



MARKET – TERMS AND CONDITIONS OF THE SALES COLLECTION SERVICE

Version 1.1

Introduction

These Terms and Conditions govern the provision of the **Sales Collection Service** offered by KIKI to the CLIENT, establishing the applicable rules, responsibilities, and scope for the various payment collection methods available to facilitate the sale of products to End Consumers. KIKI offers its CLIENTS multiple collection methods, including:

- **Cash on Delivery (COD):** cash payments collected by KIKI's Logistics Partners at the time of product delivery;
- **Electronic Collection:** payments made by credit or debit card, processed through KIKI's network of Financial Partners, who are legally authorized entities with the technological infrastructure required to operate in each country.

KIKI manages the entire collection process, from the receipt of payment—through either method—to the reconciliation, reporting, and transfer of the collected funds to the CLIENT, deducting the agreed service fees. The system ensures **transparency, traceability, and regulatory compliance** in each transaction.

This document clearly and bindingly outlines the conditions under which the service will be provided, including the rights and obligations of the parties, delivery and transfer timelines, procedures in cases of rejection or return, and the guidelines regarding responsibility and custody of the funds.

By contracting the Sales Collection Service, the CLIENT accepts these terms by signing the Form, acknowledging their binding nature as an integral part of the commercial agreement, and committing to comply with the provisions herein to ensure a secure, efficient, and reliable operation for its consumers.



Key Definitions

- a) **CLIENT:** The natural or legal person identified in the Form who contracts and uses the services offered by KIKI by requesting and paying for such services, subject to the conditions set forth in this document.
- b) **Client Onboarding Form:** The Client Onboarding Form (hereinafter the "Form") is intended to establish the commercial terms of the services offered by KIKI and to formalize the contract between the Parties.
- c) **COD (Cash on Delivery):** A service offered by KIKI that allows the Final Consumer to pay for their order at the time of delivery, either in cash or through authorized payment methods.
- d) **Collection Fee:** The amount KIKI charges the CLIENT for the provision of the Sales Collection service. This fee corresponds to a previously agreed percentage or fixed amount based on the collected value and covers the operational, logistical, and administrative costs associated with the management of collection, custody, and transfer of funds to the CLIENT.
- e) **Logistics Partners:** An external strategic partner that supports KIKI in the execution of logistics processes to optimize time, cost, and quality in the handling of products or services throughout transportation.
- f) **Financial Partners:** Legally authorized entities in each country that provide electronic payment processing and management services, such as credit or debit card transactions. Within the scope of KIKI's services, Financial Partners enable the infrastructure required for electronic collections from Final Consumers, ensuring regulatory compliance, transaction security, and fund traceability.
- g) **Final Consumer:** The natural or legal person to whom the merchandise is addressed, whose name and address appear on the Waybill. This is the final recipient of the delivery and the one who makes the payment under the Cash on Delivery (COD) model.
- h) **Merchandise:** Goods or products permitted by law, owned or lawfully possessed by the CLIENT, transported by KIKI under a single Waybill through its Logistics Partners.
- i) **Sales Collection:** The process through which KIKI, via its Logistics and Financial Partners, manages the collection of payments made by Final Consumers at the time of product delivery, either in cash (Cash on Delivery – COD) or through authorized electronic payment methods (credit or debit cards).



- j) **Waybill:** A document issued by KIKI to the CLIENT in electronic format to determine the specific characteristics of the Merchandise, including CLIENT information, Final Consumer details, number of units, shipment contents, total weight, and the commercial value of the Merchandise.

What Is the Scope of the Sales Collection Service?

The Sales Collection service offered by KIKI allows the CLIENT to provide Final Consumers with the option to pay for their orders at the time of delivery, either in cash (COD modality) or through authorized electronic payment methods, without exposing the CLIENT to the operational risk of the collection process. KIKI, together with its Logistics and Financial Partners, is responsible for the comprehensive management of the collection and delivery process.

