



GENERAL SUBSCRIPTION CONDITIONS (CONSUMERS)

MY WATER MANAGER

Legal information about the seller

Company name: MY WATER MANAGER
Registered address: 30 rue des Jardins, 57490 L'HÔPITAL
Registration number: 837 600 204 R.C.S. SARREGUEMINES
Telephone: +33 (0)3 87 87 52 07
E-mail address: contact@my-water-manager.com
VAT identification number: FR07837600204

Article 1 - Definitions

All words used with a capital letter in these General Terms and Conditions of Subscription have the following meaning :

CGA : refers to these General Terms and Conditions of Subscription.

Customer(s) : refers to natural or legal persons who have taken out a Subscription via the website www.my-water-manager.com as consumer(s) with MY WATER MANAGER.

Subscription : refers to any Subscription offered by MY WATER MANAGER on its Website which enables the Customer to benefit from the Services.

MY WATER MANAGER : refers to the company MY WATER MANAGER, a simplified joint stock company MY WATER MANAGER with capital of 50,000 euros, registered with the SARREGUEMINES Trade and Companies Register under number 837 600 204, whose registered office is located at 30 RUE DES JARDINS, 57490 L'HÔPITAL (France).

Parts : refers collectively to MY WATER MANAGER and the Customer

Site : shall designate the Internet site published by MY WATER MANAGER, which can be accessed at the following address : www.my-water-manager.com

Application : refers to the free mobile application MY WATER MANAGER, published by MY WATER MANAGER and compatible with Android and iOS operating systems.

Service(s) : refers to the services offered to the Customer by MY WATER MANAGER as part of a Subscription, accessible via the mobile application offered to the Customer and provided in Software as a Service ("Saas") mode.

Subscription : refers to any subscription request via the www.my-water-manager.com website to a Subscription offered by MY WATER MANAGER and accepted by MY WATER MANAGER, any signature, even electronic or validation, of a quotation, order form or agreement explained by e-mail.

Installation : refers to all the hardware made available to the Customer by MY WATER MANAGER (Modules and Boxes).



Article 2 - Purpose, scope and acceptance of the CGAs

The purpose of the GTC is to provide a contractual framework for the subscription to MY WATER MANAGER by the Customer via the Website.

It is specified that the Subscription must be taken out on the Website and cannot be taken out via the mobile Application, which is available free of charge.

The CGA supplement the MY WATER MANAGER Module General Terms and Conditions of Sale, which are intended to govern the sale of products required for the MY WATER MANAGER installation.

These General Terms and Conditions of Subscription are intended for consumers only, to the exclusion of professionals.

Consequently, these General Terms and Conditions apply only to the Consumer Customer, i.e. any natural person who is acting for purposes that do not fall within the scope of their commercial, industrial, craft, liberal or agricultural activity.

Customers acting in a professional capacity are invited to refer to the General Terms and Conditions of Subscription (Professionals) available on the Site, or which may be obtained on request from the following address: contact@my-water-manager.com.

The subscription contract is deemed concluded on the date of acceptance of the Subscription by MY WATER MANAGER.

Prior to this date, the General Terms and Conditions were made available to the Customer in accordance with article L221-5 of the French Consumer Code.

Any Subscription on the Site implies the Customer's unreserved acceptance of and full and complete adherence to the CGA, which prevail over any other document of the Customer, and in particular over any general conditions of purchase, unless MY WATER MANAGER has given its express prior written consent.

The CGA apply automatically to any subscription taken out with MY WATER MANAGER unless MY WATER MANAGER gives its express prior written consent.

The Customer declares that he/she is aware of these terms and conditions and accepts the related rights and obligations.

All documents other than the CGA, and in particular catalogues, advertisements, prospectuses and notices, are for information purposes only and are non-contractual.

Article 3 - Description of Services

The purpose of MY WATER MANAGER is to prevent water wastage and water damage by enabling the consumer to view consumption and by detecting leaks throughout the water circuit concerned by the Installation.

To this end, MY WATER MANAGER offers an innovative and eco-responsible solution for remote control and management of all the equipment making up the Customer's Installation.

The operating principle is based on several autonomous communicating modules interconnected at strategic points in the customer's water circuit.

These modules measure flow rate and incorporate a solenoid valve. They enable the water circuit to be divided into several zones, each of which is controlled independently.



MY WATER MANAGER enables customers to control the flow of water, detect water leaks and manage their water consumption via a dedicated mobile application.

