

Premium Water Purifier Service Terms and Conditions

These Premium Water Terms and Conditions (hereinafter referred to as "these Terms") shall apply to customers who have entered into a service agreement (hereinafter referred to as "Service Agreement") with SINGAPORE FLC PTE. LTD. (hereinafter referred to as "the Company") for the rental of water purifier servers (hereinafter referred to as "the Equipment") and the provision of purification cartridges dedicated to the Equipment (hereinafter referred to as "the Product") (collectively referred to as "the Service"). The Service is available only when the customer's designated delivery address is within the delivery area of YAMATO TRANSPORT (S) PTE. LTD.

Article 1: Service Application and Contract Formation

1. Customers shall apply for the Service with their agreement to these Terms.
2. At the time of application for the Service, customers shall provide the following information (hereinafter collectively referred to as "Registered Information") in accordance with the format specified by the Company: (1) Specification of the Equipment colour (2) Name, address, and contact details (3) Payment information
3. At the time of application for the Service, customers shall provide their desired delivery arrangements (hereinafter collectively referred to as "Basic Delivery Rules") in accordance with the format specified by the Company: (1) Initial delivery date of the Product and Equipment (2) Delivery address for the Product and Equipment
4. The Equipment shall be rented. Customers shall use the Service for a minimum period of 2 years from the Service commencement date.
5. The Service Agreement shall be concluded when the Company accepts the application for the Service, and acceptance shall be deemed to have occurred upon completion of registration of customer information in the Company's customer management system.
6. In the event of a change in Goods and Services Tax (GST), prices shall be revised in accordance with the applicable tax rate.

Article 2: Changes to Registered Information and Basic Delivery Rules

1. When customers wish to change their Registered Information and Basic Delivery Rules, please contact the following: **[Administrative Office]** SINGAPORE FLC Premium Water Customer Centre (hereinafter referred to as "Customer Centre")
Telephone: 3165-5069 (10:00–18:00) Excluding year-end and New Year holidays
Email: reception@flc-inc.sg
2. Should any changes occur to the Registered Information and Basic Delivery Rules, customers shall notify the Customer Centre without delay.
3. If any notification or documents sent by the Company are delayed or fail to arrive due to the absence of notification in the preceding paragraph, they shall be deemed to have arrived at the customer at the time they would normally have arrived. However, this shall not apply in cases of unavoidable circumstances.
4. Changes to Registered Information and Basic Delivery Rules shall take effect from the day following receipt of the change request.

Article 3: Orders and Delivery

1. The Product shall be delivered to customers regularly in accordance with the Basic Delivery Rules and the following provisions (hereinafter referred to as "Regular Delivery"): (1) First Regular Delivery schedule: The 8th month from the month in which the Service commencement date falls (2) Subsequent Regular Delivery schedule: The 8th month from the month following the month in which the previous Regular Delivery occurred
2. When additional delivery (hereinafter referred to as "Additional Delivery") is required in addition to Regular Delivery, customers shall place an order with the Customer Centre, and the Company shall dispatch the Product from the day following the order date.
3. For requests other than the additional orders specified in the preceding paragraph, please enquire at the Customer Centre.

Article 4: Fees and Payment Terms

1. Customers who rent the Equipment shall pay the Company S\$40 (excluding tax) per unit of Equipment as the monthly rental fee in accordance with the Registered Information provided by the customer as stated in Article 1. However, this shall not apply where there is a separate agreement with the Company. Customers who rent the Equipment shall pay the Company S\$200 per unit of Equipment as a deposit. However, this shall not apply where there is a separate agreement with the Company.

2. Based on the shipment records of Additional Delivery, customers shall pay the Company S\$40 (excluding tax) per unit of the Product as the purchase price for the Product, in accordance with the Registered Information provided by the customer as stated in Article 1. However, this shall not apply where there is a separate agreement with the Company.
3. Customers shall pay the monthly rental fee and deposit specified in paragraph 1 of this Article and the purchase price specified in paragraph 2 of this Article (hereinafter collectively referred to as "Fees, etc.") by the date specified by the Company or the date or settlement date determined by the credit card company.
4. If payment of Fees, etc. is not completed by the due date, notification shall be provided each time. If payment is not confirmed by the due date, customers shall pay late payment damages at an annual rate of 15% from the day following the payment due date on the Fees, etc.
5. The issuance of receipts to customers shall be in accordance with the method specified by the Company.

