

SERVICE TERMS / V4.0 • 16.09.2026

The service contract

1. Service provider and scope

TOPRANK EUROPE SAS, a French simplified joint-stock company with share capital of €10,000, registered office: Chez KOAH, 32 allée de la Robertsau, 67000 Strasbourg, France. Strasbourg trade register 981 664 568; SIRET 981 664 568 00012; EU VAT FR93981664568. Contact: info@toprankeurope.com • +33 7 89 33 23 27. President: Alexandre LAM.

These General Terms of Service ("Service Terms"), version 4.0 dated 16 September 2026, govern vehicle sourcing in Japan or South Korea, purchase and import coordination, homologation and registration assistance, and agreed services for professional clients. The client is identified in the quotation or mandate.

They are not terms for the sale of a vehicle owned and sold by TOPRANK EUROPE, or for merchandise sales. Such sales are governed by their own contracts and terms. TOPRANK's actual role and the corresponding statutory protections cannot be displaced simply by describing a transaction as an agency arrangement.

2. Contract documents and acceptance

Before committing, the client receives the quotation, any required mandate, these Service Terms on a durable medium and the available annexes. The contract is formed by acceptance of the quotation or mandate expressly identifying these terms and their version. Signing a budget simulation alone does not authorise a purchase.

The accepted specific conditions set out the vehicle or search criteria, destination country, services and exclusions, price and VAT, third-party charges, payment schedule, offer validity, agreed timeframes and handover arrangements. Expressly agreed specific conditions prevail over these terms in the event of a difference, subject to mandatory law.

For a purchase abroad, the vehicle annex identifies the seller, contracting buyer, holder of vehicle documents, importer, payment recipients, and transfers of ownership and risk. These points are confirmed before purchase authorisation. No automatic transfer of ownership or risk is presumed merely because the vehicle passes through a port.

The version supplied and accepted when the contract is formed continues to apply. A website update does not change commitments already made.

SERVICE TERMS / V4.0 • 16.09.2026

Sourcing and importation

3. Japan: packages and inspections

The published fees including VAT are €900 for Budget, €1,400 for Standard and €2,500 for Premium. They cover the agreed TOPRANK work: sourcing, review and translation of available information, and coordination of purchase, payments and export. The vehicle price and transport or third-party costs are separate.

Budget: RoRo shipment coordination; pre-purchase inspection optional and quoted separately; post-purchase inspection excluded. Standard and Premium: pre-purchase inspection at USS Tokyo subject to availability and access, post-purchase inspection with photographs and report, and container shipment coordination. Inspections outside this scope require a specific agreement. Any additional Premium scope is identified in the quotation.

If an advertised inspection is unavailable, this is disclosed before the purchase decision; any alternative and its cost require the client's agreement. A post-purchase inspection is not a substitute for a pre-purchase check. Vehicle budget bands shown on the website help clients choose a package; they are not the total imported vehicle price.

4. South Korea: Standard and tailored projects

The indicative Korea Standard fee is €1,800 including VAT, confirmed in the quotation. It covers defining the search with the broker, model and file review, coordination and review of the agreed inspection reports and photographs, followed by coordination of purchase, payments, export, transport, insurance, customs and the French homologation route.

The vehicle, freight, insurance premium, brokerage absent from the purchase price, paid third-party inspections, taxes, specific homologation management fees and technical work are separate unless expressly included in the quotation. The same coordination task already included is not charged again. Special requirements are covered by a tailored quotation.

Shared containers depend on sailing dates, available space and loading compatibility. The quotation identifies the agreed freight share; a shared departure is not guaranteed before confirmation. A fixed euro price is not automatically revised when the won exchange rate changes.

5. Purchase decision and information limits

TOPRANK supplies the available information, its source, inspection scope and identified reservations. Auction sheets, photographs and histories may not reveal every defect, repair or modification. Mileage and history are presented with supporting evidence and its limitations; a report's silence does not establish an accident-free history.

