, Customers shall endeavour to drive in an orderly, environmentally friendly and electricity efficient manner.

Article 11: Procedure in case of accident

1. Customers must report any accident involving a TIER Vehicle to TIER as soon as possible.
2. Following an accident, the Customer must notify the police, if applicable, without undue delay and ensure that the police officially record the accident. If the police refuse to record the accident or if this is impossible for some other reason, then the Customer should notify TIER of this fact without undue delay and coordinate with TIER on how to proceed. This applies regardless of whether the Customer caused the accident or whether it was caused by a third party. The Customer may not leave the site of the accident until:
 - a) the police have completed recording the accident (or, where the police cannot record the accident, until the Customer have notified TIER and complied with TIER's reasonable instructions); and
 - b) any measures to secure evidence or mitigate damage that have been arranged with TIER have been duly implemented.
3. In case of an accident involving a TIER Vehicle driven by the Customer, the Customer may not assume liability or make any comparable admission. If the Customer assumes or admits liability despite this prohibition, it will apply

exclusively against the Customer and neither TIER nor its insurers will be bound by such admission or assumption.

4. Regardless of whether the Customer caused the accident or whether it was caused by a third party, TIER will provide the Customer with a form on which to report any injury and/or damage. This form must be fully completed and returned to TIER within seven (07) days of being received by the Customer, the time of the form's dispatch to TIER being conclusive in terms of meeting this deadline. If the damage notification form is not sent back to TIER prior to the deadline, this may mean that the insurer will not process – and possibly not settle – the accident claim. If the insurer refuses to settle the accident claim solely because the late submission of the form by the Customer missed the deadline for returning it, then TIER will assert against the Customer any claims made against TIER as a result.
5. The Customer is obliged to provide truthful information about an accident, particularly where it occurred.

Article 12: Insurance

1. TIER Vehicles are covered by third party liability insurance in the Netherlands.
2. The Customer is prohibited from acknowledging or settling any damage covered by liability insurance without the prior consent of TIER.

Article 13: TIER's liability

1. If TIER fails to comply with these Terms it is responsible for the loss or damage which the Customer suffers which is a foreseeable result of that failure or of TIER failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if it was reasonably foreseeable to both parties when the contract was made.
2. TIER has no liability towards the Customer:
 - a) for losses which were not foreseeable to the parties when the contract was made or when the Customer rents a Vehicle;
 - b) any loss and/or damage suffered by the Customer to the extent that it results from a failure of the Customer to comply with these Terms or any event outside TIER's reasonable control; or
 - c) for any loss of profit, loss of business, business interruption, or loss of business opportunity if the Customer uses TIER's services for any commercial or business purpose.

Article 14 : Customer's liability

1. The Customer is liable to TIER for any damage for which the Customer is responsible. This includes breaches of article 10 thereof, any theft, damage or loss of a TIER Vehicle for which the Customer is responsible, as well as any damage caused to third parties. The Customer shall indemnify TIER against lawful claims by third parties in this regard. This shall also include the costs of any legal assistance that may be required.
2. The Customer shall be liable for any breach of traffic regulations, public order regulations or other legal provisions, insofar as they can be attributed to the Customer in connection with the use of a TIER Vehicle and in accordance with any applicable legal provision. The Customer shall bear all costs resulting from this and shall keep TIER completely free of any third party claims. It is specified that the Customer shall not be liable if and to the extent that the damage results from the correct and contractual use of a defective TIER Vehicle.
3. Customers shall not be liable to the extent that an insurer indemnifies the damage and no recourse is taken against TIER.
4. No limitation of liability agreed between TIER and the Customer in respect of damages to a Vehicle will apply if the Customer willfully caused the damage.

Article 15: Temporary disabling of access to user accounts and exclusion of use

1. TIER reserves the right to temporarily disable access to the user account in the following cases, which constitute compelling causes preventing the proper continuity of service if:
 - a) data essential to the execution of the contract has been incorrectly provided in the user account, in particular if TIER suspects that information provided by the Customer is inaccurate or fraudulent;
 - b) the Customer is in default of payment despite having received notice of such default and remaining in default after the period set therein;
 - c) other significant contractual breaches for which the Customer is responsible and which are likely to cause damage to TIER or any other third party; or,
 - d) Customer loses the personal mobile phone associated with the user account, or if it is stolen from the Customer or it otherwise becomes possible for third parties to make unauthorized use of the Customer's user account.
2. TIER will unblock the user account without undue delay once the Customer's non-conforming behavior has ended or the reason for the temporary disabling has been resolved.

3. TIER may prohibit the further use of TIER Vehicles with immediate effect if the Customer has repeatedly committed significant contractual breaches and/or has failed to act following notification on the TIER App or by warning letter.

Article 16: Term and termination of the User Agreement

1. The User Agreement is concluded for an indefinite period and may be terminated at any time by either party to the agreement in writing upon giving a notice period of two weeks prior to the end of any calendar month.
2. Either party may terminate for cause with immediate effect. TIER shall be entitled to terminate the User Agreement with immediate effect if:
 - a) The Customer repeatedly default in making payments owed to TIER, despite having been notified by TIER of such defaults;
 - b) The Customer provides incorrect information or conceal factual circumstances during the registration process or in the course of the Customer's contractual relationship with TIER such that it would be unreasonable to expect TIER to continue the contractual relationship;
 - c) Despite having been sent a warning (either by email or via the TIER APP), the Customer fail to desist from serious breaches of these Terms, or fail within a reasonable time to correct any existing consequences of such breaches;
 - d) The Customer has driven under the influence of alcohol or drugs;
 - e) The Customer has disclosed the login data of the TIER user account to another person;
 - f) The Customer has attempted to extract, copy or manipulate the TIER App, or
 - g) The Customer does not have the legal right to use the payment method provided or does not comply with the obligations set out in article 7 thereof.