Article 5: Compliance Matters

Customers must comply with the following matters when using the Service: (1) Understand that the Equipment's appropriate filtration capacity varies depending on the customer's usage conditions, and that merely replacing the Product through Regular Delivery does not guarantee that the Equipment's filtration capacity will be properly maintained or demonstrated; understand that it may become necessary to order Additional Delivery of the Product as needed, and use the Equipment accordingly (2) Install and handle the Equipment in accordance with the accompanying instruction manual (3) Maintain each part of the Equipment in accordance with the accompanying instruction manual (4) Do not use products from other companies with the Company's Equipment (5) Do not change the installation address of the Equipment without notifying the Company (6) Do not transfer or sublease the Product, Equipment, or contractual position to third parties (7) Do not engage in other prohibited acts specified by the Company (8) In preparation for water leakage from the Equipment (due to poor cartridge insertion, incorrect usage methods, etc.), do not install in locations with underfloor heating, carpets, underfloor wiring, etc. Also, do not place precision equipment, valuables, etc. in the vicinity

Article 6: Service Suspension and Cancellation

1. "Suspension" means the Company forcibly stopping the Service.

2. "Cancellation" means "Voluntary Cancellation" and "Forced Cancellation".
3. "Voluntary Cancellation" means that the customer notifies of cancellation of the Service Agreement and, through procedures determined by the headquarters, cancels said agreement.
4. "Forced Cancellation" means that the customer falls under any of the items in paragraph 10 of this Article, and the Company forcibly terminates the Service Agreement.
5. "Cancellation Date" means, in the case of "Voluntary Cancellation", the date when the Company confirms the customer's cancellation notification and the procedures determined by the Company are completed. In the case of "Forced Cancellation", it means the date when the Company reasonably determines that the grounds stated in the items of paragraph 10 of this Article have occurred.
6. The Company may suspend the Service if any of the following applies: (1) When the Company has been unable to confirm payment of the customer's Fees, etc. even once (2) When the Product has been returned to the Company despite the Company having shipped Regular Delivery or Additional Delivery (including cases where the customer was absent and unable to receive the Product, and the Product was returned to the Company)
7. In the case of item (2) of the preceding paragraph, customers shall pay S\$15 (excluding tax) per unit of the Product as a delivery administration fee.
8. Even after the Company suspends the Service, the monthly rental fee for the Equipment shall continue to be charged every month.
9. When customers apply for "Voluntary Cancellation" of the Service, all obligations to the Company arising under these Terms must be paid by the date specified by the Company, and the Equipment must be returned in accordance with the method determined by the Company. The "Voluntary Cancellation" procedure shall be completed when the Company confirms the customer's fulfilment of these obligations.
10. If customers fall under any of the following grounds, the Company shall carry out "Forced Cancellation" without any notice or demand: (1) When the customer has made false declarations regarding facts relating to the identification of the customer or judgement of creditworthiness, such as name or address, at the time of application (2) When payment of Fees, etc. is delayed (3) When it is objectively recognised that the customer's credit status has deteriorated (4) When the Company's reputation has been defamed or other rights have been infringed (5) When there has been conduct that causes inconvenience to other customers (6) When there is a breach of obligations under these Terms, such as compliance matters stated in Article 5, which significantly destroys the relationship of trust (7) When, due to circumstances similar to the above items, the Company judges it inappropriate to provide the Service to the customer (8)

When there is no order for the Product within 120 days from the initially instructed scheduled delivery date of the Product to the customer regarding item (2) of paragraph 6 of this Article (9) When it becomes known that the customer belongs to or has a relationship with antisocial forces (10) When the customer or a third party used by the customer has engaged in unreasonable demands exceeding legal responsibility, fraud, threatening language, or other similar conduct towards the headquarters and contracted business operators

11. Customers who rent the Equipment and "cancel" the Service less than 2 years from the Service commencement date shall consent to the following early cancellation fees being deducted from the deposit: (1) Less than 1 year: S\$200 (excluding tax) (2) 1 year or more but less than 2 years: S\$100 (excluding tax)
12. Customers shall return the Equipment to the Company within 30 days from the date of notification of "Voluntary Cancellation", and upon the Company's confirmation of the return of the Equipment, the deposit shall be promptly refunded to the customer. If the return of the Equipment is not confirmed, the deposit shall not be refunded regardless of the usage period.
13. In the case of "Forced Cancellation", customers shall lose the benefit of time regarding all obligations under these Terms and shall immediately pay the full amount of obligations. Furthermore, customers who rent the Equipment may not receive a refund of the deposit regardless of the usage period.
14. Regarding obligations to the Company that arose during the Service usage period, customers shall pay promptly by the end of the Service Agreement, and when there are remaining obligations, customers shall bear responsibility for performance even after the Service Agreement ends.