The client authorises purchase of the identified vehicle and the maximum amount in writing after reviewing the file and budget. No bid or spending beyond the mandate is authorised without agreement. The foreign seller's terms and auction commitments are disclosed before authorisation; they do not remove mandatory rights against TOPRANK.

SERVICE TERMS / V4.0 • 16.09.2026

Homologation and registration

6. Routes and management fees

The route is selected after reviewing the VIN, conformity documents, registration history, actual specification and modifications. The fees below include VAT and cover TOPRANK management. “Via TOPRANK” applies to a vehicle purchased through TOPRANK; the other rate applies to independently purchased vehicles.

Fees including VAT	Via TOPRANK	Independent purchase
Collector — France	€500	€900
Germany + AVDT	€3,000	€3,500
RTI management — France	€1,400	€1,800

Collector registration: eligibility review, coordination of translations and any applicable FFVE certificate, roadworthiness testing and the registration steps agreed in the quotation. Age 30 alone does not establish eligibility. Collector registration and customs classification as a collectors’ item are separate assessments.

German route and AVDT: file review and coordination of the German steps and applicable French technical-data verification. German registration alone does not guarantee French registration. Requirements for the final harmonised registration certificate and the vehicle’s conformity must be met.

French RTI: management of the DREAL file, coordination of the COC or manufacturer documents, roadworthiness checks, adaptations and UTAC tests if required, followed by registration assistance. AVDT and RTI fees are not automatically cumulative. A route change requires an agreed amendment identifying work already performed and work still required.

7. Technical costs and authority decisions

Unless expressly included and priced in the quotation, manufacturer documents, COC, FFVE certificate, tests and retests, inspections, administrative charges, registration taxes, transport, storage, parts, maintenance and technical labour are charged separately. A vehicle requiring no technical modification may therefore still incur third-party costs.

Any unauthorised work or overrun requires an accepted quotation or amendment before commitment. Supporting documents are provided for expenses recharged at cost. Any margin or separately charged service is disclosed.

TOPRANK performs the agreed work diligently and keeps the client informed of obstacles. The relevant authorities and organisations decide on approval and registration. An initial feasibility review does not guarantee approval. Emissions, weights, seating capacity, lighting, modifications and missing data may require vehicle-specific work, tests or restrictions; no universal rule is presumed solely from the year 2006.

If approval is refused, TOPRANK provides the available reasons and documents, accounts for work performed and explains viable options. A new procedure, appeal or additional technical work requires a further agreement.

SERVICE TERMS / V4.0 • 16.09.2026

Budget, payments and logistics

8. Prices, quotation and calculator

The quotation separates TOPRANK fees, the vehicle price, expense provisions and amounts paid directly to third parties. Consumer prices include VAT; net amounts and the VAT treatment are stated where relevant. The accepted quotation fixes the prices or agreed calculation method. No additional fee is imposed unilaterally.

The calculator estimates a budget using the inputs and assumptions displayed. If some costs remain unpriced, the total is an incomplete estimate: those costs are excluded. A zero value does not mean a cost marked “to be budgeted” or “not priced” is free. Only the accepted quotation establishes the commitment.

Exchange rates remain indicative unless a fixed price or execution rate has been agreed. The quotation identifies currency, transfer or conversion fees and the conversion rule. Duties and taxes depend on actual customs origin, evidence, classification, customs value and destination. Buying in Korea does not by itself qualify for preferential duty, and age 30 alone does not establish collector tax treatment.

9. Payments and third-party expenses

The quotation states the timing, amount, beneficiary and purpose of each payment: advance service fee, expense provision or vehicle purchase funds. A percentage shown as an example is not a contractual payment request. Where relevant, the contract specifies whether a payment is an earnest-money payment (arrhes) or a binding part-payment (acompte); otherwise the applicable statutory rules prevail.

Bank transfers follow the details supplied in the contractual documents. Funds earmarked for an identified expense are allocated to that expense; TOPRANK accounts for amounts used and returns unused provisions in the final statement. Starting a file does not automatically make every payment non-refundable.

Homologation management fees are payable before procedures begin if the quotation so provides. Following notice and a reasonable opportunity to pay, an overdue instalment may lead to suspension of the affected work, subject to mandatory rights and without new unauthorised expenditure.