Users of the MY WATER MANAGER mobile application may have the status of member User, after taking out a Subscription via the Website, or non-member User. The rules for using the Installation, and the roles and responsibilities of the different types of users who have access to the Installation via the mobile Application are set out in the General Terms and Conditions of Use of the mobile Application (the "CGU"), which are available on the Website and on request at the address contact@my-water-manager.com.

Subscribing to a MY WATER MANAGER Subscription, which is only possible via the Website, enables the Customer to become a User Member and therefore to benefit from the following Services reserved for User Members in order to manage their MY WATER MANAGER Installation :

- **Create and manage your customer account** : the application allows users to access their customer account by entering their e-mail address and password. They can also change their password and preferences (language, notifications, items per page).

- **Access to general information about the user's installation** (daily consumption, estimated cost, statistics, etc.).

- **Access to zone-specific information** : the User can access real-time consumption for a specific zone.

- **List, add and configure a water point** : Users can access the precise consumption of a specific water point (e.g. a washbasin), manage the desired level of leak detection and control the valve mode according to their wishes.

- **Controlling a module in a water point** : the User has access to the status of a particular module (battery level, connection status, notification), its consumption in real time, valve opening data and the desired leak detection level.

- **List, add and check modules** : the User has access to all the modules used, which can be checked separately as specified above.

- **List of alerts** : Users can access all the alerts issued on their Installation (current or already identified) as well as general information about the system.

- **Scenario list and control** : the User has access to the list of existing scenarios, which can be configured to program the operation of each of the equipped zones.

- **List, add and check boxes** : the User has access to the list of boxes used and can add a new box using a QR CODE.

- **List, add and control zones** : the User has access to the list of zones in use and can add a new zone by specifying its characteristics.
- **List and control Users of an Installation** : the User can access the list of other Users of the Installation and add non-member Users to manage the Installation. The main User can assign roles to each additional User for the whole Installation or for a specific zone.
- **QR CODE reader** : enables the User to enter the serial numbers of the modules and boxes without having to copy them out by hand. To do this, the User must authorize access to their mobile camera via the mobile application before scanning the QR Code reproduced on the modules and boxes.
- **Configuring a box's WiFi settings** : allows users to connect their box to their WiFi connection.
- **Join an Installation** : enables a User to join an existing Installation to become a member or non-member User.

The Customer is invited to refer to the General Terms and Conditions of Use of the MY WATER MANAGER mobile Application in order to obtain additional information concerning the use of the Services.

Article 4 - Subscription to a Subscription

Article 4.1 - Conditions relating to Subscriptions

Subscriptions can only be taken out via the Website.

In order to be definitively validated by MY WATER MANAGER, all Subscriptions must be preceded by the Customer's acceptance of the CGA.

To subscribe to a Subscription, the Customer must add the selected Services to their basket. The basket contains a summary of the Services selected and their prices. Before validating the Subscription, the Customer can check the total price of the Subscription and the details of the prices of the various Services in the basket, and modify the composition of the basket at any time by adding or deleting Services.

Article 4.2 - Subscription process

Subscribing to a Subscription involves following the steps below :

- 1) Enter the Installation number once it has been created by a plumbing professional.
- 2) Confirm the number of Modules and Boxes in the Installation.
- 3) Create or connect to the Customer account.
- 4) Recurring online payment from the Website.

Article 4.3 - Conditions relating to Subscriptions



MY WATER MANAGER reserves the right to refuse any Subscription for legitimate reasons, which will be brought to the attention of the Customer. These legitimate reasons include, but are not limited to: abnormally high or unusual quantities for a single Customer, in the event of fraud or attempted fraud, in the event of a payment incident or repeated dispute over the payment of one or more invoices, etc. MY WATER MANAGER reserves the right to refuse any Subscription for legitimate reasons.

Article 5 – Prices

Subscriptions are subject to fixed prices communicated to the Customer on the MY WATER MANAGER Site.

Except in the case of special conditions specific to the Customer and accepted by MY WATER MANAGER, the prices of the Subscriptions offered are those shown on the Site on the day of Subscription. On this date, these prices are firm and definitive.

They are quoted in Euros, inclusive of all taxes.

The Customer acknowledges that MY WATER MANAGER may revise its rates at any time, in particular if a change in circumstances unforeseeable at the time of the conclusion of the present contract makes the performance of the obligations excessively onerous for MY WATER MANAGER.

The Customer also acknowledges and accepts that increases in tax rates are automatically passed on to MY WATER MANAGER without prior notification.