Article 17: Fines and service charges

1. In the event of a breach of these Terms attributable exclusively to the Customer and which is not linked to the breach by TIER of its own obligations, to the fault of a third party or to an event of force majeure, TIER reserves the right to charge fines, service fees or penalties in accordance with the schedule of costs available on the TIER website. For example, service fees or penalties could be charged if the Customer returns the TIER Vehicle to a location that does not comply with the provisions of article 5 and Article 6 thereof.
2. Customer shall be responsible for fines and/or other charges imposed by any governmental authority resulting from (i) improper parking of the TIER Vehicle (including impound fees incurred by TIER for the recovery of improperly parked TIER Vehicles); (ii) improper use of a TIER Vehicle; and (iii) violation of any law, rule, or regulation while using a TIER Vehicle. In some cases, TIER may pay such fines on behalf of the Customer (in which case TIER reserves the right to

seek reimbursement from the Customer for such fines as well as the administrative costs and any additional costs reasonably incurred by TIER in processing the payment of the fine on behalf of the Customer, unless the Customer can prove that the cost of our efforts to process such fines was less).

3. TIER has the right to debit these fines, penalties or service fees from the payment method chosen by the Customer. In the event of insufficient funds to deduct such fines, penalties or fees, TIER may contact the Customer so that the latter may make payment of such amounts.

Article 18: Right of withdrawal

As a consumer, the Customer has a right of withdrawal in accordance with the instructions set out below.

Withdrawal instructions

Right of withdrawal

The Customer has the right to withdraw from this agreement without giving any reason within fourteen (14) days.

The withdrawal period is fourteen (14) days from the date of conclusion of the contract. To exercise the right of withdrawal, the Customer must notify TIER (contact details: TIER Mobility Netherlands BV, Hullenbergweg 278, Amsterdam, 1101 BV. Tel: + 31208090040, e-mail:support(at)tier.app) of the Customer's decision to withdraw from this contract by means of an unambiguous statement (e.g. letter sent by post, fax or email). The Customer may use the sample withdrawal form below, but this is not mandatory.

In order for the withdrawal period to be observed, it is sufficient for the Customer to send the notice of withdrawal before the end of the withdrawal period.

Effects of withdrawal

In the event of withdrawal, TIER will refund all payments received from the Customer without undue delay and in any event no later than fourteen (14) days from the date TIER is informed of the Customer's decision to withdraw from this agreement. TIER will make the refund using the same method of payment that the Customer used for the original transaction, unless the Customer expressly agrees to a different method; in any event, this refund will not incur any costs for the Customer.

If the Customer has requested to start the provision of the services within the withdrawal period, the Customer will have to pay us an amount proportional to what has been provided to the Customer up to the moment the Customer has informed us of the withdrawal from this contract, in relation to the total services provided under the contract.

End of instructions on withdrawal

Sample withdrawal form

(Please complete and return this form only if the Customer wish to withdraw from the contract)

To the attention of:

TIER Mobility Netherlands BV, Hullenbergweg 278, Amsterdam, 1101 BV. Tel: + 31208090040, email: support(at)tier.app)

Declaration of withdrawal

I/We (*) hereby notify you (*) of my/our withdrawal from the contract for the sale of the goods (*)/provision of the services (*) below:

Name of consumer(s) :

Address of consumer(s) :

Signature of the consumer(s) (only if this form is notified on paper) :

Date:

(*) Delete as appropriate.

Article 19: Personal data

1. TIER will collect and process personal data relating to the Customer insofar as such data are required to perform TIER's rights and obligations under the Use Agreement. When processing the Customer's personal data, TIER will observe the applicable statutory provisions, particularly those of the EU General Data Protection Regulation (GDPR).
2. For further details and information on the scope of the collection, storage, and processing of personal data relating to the Customer, please refer to [TIER's privacy notice](#).

Article 20: Governing law

The contracts are governed by Dutch law and the Dutch courts shall have exclusive jurisdiction over any disputes arising out of or in connection with those agreements.

Article 21: Applicable law

1. The agreements are governed by Dutch law. The Dutch court is competent to adjudicate disputes arising from or related to these agreements.
2. Pursuant to Article 14 of European Regulation No. 524/2013 on the online settlement of consumer disputes, the Customer has the right to request the resolution of his dispute on the European platform dedicated to the online resolution of consumer disputes via the following Internet address: <http://ec.europa.eu/consumers/odr/>.

Article 22: Final provisions

1. The Customer may not assign to any third parties rights or obligations under the contracts concluded with TIER, without the prior consent of TIER. TIER may transfer its rights and obligations under the User Agreement to another company or legal person.
2. If a court finds part of these Terms unlawful, the remainder will be unaffected. Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

Article 23: Customer service; complaints

If Customer has any questions, comments or complaints, or wishes to make any other representations, Customer may contact TIER by telephone, letter or e-mail using the following contact information:

TIER Mobility Netherlands BV, Hullenbergweg 278, Amsterdam, 1101 BV. Tel: + 31208090040, email: support(at)tier.app)