For professional clients, specific conditions state the due date. Late-payment interest is payable without reminder at the ECB refinancing rate plus ten percentage points unless a different lawful rate is agreed, together with the statutory €40 recovery charge per invoice; evidenced higher recovery costs may also be claimed. These professional recovery charges do not apply to consumers.

10. Transport, insurance and handover

The quotation and vehicle annex identify routes, transport mode, port-cost allocation, handover, any storage, required documents and responsibilities. Marine or transport insurance is included only when specified. Insured value, excess, exclusions and coverage period are supplied before taking out cover.

The client maintains the compulsory insurance for which they are responsible. Insurance cover does not replace TOPRANK's statutory liability for its own failures. Damage or discrepancies noticed at handover should be documented and reported promptly to enable claims; statutory rights are not made dependent solely on a contractual reservation requirement.

SERVICE TERMS / V4.0 • 16.09.2026

Performance and ending the contract

11. Cooperation, timing and progress

The client provides accurate, authentic documents, discloses known modifications and damage, answers relevant requests and makes the vehicle available for agreed appointments. TOPRANK checks matters within its scope and reports identified inconsistencies. Consequences of missing information are explained, and any extra costs require agreement.

The contract specifies the performance date or timeframe and steps dependent on third parties. Estimated sailing, workshop and administration timings are identified as estimates. TOPRANK reports known delays and proposes an updated schedule. Statutory consumer remedies for delay remain applicable. Where no date or period has been agreed, statutory service-performance timeframes apply.

Before contracting, TOPRANK may decline work that cannot be performed lawfully or technically, or is insufficiently documented, explaining the relevant reason. Once contracted, difficulties are handled under the contract and law; they do not permit discretionary termination without an account.

12. Cancellation, stopping work and refunds

The withdrawal right in article 13 is distinct from cancellation after its expiry. Outside statutory withdrawal, the parties review work already performed, authorised third-party costs actually committed, available third-party cancellation options and obligations arising from a purchase already authorised.

The client receives an itemised statement. Fees for work actually carried out and substantiated expenses remain payable under the contract and applicable law. Amounts for unperformed work and unused provisions are returned where not legally due. There is no general fixed €150 deduction or blanket non-refund rule.

An administrative refusal does not automatically make correctly performed work free; nor does it automatically make all fees non-refundable. Rights arising from defective performance or TOPRANK's fault remain intact. Termination for breach, force majeure and restitution follow applicable law.

Ending a coordination mandate does not itself cancel a separate sale already concluded with a third party. The consequences of each commitment are explained before purchase. This distinction does not prevent any statutory withdrawal or termination right applicable to the sale itself.

SERVICE TERMS / V4.0 • 16.09.2026

Right of withdrawal

13. Consumer withdrawal

For a distance or off-premises service contract, a consumer has 14 days from contract formation to withdraw, subject to applicable statutory exceptions. They may use the attached form or any unequivocal statement sent to info@toprankeurope.com or the registered office. Sending notice before the deadline is sufficient. Using another clear statement instead of the form does not invalidate withdrawal.

Simply starting administrative steps does not remove this right. If the consumer expressly requests an early start and subsequently withdraws, only a proportionate amount for services actually supplied up to notification is payable, under article L.221-25 of the French Consumer Code. Remaining sums are refunded within the statutory period, no later than 14 days after notification, under the applicable rules.

For a service fully performed before the withdrawal period ends, the right is lost only if performance began with the consumer's prior express consent and acknowledgement of losing that right once the service is fully performed. Acceptance of these terms does not replace those separate consents. Without legally required requests and information, no payment is due merely because work started early.

Where a contract can be concluded through an online interface, the legally required online withdrawal facility is available during the applicable period, with confirmation on a durable medium. For a quotation-based contract exchanged by email, withdrawal may be notified by email or post. Professional clients may benefit from statutory extensions of protection, including certain off-premises contracts meeting article L.221-3 conditions.