Article 6 – Payment

The Subscription price must be paid by the Customer at the time of Subscription for the current calendar year, and then on the date of renewal of the Subscription for the coming year.

Subscriptions made from the Site must be paid for by bank card directly from the secure online platform offered on the Site. Bank cards accepted are Carte Bleue ®, Visa ®, Eurocard ® / MasterCard ®, American Express ®.

MY WATER MANAGER only accepts payment by means of a valid bank card. The procedures for processing credit card data are set out in our Privacy Policy.

Once payment for the Subscription has been validated, MY WATER MANAGER will send an invoice to the Customer by e-mail.

Payment for a Subscription must be made in full at the time of Subscription.

Article 7 - Right of retraction

Subject to the provisions below and in accordance with article L221-28 of the French Consumer Code, the Customer has a cooling-off period of **fourteen (14)** clear days from the date of the Subscription, during which he/she may cancel the Subscription at his/her own discretion.

If this period expires on a Saturday, Sunday or public holiday, it is extended until the next working day. Once this period has expired, the Customer no longer has the option of withdrawing from the contract.

Exercising the Customer's right to withdraw from a Subscription will result in the cancellation of all Services linked to the order.



To exercise his/her right of withdrawal, the Customer must inform MY WATER MANAGER within the aforementioned period, either by sending the withdrawal form available at the end of these CGA, or by sending an e-mail in which the Customer's unequivocal request for withdrawal must be written, mentioning the number of the order concerned, the Customer's surname and first name as well as his/her contact details.

To this end, the Customer must send his request to :

MY WATER MANAGER
30 rue des Jardins, 57490 L'HÔPITAL
FRANCE
Tel: +33 (0)3 87 87 52 07
Mail: contact@my-water-manager.com

MY WATER MANAGER will then refund all sums paid for the Subscription concerned, within fourteen (14) days of the date on which MY WATER MANAGER was informed of the Customer's decision, unless there is a justified delay.

This being the case, and in accordance with article L221-28 13° of the French Consumer Code, **the Customer does not benefit from any right of withdrawal in the case of the Subscription of a Subscription whose performance has begun after the Customer's express prior agreement and express waiver of his right of withdrawal.**

In this respect, MY WATER MANAGER informs the Customer and requests his/her consent during the Subscription process so that performance of the contract and access to the Services can begin without delay, before the expiry of the withdrawal period, in which case the Customer expressly waives his/her right of withdrawal.

Article 8 - Subscription duration and termination

Subscriptions offered by MY WATER MANAGER are taken out for a fixed period of one year from the date of Subscription by the Customer.

At the end of this period, the Subscription is tacitly renewed and automatically renewed for a further year, at the rate in force on the day of renewal.

However, the Customer may terminate the Subscription without reason up to one (1) month before the expiry of the current Subscription period by sending an explicit request to MY WATER MANAGER by any means.

MY WATER MANAGER will notify the Customer of the forthcoming renewal of its Subscription and the terms and conditions for cancelling it between one (1) and three (3) months before the planned renewal date.

In the event of cancellation of the Subscription by the Customer, MY WATER MANAGER will confirm the cancellation to the Customer as soon as possible and the cancellation will only be effective from the next anniversary date of the Subscription.

Any request for cancellation of a Subscription at the Customer's initiative sent to MY WATER MANAGER less than one (1) month before the anniversary date will only be effective from the following year.

Article 9 - Turnaround time for Services



In return for subscribing to a Subscription, the Customer will benefit from access to the Services for the duration of the Subscription.

Article 10 - Modifying a Subscription

The Subscription is directly linked to the number of Modules and Boxes present in an Installation. It cannot therefore be modified by the Customer.

Article 11 – Guarantees

In application of articles 1641 and 1648 of the French Civil Code, MY WATER MANAGER is liable for hidden defects in its Services which render them unsuitable for the use for which they were intended, including when they diminish this use to such an extent that the Customer would not have purchased them (or would have paid less for them). The Customer has a period of two (2) years from the discovery of the defect to take action against MY WATER MANAGER.

In the event of a hidden defect and in accordance with the provisions of article 1644 of the French Civil Code, the Customer may renounce the Services and obtain a refund of the purchase price or obtain a refund of part of the purchase price.

Article 12 - Mobile application

After subscribing to MY WATER MANAGER, the Customer is invited to download the "MY WATER MANAGER" mobile application, which is completely free of charge and allows the Customer to manage their customer account, access information about their installation and monitor their water consumption.

Access to the "MY WATER MANAGER" mobile application is subject to prior acceptance, without reservation, of the Application's General Terms and Conditions of Use.