This service includes the execution of the Merchandise delivery to the Final Consumer, the collection of the corresponding payment using the selected method, the temporary custody of the collected funds, and the subsequent transfer of those amounts to the CLIENT, after deducting the previously agreed service fee. Additionally, KIKI provides collection reports, reconciliations, and support in the event of incidents related to rejections, returns, or failed collections.

Frequently Asked Questions About the COD Service

To facilitate understanding of the Sales Collection service, the following section presents a series of questions and answers addressing the key aspects of this model. This format serves an explanatory purpose but forms an integral part of these Terms and Conditions and is fully binding on the Parties. Therefore, the answers provided herein offer a structured and accessible overview of the rights, obligations, processes, and limitations applicable to the service.

1. What is Sales Collection and who receives it?

Sales Collection refers to the amount paid by the Final Consumer at the time of receiving their order, either in cash or through authorized electronic payment methods. This model allows the Final Consumer to pay upon delivery, offering greater trust and flexibility in the purchasing experience.



KIKI, through its Logistics and Financial Partners, manages the collection directly at the point of delivery. The collected amount is then transferred to the CLIENT, after deducting the agreed Collection Fee. This ensures the CLIENT receives the proceeds of their sales securely and promptly, without handling the collection process directly.

2. Where is the agreed Collection Fee specified?

The Collection Fee is detailed in the commercial proposal sent to the CLIENT during the negotiation phase. This document outlines the economic terms agreed between the parties, including the applicable percentage or fixed amount for the Collection Fee.

3. What payment methods are accepted for the Sales Collection service?

Only cash payments or electronic payment methods expressly authorized by KIKI are accepted for this service. Payments in kind, coupons, vouchers, or other alternative methods from the Final Consumer will not be accepted.

KIKI assumes no responsibility for funds delivered through unauthorized payment methods.

4. What is the maximum amount allowed for the Sales Collection service?

The service is available exclusively for purchases made by End Consumers whose purchase value does not exceed the maximum amount authorized by KIKI and its Logistics Partner. These limit amounts will be previously communicated to the CLIENT before the start of operations or upon activation of the service in each country.

5. What happens if the purchase amount exceeds the maximum allowed limit?

If the purchase amount exceeds the established limits, the Sales Collection will not be processed or approved and will automatically be excluded from the service. This limit may be adjusted by KIKI in accordance with the policies of its Logistics and Financial Partners and will be duly communicated to the CLIENT.

6. Where is the amount to be collected specified?

The amount to be collected is indicated in the shipping Waybill corresponding to each order. This Waybill is generated by the CLIENT and contains the information that KIKI and its Logistics Partners will use to manage the collection from the Final Consumer.

7. Who owns the Sales Collection?

The collected amount belongs to the CLIENT, as it represents the value of the Merchandise purchased by the Final Consumer.

8. How is the Sales Collection carried out?



The Sales Collection is carried out when KIKI's Logistics Partner delivers the order to the Final Consumer. At the time of delivery, the exact amount indicated in the shipping Waybill is collected, using either cash or an electronic payment method previously authorized by KIKI.

Once the payment is received, the Logistics and Financial Partner securely holds the funds until they are consolidated. KIKI then transfers the collected amount to the CLIENT, after deducting the agreed Collection Fee.

This process ensures a reliable payment experience for the Final Consumer and efficient cash management for the CLIENT.

8. How is Sales Collection carried out?

Sales Collection is carried out at the moment when KIKI's Logistics Partner delivers the order to the Final Consumer. At the time of delivery, the exact amount indicated on the shipment's Waybill is collected, either in cash or through an electronic payment method previously authorized by KIKI.

Once payment is received, the Logistics and Financial Partner is responsible for securely safeguarding the funds until their consolidation. Subsequently, the Logistics Partner transfers the Sales Collection amount to KIKI, at which point the "Collection Received" status is recorded; finally, KIKI transfers the collected amount to the CLIENT, deducting the previously agreed Collection Commission for the service.

This process ensures a reliable payment experience for the Final Consumer and efficient money management for the CLIENT.

9. What does the "Collection Received" status mean on KIKI's platform?

On KIKI's platform, the "Collection Received" status (or any equivalent designation used) indicates that KIKI has received from the Logistics Partner the amount corresponding to the Sales Collection generated by one or more orders delivered to the Final Consumer.

