

REFUND AND CLIENT PROTECTION POLICY

1. PURPOSE AND COMMITMENT

ALFA MENTA B. V. we are committed to maintaining the highest standards of transparency, accountability, professional conduct, and client protection in connection with storage, logistics, inspection coordination, documentation, and related commercial services.

This Refund and Client Protection Policy ("Policy") establishes the circumstances under which payments made to **ALFA MENTA B. V.** may be refunded and sets out the applicable verification and refund procedures.

This Policy shall form part of, and be read together with, the applicable service agreement, commercial contract, invoice, quotation, or other written agreement between ALFA MENTA B. V. and the client ("Client").

2. REFUND GUARANTEE

- **Unsuccessful Initial Inspection**

The initial product inspection (including Dip Test) fails for any reason, so the transaction cannot proceed.

- **Seller Non-Performance**

The seller is unavailable, fails to deliver the agreed product, or cannot meet their contractual obligations within the agreed timeframe.

- **Failure to Complete Required Documentation**

Delays or failures by the seller prevent the completion of necessary documents (e.g., TTTIA, TTVIA, IPA, NOR, CI, DTA, ATV, IAL, ATI, or other contract-specified documents).

- **Buyer Withdrawal Due to Seller Non-Performance**

The buyer withdraws from the transaction before injection because of a material failure or non-performance by the seller (as established under the contract).

3. REFUND ELIGIBILITY

A refund under this Policy shall be subject to verification that:

1. The applicable refund event has occurred;
2. The Client has complied with the material obligations applicable to the Client under the relevant agreement;
3. The payment was actually received and cleared by ALFA MENTA B. V.; and
4. The refund request is not based on fraud, misrepresentation, unauthorized instructions, or circumstances outside the scope of this Policy.

Where a refund is disputed, ALFA MENTA B. V. reserves the right to conduct reasonable contractual and compliance verification before releasing the funds.

4. REFUND VERIFICATION AND COMPLIANCE

For the protection of both the Client and ALFA MENTA B. V., reasonable identity and payment verification may be required before a refund is processed.

Refunds shall ordinarily be made only to the original paying entity and through the same or an appropriately verified payment channel used for the original payment, unless otherwise agreed in writing.



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Where payment was made by an authorized representative, intermediary, corporate entity, or other third party on behalf of the Client, ALFA MENTA B. V. may require satisfactory evidence establishing the relationship between the payer and the Client before processing the refund.

Depending on the circumstances, reasonable supporting documentation may include:

- Government-issued identification of the authorized representative;
- Corporate or authorization documentation;
- Proof of the original payment or bank transfer;
- Verified banking/payment details;
- Proof of authority to receive funds on behalf of the Client; and
- Other documentation reasonably necessary for compliance and fraud-prevention purposes.

ALFA MENTA B. V. will not redirect a refund to an unrelated or unverified third-party account solely on the basis of an email, message, or informal instruction.

Signed:
Managment