Article 12.1 - Access to Services

Customers can access the Services by connecting to their Installation using the Mobile Application, which can be downloaded free of charge from Google Play Store and Apple Store. To do this, once the mobile Application has been downloaded, the Customer simply logs in using the login and password used to access the customer area on the Site.

The Customer acknowledges and accepts that these identifiers are individual and undertakes to make every effort and take all necessary measures to ensure that their confidentiality is maintained.

The Customer may change these identifiers at any time by following the instructions and using the functions provided for this purpose on the Site and/or the Mobile Application.

The Customer undertakes to change these identifiers on a regular basis in order to maintain secure access to the Services and acknowledges that he/she is responsible for the actions carried out using his/her identifiers.

If the Customer suspects that his identifiers have been used by one or more third parties or that access to the Services has been made outside his control, the Customer undertakes to inform MY WATER MANAGER without delay so that it can provide instructions to secure the Services.

Any communication in this respect will take place under the conditions described in article 14 - Communication between MY WATER MANAGER and the Customer.

Article 12.2 - Availability of Services

MY WATER MANAGER undertakes to make every effort to ensure the levels of availability of its Services as set out below and to guarantee the continuity of the Service offered. If the Customer's requirements change, the Customer undertakes to inform MY WATER MANAGER of these changes.

MY WATER MANAGER undertakes to ensure that the Services are available without interruption.

Article 12.3 – Limits

The Customer is responsible for taking out the Internet subscriptions required to access the Services.

The Customer acknowledges and accepts that access to the Services depends on the Internet network and, consequently, the Customer acknowledges and accepts that :

- The technical hazards inherent in the Internet network may cause disruption to access to the Services ;
- MY WATER MANAGER is not responsible for any difficulties encountered by the Customer in connection with his Subscription and his connection to the Internet ;
- MY WATER MANAGER may be obliged to carry out maintenance operations in order to guarantee the optimal functioning of the Services, resulting in limited disruption to access.

MY WATER MANAGER will make its best efforts to schedule maintenance operations at times that do not interfere with the Customer's access to the Services.

Article 12.4 - Evolution of Services

MY WATER MANAGER reserves the right to develop its Services with a view to improving them. No additional cost will be invoiced to the Customer for these changes.

MY WATER MANAGER will inform the Customer of any disruptions in access to the Services due to changes in the latter and will make its best efforts to ensure that these do not affect the levels of availability announced.

Article 12.5 - Technical limitations

Access to the Services via the Website does not require any minimum technical configuration. However, in order to enjoy optimal browsing comfort and performance, it is recommended that you use the latest version of the browser concerned.

Anyone wishing to use the MY WATER MANAGER mobile application must first download it to their terminal.

The MY WATER MANAGER mobile application can be downloaded from the Apple Store for the IOS operating system and from the Play Store for the Android operating system.

Downloading the Application requires at least Android version 5 or iOS version 12.1.

Article 13 - Limitation of liability

MY WATER MANAGER undertakes to take all necessary care and effort to ensure the proper performance of its obligations and the proper functioning of the Services.

MY WATER MANAGER may only be held liable for poor execution or non-execution of its obligations in the event of proven fault on its part.

MY WATER MANAGER cannot be held liable for any damage that is not the result of a breach by MY WATER MANAGER of one of its obligations.

MY WATER MANAGER's liability is limited solely to damage caused directly by a breach for which it can be shown to be exclusively responsible.

The products and services sold by MY WATER MANAGER must be used in accordance with the user manual and/or instructions provided by MY WATER MANAGER.

MY WATER MANAGER cannot be held responsible for damages resulting from the misuse of products or services by the Client or one of its employees. Similarly, MY WATER MANAGER cannot be held responsible for any delay or lack of diligence on the part of the Customer in communicating information to MY WATER MANAGER, or for any lack of cooperation on the part of the Customer with MY WATER MANAGER.

MY WATER MANAGER shall not be held liable in the event of :

- the fault of a third party ;
- disruption or hazards inherent in the Internet ;
- temporary interruption in the operation of the Services as part of a planned and/or notified maintenance operation ;
- failure by the Customer to comply with its legal or regulatory obligations, for example with regard to the protection of personal data ;
- fault on the part of the Customer (such as improper use of the Services or negligence in the use of the Services).

By mutual agreement, the Parties agree that if MY WATER MANAGER were to be held liable, this liability would be limited, except in the case of proven gross negligence or malice on the part of MY WATER MANAGER, to the sums actually paid by the Customer for the period in question or invoiced to the Customer by MY WATER MANAGER and this within the limit of an amount corresponding to one (1) year's subscription from which the Customer benefits.

