



General Terms and Conditions for KLARA



1. General

1.1 The present General Terms and Conditions ("GTC") of ePost Service Ltd ("ePost") apply to the offers and services of KLARA.

1.2 Upon registration with KLARA, the customers (users) accept these GTC and instruct ePost to process certain data in accordance with the applicable services. For this purpose, the enclosed Data Processing Agreement (DPA) is entered into at the time of registration.

1.3 These GTC shall apply to all KLARA offers and services. Separate, supplementary terms and conditions may apply to the use of individual modules. In the event of any discrepancies, the applicable supplementary terms and conditions shall take precedence.

2. Scope of deliverables

2.1 With its services, KLARA provides private customers and companies with the facility to handle administrative and business-relevant processes electronically, in a largely automated way, in the areas of communications, payment transactions, personnel administration, mail dispatch and receipt, financial accounting and online marketing, in line with "software-as-a-service". The deliverables and functionalities are described in detail on the KLARA websites.

2.2 The services of Klara are subject to a fee. Additional services and modules ("widget offers") can be subscribed to separately. Any corresponding supplementary terms and conditions for the respective widget offers apply in addition to these general terms and conditions.

2.3 The User is granted the non-exclusive right to use the selected cloud-based services and widget offers for the duration of the respective contract.

2.4 The rights of use are not transferable or sub-licensable.

2.5 ePost is entitled to engage third parties for the provision of its services and customer support.

2.6 Third-party widgets may be offered. The use of third party services is subject to their terms and conditions.

2.7 All rights to the software, the brand and the procedures of the offers and services remain with ePost. The user receives a right of use according to these general terms and conditions.

2.8 Detailed information about services, products, and pricing is available on KLARA's website and in the KLARA Widget Store.

2.9 Some services are provided in cooperation with third parties. Such services are subject to the terms and conditions of the respective third-party providers.

3. Registration

3.1 The user must create an account to use KLARA. The registration process enables the users to authenticate themselves. For certain applications, ePost may require additional identification steps.

3.2 When registering and performing other actions associated with using the service, the user shall be obliged to provide complete and accurate information, to keep all information up to date (particularly e-mail and physical delivery addresses), and to correct amendments and errors immediately. The user confirms at the time of application that he/she has the legal capacity to act or is an authorized representative and acts with the consent of any relevant legal representative.

3.3 ePost reserves the right to reject any applications for registration without giving reasons for doing so.

4. Support

Support is available to users.

5. Conclusion of contract

5.1 The user is bound to the contract with the activation of the respective widget.

5.2 The contract is in principle subject to approval by ePost. The customer must be notified of any rejection within 10 working days of the order.

6. Contract period and termination

6.1 The term of the contract shall commence with the customer's order in accordance with Clause 5.1, provided that there is no rejection in accordance with Clause 5.2.

6.2 The contract is concluded for the period of use selected when the order is placed. If it is not terminated, it shall be renewed for the same period of use.

6.3 In the case of a monthly period of use, notice of termination may be given at the end of each month.

6.4 An annual contract may be terminated at the end of the contract year by giving 30 days' notice. If the notice of termination is received late, the contract shall be extended for a further year.

6.5 Notices of termination must be given electronically in the KLARA Widgetstore or in writing.

7. Prices and payment modalities

7.1 The prices of the services and widget offers are shown on the KLARA website and in the Widget Store.

7.2 Any applicable fees for services rendered by third parties (e.g. payment service providers) are listed on KLARA's website.

7.3 The costs are due at the beginning of the period of use.

7.4 When accessing the KLARA services, data traffic costs may be incurred depending on the terminal device used and the contractual relationship with the internet provider. This also applies to access from abroad.

7.5 ePost is entitled to adjust the prices by notifying the User as of the next possible termination date. Reason for such a change in performance are in particular technical progress, further development of the services or increased costs.

7.6 ePost shall carry out a check of the company-related and personal data.

7.7 All prices are in CHF and exclusive of VAT, unless VAT is explicitly stated to be included. Invoices from ePost payable within 10 days of the invoice date.

7.8 If the user is in arrears with his payment, interest on arrears of 5% per year is due. Reminders for non-payment will be charged to the User at CHF 20 per reminder, in addition to further collection costs. ePost reserves right to assign unpaid invoice amounts to a company commissioned with collection after unsuccessful reminder.

7.9 In the event of non-compliance with the payment deadlines, ePost may, after a single reminder and without a prior notice, restrict or discontinue the services, temporarily block access to applications, or terminate the contracts with the user without notice and without compensation. ePost is entitled to make the surrender of the stored data or the unblocking of access dependent in particular on the payment of outstanding debts in arrears.

7.10 The offsetting of claims of the User against claims of ePost is excluded.

7.11 Hardware provided by ePost remains the property of ePost until full payment has been received.

7.12 If third-party providers are commissioned with payment processing, their terms and conditions apply.

8. Provision of Hardware

8.1 Hardware delivered by ePost (e.g. cash register or payment terminal) becomes the property of the customer upon full payment of the contractually agreed fee.

8.2 ePost warrants that the hardware will be free of defects for a period of two years in accordance with the contractual terms or technical specifications. In the event of defects, the customer is entitled solely, at ePost's discretion, to repair or replacement. ePost endeavours to provide a replacement device promptly but does not guarantee uninterrupted availability.

8.3 Returns must be sent by post. The customer bears the risk and cost of shipping. In cases where hardware is returned incomplete or not in its original packaging, ePost reserves the right to invoice the customer for additional handling costs.