Article 7: Principles of Personal Data Protection

The Company shall appropriately handle customers' personal data (hereinafter referred to as "Personal Data") acquired in the process of providing the Service in accordance with the Personal Data Protection Act 2012 (No. 26 of 2012) and the Company's Privacy Policy. Furthermore, customers consent to the Company collecting, using, and disclosing Personal Data in accordance with the Privacy Policy.

Article 8: Transfer of Service Agreement

1. The Company may transfer the contractual position of the Service Agreement to another business operator.

2. Even if the contractual position is transferred, in principle, as the transferee continues the Service by receiving supply of the Equipment from the Company, customers can continue to receive provision of the Service without changes to its content.
3. In the case of the preceding paragraph, the Company transferring the contractual position shall notify customers of the new business operator's name. Customers who do not wish to transfer should contact the Customer Centre. If there is no contact within 14 days from when the Company provides the above notification, it shall be deemed that consent has been given regarding the transfer of the contractual position.

Article 9: Customer's Compensation to the Company for Damages

1. Customers shall compensate for damages arising from breaches of these Terms or other arrangements concluded between the Company and the customer.
2. When the Equipment is damaged due to the customer using the Equipment in breach of the compliance matters in Article 5, customers shall pay the Company a price according to the condition of the Equipment (maximum S\$300 (excluding tax)).

Article 10: Disclaimer

1. When the Company's inability to provide the Service is due to any of the following circumstances, the Company shall be exempted from performance responsibility and liability for damages: (1) When affected by disasters such as natural disasters or earthquakes (2) When there is enactment or revision of laws and regulations, or administrative guidance (3) When delays in the Service occur due to adverse weather, traffic conditions, etc. (4) When serious circumstances arise that make operation of the Service difficult
2. When there is no prospect of the circumstances in the preceding paragraph being resolved, the Company may suspend provision of the Service to customers.
3. The Company shall perform obligations under this agreement only to customers who have concluded a Service Agreement with the Company, and shall not bear any obligations under this agreement to third parties who have acquired the Product or Equipment without the Company's consent, whether for consideration or gratuitously.
4. The Company may be unable to provide compensation for damages when the Equipment is installed at the customer's discretion, except in cases of the Company's wilful misconduct or gross negligence. The Company shall bear no responsibility

whatsoever for accidents or other damages that occur not attributable to the Company due to customers using the Service for purposes or by methods contrary to these Terms, instruction manuals, etc.

5. The Company is unable to provide compensation for damages or harm (water leakage, burns, etc.) caused by customers not using the Equipment in accordance with the accompanying instruction manual.
6. The Company shall not be liable for damages arising from customers using the Equipment in breach of the compliance matters prescribed in Article 5.

Article 11: Changes to the Service

1. The Company may change all or part of the Service by providing advance notice to customers through the Company's official website (<https://flc-inc.sg/>). However, when changes are minor, changes to the Service content may be made without requiring advance notice to customers.
2. The Company shall bear no responsibility whatsoever for any loss or damage incurred by customers due to changes to the Service prescribed in the preceding paragraph.

Article 12: Severability

Even if any provision of these Terms or part thereof is judged invalid or unenforceable under relevant laws and regulations, the remaining provisions of these Terms and the remaining portions of provisions judged partially invalid or unenforceable shall continue to have full effect. The Company shall endeavour to amend the provision or part thereof judged invalid or unenforceable to the extent necessary to make such invalid or unenforceable provision or part lawful and valid, and to ensure effects equivalent to the purpose and legal-economic effects of the provision or part thereof deemed invalid or unenforceable.

Article 13: Third Party Rights

1. Persons who are not parties to these Terms do not have rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) and cannot enforce or enjoy benefits under any provision of these Terms.
2. Notwithstanding any provision of these Terms, the consent of persons who are not parties to these Terms is not required for the revocation or modification of these Terms.

Article 14: Entire Agreement

These Terms represent the entire agreement between customers and the Company regarding the subject matter of these Terms, and any prior understanding and agreement between customers and the Company regarding the subject matter of these Terms shall cease to have effect. No customer may assign the customer's rights or obligations under these Terms without the prior written consent of the Company.

Article 15: Governing Law

1. These Terms shall be governed by and construed in accordance with Singapore law.
2. All disputes, controversies, and differences that may arise between the parties, whether related or unrelated to the Service, shall be submitted to the exclusive jurisdiction of the Singapore courts.

Date of Enactment: 17 November 2025