This status is different from "Order Delivered," which only confirms that the Logistics Partner has completed the delivery of the Merchandise. The "Collection Received" status marks the point from which the timeframe for returning the Collection to the CLIENT begins.

Note: The "Order Delivered" status confirms delivery of the Merchandise to the Final Consumer but does not imply that KIKI has already received the corresponding Sales Collection funds.

10. How many days does KIKI have to return the Sales Collection to the CLIENT?

KIKI has a maximum period of fourteen (14) business days to transfer to the CLIENT the amount corresponding to the Sales Collection.



This period is counted from the last business day of the week in which the “Collection Received” status is recorded on KIKI’s platform, in accordance with the confirmation issued by the Logistics Partner.

11. What is required for KIKI to transfer the Sales Collection amount?

Before issuing the official invoice, KIKI will send the CLIENT a preliminary invoice (proforma) detailing the services provided and the amounts collected. The CLIENT will have two (2) business days to submit any comments or objections.

If no comments are received within that period, the proforma will be considered automatically approved. The transfer of the Sales Collection amount to the CLIENT will only be made once the proforma has been approved.

12. How is the COD Collection amount paid to the CLIENT?

KIKI reserves the right to perform account reconciliation, deducting the previously agreed service fee from the COD Collection amount. This operation will be carried out with the CLIENT’s prior authorization.

Once the deduction is applied, KIKI will transfer the remaining balance to the CLIENT’s designated bank account, within the established COD transfer period.

13. What Is KIKI’s Liability Limit in the COD Service?

KIKI will be liable to and compensate the CLIENT only under the terms, conditions, and limits set forth in its Service Level and Compensation Policy, which forms an integral part of the Form and is publicly available at <https://kikilatam.com/sla>.

This policy establishes:

- The minimum service standards KIKI commits to.
- The specific situations in which compensation may apply.
- The procedures, required documentation, and deadlines for submitting compensation claims.
- The maximum amounts that may be recognized, if applicable.

The CLIENT acknowledges that any compensation request must be processed in accordance with this policy and within the timeframes defined therein. Claims that are submitted outside of the stipulated procedure or that fail to meet the established requirements will not be recognized.

14. What Happens With Logistical Aspects Not Explicitly Governed in These Terms and Conditions?



All other matters related to logistics—including, but not limited to, Logistics Transport, Fulfillment, and Drop Off Point (DOP)—that are not expressly governed in these COD service Terms and Conditions will be subject to the specific Terms and Conditions applicable to each service category. These documents are published on the official KIKI LATAM website (www.kikilatam.com) and form an integral part of the contract between KIKI and the CLIENT.

Adoption of the General Terms and Conditions

For all matters not covered in these Terms and Conditions, the provisions of the General Terms and Conditions published on the official KIKI LATAM website (www.kikilatam.com) shall apply supplementarily.

Territorial Scope and Integrity of the Terms and Conditions

These Terms and Conditions apply in full and are binding for all operations and services provided by KIKI LATAM and/or any of its subsidiaries, partners, or operational units in the various countries where it conducts commercial activities, regardless of the jurisdiction or country of execution.

If specific conditions, annexes, or particular sections apply to certain countries, they will be expressly detailed separately and consecutively within these Terms and Conditions. Such special conditions are considered complementary and do not exclude or replace the full application of the general provisions contained herein, unless expressly stated otherwise.

Publication, Updates, and Validity

These Terms and Conditions form an integral part of the agreements signed between KIKI LATAM and its Clients and are deemed accepted by the CLIENT from the moment they contract any of the services offered by KIKI.

These Terms and Conditions are permanently available on the official KIKI LATAM website (www.kikilatam.com), and a version history is maintained for consultation of updates, effective dates, and applicable modifications.

KIKI LATAM may update, amend, or supplement these Terms and Conditions at any time, in response to changes in its operations, applicable regulations, or logistics sector practices. Any modification will be published at least five (5) business days prior to taking effect and will be deemed accepted by the Client if they continue to use KIKI's services after the new version has been published.