The Customer acknowledges that no stipulation herein shall release it from the obligation to pay all amounts due to MY WATER MANAGER in respect of services actually carried out at the time the invoices are drawn up.

Article 14 – Obligations

Article 14.1 - Obligations of MY WATER MANAGER

MY WATER MANAGER undertakes to take all the care and diligence necessary to provide a quality service in accordance with the practices of the profession and the state of the art, in compliance with any deadlines and service levels agreed between the Parties.

Article 14.2 - Customer obligations

Le Client s'engage, ainsi que son personnel temporaire ou permanent, à :



- to cooperate loyally and actively with MY WATER MANAGER on any matter requiring its intervention or participation, and in particular, to provide or facilitate the consultation of all elements or documents necessary for the performance of

- its obligations hereunder ;
- pay MY WATER MANAGER the amount of the prices agreed between the Parties ;
 - use the Services in accordance with the indications, recommendations and documentation produced by MY WATER MANAGER and in compliance with these terms and conditions ;
 - to maintain the security measures deployed on the mobile application or the Site and to protect the confidential nature of the login details that enable them to access the Services ;
 - comply with the General Terms and Conditions of Use of the Website and Mobile Application as communicated to it and as approved by it, in all versions approved by the Customer ;
 - not to transmit or enter data without complying with the technical requirements of the Services as communicated by MY WATER MANAGER ;
 - to ensure compliance with the applicable regulations and to guarantee MY WATER MANAGER at first request against any prejudice resulting from its being called into question by a third party for a breach of this guarantee ;
 - have an appropriate configuration for the operation of the Services.

Article 15 - Communications between the Customer and MY WATER MANAGER

All notifications and communications to be made under this agreement shall be deemed to have been made if sent by registered letter with acknowledgement of receipt to the following addresses :

- 30 rue des Jardins, 57490 L'HÔPITAL, FRANCE

For their daily exchanges and operational needs related to the day-to-day running of the Services, the parties agree that they may communicate with each other by e-mail.

Article 16 – Major force

MY WATER MANAGER cannot be held responsible in the event of major force.

Major force or fortuitous events are events beyond the control of the parties, which they could not reasonably be expected to foresee, and which they could not reasonably avoid or overcome, insofar as their occurrence renders the performance of the parties' obligations totally impossible.

In particular, the following are considered to be cases of major force : strikes by all or part of MY WATER MANAGER's staff, fire, flooding, war, epidemics, roadblocks, strikes or interruptions in the supply of electricity or gas, interruptions in the supply of the Internet service provider or interruptions in the supply for reasons not attributable to MY WATER MANAGER.

In such circumstances, MY WATER MANAGER will notify the Customer in writing as soon as possible.



Article 17 - Non-performance and termination of the contract

The Parties acknowledge that the Party to whom an obligation has not been performed or has been performed only partially in accordance with the terms of the contract may refuse to perform or may suspend the performance of its own obligation.

In particular, MY WATER MANAGER reserves the right to suspend access to all or part of the Services, regardless of their nature, after formal notice has been sent by registered letter with acknowledgement of receipt and has remained without effect for a period of fifteen (15) days, until the Customer has proved compliance with its commitments.

In addition, in the event of a serious breach by one of the Parties of any of the clauses of this contract, the other Party will have the option of cancelling or terminating it ipso jure and without any legal action being required, fifteen (15) days after the sending of a formal notice to perform served by registered letter with acknowledgement of receipt which has remained without effect, the aggrieved Party also having the right to seek legal compensation for all of its losses.

Article 18 - Processing of personal data

As part of the performance of its contractual obligations hereunder, MY WATER MANAGER is required to process a certain amount of personal data concerning the Customer.

MY WATER MANAGER undertakes in this respect to process the Customer's personal data in accordance with the applicable regulations, in particular with regard to Law no. 78-17 of 6 January 1978 as amended and Regulation (EU) 2016/679 on the protection of personal data.

To find out how MY WATER MANAGER handles personal data, the Customer is invited to read MY WATER MANAGER's Privacy Policy.

For any question relating to personal data processed by MY WATER MANAGER, the Customer is invited to contact MY WATER MANAGER at the following address :

My Water Manager

30 rue des Jardins

57490 L'hôpital

Article 19 - Intellectual property

The names "MY WATER MANAGER", logos, slogans and trademarks, registered or not, photographs or videos, represented on the MY WATER MANAGER website or on any other contractual or pre-contractual document, are the exclusive property of MY WATER MANAGER or its partners.