9. Data protection

The careful handling of personal data, its protection against unauthorized access, and its confidentiality are of high importance at ePost.

The handling of personal data is detailed in ePost's privacy policy. The current privacy policy is available on KLARA's website.

For the processing of content data that the user provides, imports, or generates when using the services, a data processing agreement is concluded, which forms an integral annex to these GTC and becomes binding upon registration.

10. Obligations of users and sanctions

10.1 Users are obliged to only integrate content for which they own the respective rights into the application. The delivery of content that violates laws, particularly intellectual property rights of third parties or antitrust legislation, is prohibited. Furthermore, supplied content must be of neither a racist, pornographic or otherwise offensive nature.

10.2 The user undertakes to provide truthful and up-to-date information at all times as part of the onboarding process with ePost / KLARA or any third-party provider and to notify ePost / KLARA or the third party immediately of any changes.

10.3 If there are any indications of conduct in breach of the contract or law, ePost may urge the user to use the service in compliance with the law and the contract, change, restrict or otherwise modify its provision of services without prior notice or compensation, temporarily block access to the application, terminate the contract without notice or compensation, and, as the case may be, submit claims for damages and exemption from third-party claims. ePost is also entitled to remove illicit content immediately and without prior notice, whether or not on request by third parties.

10.4 If the customer is rejected during a KYC process or due diligence check conducted by a third party (typically a payment service provider), ePost reserves the right to terminate the customer relationship or withhold specific offers. In such cases, the customer shall not be entitled to any compensation.

10.5 In the event of abuse of applications, particularly if an illegal act is suspected, the data may be evaluated for clarification purposes and, upon justified request, forwarded to the responsible authorities or to the third party affected by the abuse.

10.6 If users notice or suspect that their account is being abused, they must change their access data immediately and notify ePost without delay.

10.7 The services and widget offers require an internet connection. The customer is responsible for the operation of the internet connection.

10.8 The user is obliged to install the necessary software updates on the devices

10.9 If the user has indications that his access data have come to the knowledge of unauthorised persons, he must change his passwords immediately.

10.10 To perform certain support services requested by the customer, an ePost employee ("KLARA Coach") requires user access to the platform. The KLARA Coach is authorized to internally grant access to additional users to carry out the tasks.

10.11 If the use of the "KLARA Coach" services significantly deviates from the usual usage (e.g., very frequent appointment bookings), or if there are indications that the service is being used for other businesses as well, ePost reserves the right at any time to suspend or restrict the provision of services, terminate the contract, or take other appropriate measures (e.g., charging for efforts that exceed the usual scope).

11. Warranty and liability

11.1 ePost strives to ensure high availability of its services. However, it cannot make any guarantee of the fault- and interruption-free functioning of its infrastructure and services. ePost does not accept liability to the extent that is permissible by law for losses arising from force majeure or disruptions occurring particularly due to lack of Internet connectivity, unlawful interventions in telecommunication devices and networks, overloading of the network, wilful blockage of electronic channels by third parties or interruptions.

11.2 Services rendered by third parties are not covered by guarantees or assurances with regard to availability, quality, operation or support.

11.3 Users are fully responsible for access to their accounts. They are obliged to treat their access data as confidential and to disclose this data to authorized persons only. ePost fully waives any and all responsibility in this respect.

11.4 ePost is liable for damages caused by gross negligence and by intent. Liability for slight or moderate negligence is excluded to the extent permissible by law. In particular, ePost's liability for indirect damage and consequential damage such as loss of profit, unrealized savings, additional expenses, loss of data, damage due to downloads or third-party claims is excluded in general.

11.5 ePost does not accept any liability for damage or loss caused by auxiliaries and third parties it engages (e.g. subcontractors, suppliers, etc.) which result from slight or moderate negligence.

11.6 Claims in respect of product liability and personal injury remain reserved.

11.7 To the extent permitted by law, ePost does not accept liability for damage or loss resulting from the improper use of services (in breach of contract or law). The user is responsible for contractual or legal violations by the user and consequential claims by third parties. If charges are brought against ePost due to usage that is illegal or in breach of contract, the user concerned shall indemnify ePost against any third-party claims.

12. Modification and discontinuation of applications

12.1 Adjustments to the scope of deliverables and the functionalities of services or their complete discontinuation are possible at any time. The user shall be informed in advance of any major modifications. The user will have the option to export his/her complete data.

12.2 If modifications entail significant deteriorations for the user, he/she will have the right to terminate the use of the respective application or the complete application with a notice period of one month effective from the end of any month.

12.3 ePost may amend these GTC and any supplementary terms and conditions at any time. Amendments will be communicated in good time and by suitable means. Users who do not agree to the amendments may terminate their account at any time, or cancel Widgets for which they pay a charge at the next possible cancellation date.

13. Severability clause

Should individual provisions of these GTC or supplementary terms and conditions be invalid, incomplete or unlawful, or should performance be impossible, this shall not adversely affect the effectiveness of the other parts of the contract. In this case, the parties shall undertake to immediately replace the provision in question with an admissible effective provision which comes closest to the original intention in terms of content.

14. Place of jurisdiction and applicable law

Subject to overriding legislation in the user's country of residence, all issues and disputes relating to these services shall be governed exclusively by Swiss law, excluding Swiss conflict of laws rules and the United Nations Convention on Contracts for the International Sale of Goods (CISG).

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