SERVICE TERMS / V4.0 • 16.09.2026

Liability and dispute resolution

14. Liability and warranties

TOPRANK is responsible for performing its obligations and for its failures under applicable law. These terms do not impose an overall consumer damages cap equal to the fees, exclude personal injury or remove any mandatory liability.

An authority's decision, a justified refusal or third-party involvement is not itself proof of TOPRANK's fault. It does not excuse TOPRANK's own errors, lack of diligence or information, or liability it legally bears for another participant.

Sourcing or coordination work does not itself provide a mechanical warranty for the vehicle. Any commercial warranty offered is documented separately, identifying the guarantor, duration, territory, coverage, exclusions and claims procedure. If TOPRANK sells the vehicle, the statutory warranties attaching to that role remain applicable and are set out in the sale contract.

15. Personal data

TOPRANK EUROPE is controller for processing necessary to assess the project, perform the contract, issue invoices and comply with legal obligations. Relevant data may be shared with the seller, broker, inspector, carrier, insurer, technical organisation or authority, limited to their role.

Where the project requires exchanges with Japan or Korea, TOPRANK informs the client of recipients and applicable safeguards for necessary transfers. Contractual and accounting records are retained for their statutory periods, including ten years for accounting records. Marketing data are not retained indefinitely.

Clients may request access, rectification, erasure, objection, restriction and, where applicable, portability through info@toprankeurope.com. A legal retention duty may limit some requests. Clients may complain to the French data-protection authority, CNIL. The website privacy policy provides further information. Marketing consent is not required to receive the service.

16. Complaints and consumer mediation

Complaints may be sent to info@toprankeurope.com or the registered office, including the quotation reference and relevant information. Following an unresolved written complaint, consumers may refer the dispute free of charge to the competent mediator under the statutory conditions, within one year of that complaint.

Consumer mediator attached to FNA: Jean-Pierre CHEVROT, Tour Kupka B, 16 rue Hoche, 92906 Paris La Défense Cedex, France. Email: mediateur@fna.fr. Information and applications: <https://www.mediateur.fna.fr>. Mediation is voluntary for the consumer and does not remove access to the courts.

17. Governing law and version

French law applies without depriving consumers of any more protective mandatory rules of their country of residence where applicable. Court jurisdiction follows the statutory rules; consumers are not required to use Strasbourg courts exclusively.

The French text is the reference version. This English translation assists understanding and does not reduce mandatory rights. If a provision is unenforceable, the remaining provisions continue to apply to the extent permitted by law. These Service Terms v4.0 replace earlier versions for new contracts incorporating them from 16 September 2026.

SERVICE TERMS / V4.0 • 16.09.2026

Annexes to accompany the quotation

A. Withdrawal form

Complete and send this form only if you wish to withdraw from the service contract.

To: TOPRANK EUROPE SAS, Chez KOAH, 32 allée de la Robertsau, 67000 Strasbourg, France —
info@toprankeurope.com.

I/We hereby give notice that I/we withdraw from my/our contract for the following service:

Service and quotation reference:

Contract date:

Consumer name(s):

Consumer address:

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Date: Signature (paper forms only):

B. Optional early-start request

Obtain these consents separately in the quotation or mandate if the consumer wants work to start before the withdrawal period expires. Do not pre-tick either box.

☐ I expressly request that service performance begin before the statutory withdrawal period ends. If I withdraw during that period, I understand that a proportionate amount for services actually supplied may be payable under the statutory conditions.

☐ I acknowledge that, once the service has been fully performed before that period ends, I will lose my withdrawal right if I have expressly consented to such performance in advance.

Quotation reference: Date and signature:

C. Contract file

The quotation or mandate identifies: service and package; parties and TOPRANK's role; vehicle/VIN or criteria; destination; price and currency; VAT; inclusions and exclusions; priced costs and unpriced items; payments and allocation of funds; timing; inspections; insurance; transport and handover; purchase authorisation; and the version of these terms supplied.

Vehicle-specific choices and optional consents are recorded in the specific conditions. Attaching this PDF to the quotation enables the client to retain the applicable version.