Any use or reproduction may only be made with the prior written consent of MY WATER MANAGER.

MY WATER MANAGER retains ownership of the methods and know-how as well as the tools it uses to offer the Services. The Services and any documentation provided by MY WATER MANAGER are the property of MY WATER MANAGER.

The granting of a user license to the Customer does not entail any transfer of ownership to the Customer.



All the elements making up the Services, including the interfaces made available to the Customer, the documentation and all other information provided by MY WATER MANAGER to the Customer are and remain the exclusive property of MY WATER MANAGER.

In general, and without prejudice to the user licence granted, no intellectual property rights relating to the use of the Services are transferred to the Customer, who is prohibited from any act likely to directly or indirectly infringe MY WATER MANAGER's intellectual property rights and trademarks.

Article 20 - Contact and after-sales service

Routine maintenance of the products sold by MY WATER MANAGER is the responsibility of the Customer, who must have these operations carried out by the professional who installed the MY WATER MANAGER modules.

Given the specific technical features of the products, and for safety reasons, repairs must only be carried out by MY WATER MANAGER's after-sales service in accordance with the conditions specific to each product.

Consequently, MY WATER MANAGER will be released from any responsibility in the event of modification, repair, addition and/or replacement of spare parts on the product sold by MY WATER MANAGER by any party other than MY WATER MANAGER's after-sales service.

For any questions relating to the use of the products or Services, the Customer is invited to contact MY WATER MANAGER at the following address :

My Water Manager

30 rue des Jardins

57490 L'hôpital

Article 21 – Waiver

The fact that MY WATER MANAGER does not avail itself at a given time of one of the clauses of these CGA shall not constitute a waiver of the right to avail itself of the same clauses at a later date.

Article 22 – Indivisibility

If any provision or part of any provision of the CGA is held to be illegal, invalid or unenforceable, such provision or part thereof shall be deemed not to form part of these CGA.

The legality, validity or enforceability of the other provisions of the CGA shall not be affected thereby, unless otherwise required by applicable law.

The CGA (together with any related terms, conditions and policies referred to above) constitute the entire agreement between MY WATER MANAGER and the Customer in respect of the Subscription to a Subscription, and supersede all agreements, draft agreements, arrangements, undertakings or ancillary agreements of any nature whatsoever entered into by the parties, whether oral or written, in respect of that subject matter, except with the express prior written consent of MY WATER MANAGER.

Article 23 - Modification

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Any amendment, cancellation or waiver of any of the clauses of the CGA will only be valid if agreed in writing and signed by MY WATER MANAGER and the Customer.

Failing this, the applicable CGA shall be those in force on the date of acceptance by the Customer.

MY WATER MANAGER will notify the Customer of any proposed changes to the contractual terms and conditions at least one month before they come into force, together with information to the effect that the Customer may terminate the contract without penalty or right to compensation until four months after the change comes into force, unless the Customer has expressly accepted the new terms and conditions.

Article 24 - Applicable law and jurisdiction

MY WATER MANAGER elects domicile at its registered office.

In the event of a dispute between the Customer and MY WATER MANAGER concerning the interpretation, execution or termination of these CGA, MY WATER MANAGER strongly encourages the Customer to contact MY WATER MANAGER as a matter of priority in order to attempt to resolve the dispute amicably.

This can be done at the following address :

My Water Manager

30 rue des Jardins

57490 L'Hôpital

In addition, in accordance with Article 14.1 of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013, the Customer may also choose to use the services of the Online Dispute Resolution (ODR) platform, accessible at the following address :

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>.

Failing amicable settlement of the dispute, only French law will be applicable and the courts of Paris will have jurisdiction, unless there is a public policy provision to the contrary.

Date of last update: 22/01/2024



If you wish to exercise your right of withdrawal, please cut out the withdrawal form below and send it to MY WATER MANAGER under the conditions set out in Article 7 of the General Terms and Conditions of Subscription.

ANNEX 1 - WITHDRAWAL FORM

For the attention of MY WATER MANAGER, 30 rue des Jardins, 57490 L'HÔPITAL (France)

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I [first name/name], hereby give notice of my withdrawal from the contract for the subscription below :

Ordered on [to be completed] :

Associated with the following order number: [to be completed].

Consumer's name: [to be completed]

Consumer's address: [to be completed]

Consumer's signature: [to be completed]

Date: [to be completed]

