Last modification date: November 16th 2026

Terms and conditions of sale and use (the "General Conditions")

Company Information

Legal name :	ECCENTRIX IT TRAININGS FZCO ("ECCENTRIX"), a free zone company incorporated in Dubai, United Arab Emirates
Headquarters :	Building A1, Dubai Digital Park, Dubai, United Arab Emirates
Trade licence number :	92257
Tax registration number :	105633742900001
Website :	www.eccentrix.ae
Email :	info@eccentrix.ae
Date of incorporation :	September 4, 2026

Article 1
Introductory provisions

These General Terms represent legally binding conditions under which the business entity ECCENTRIX ("we" or "seller") provides and sells services to the buyer/legal entity only/services that the seller offers on the Site ("you" or "buyer"), all in connection with your access and use of any seller platform, including the website www.eccentrix.ae, as well as all other forms of media, mobile websites or mobile applications connected to it (together "Site"). By accessing the Site, you confirm that you have read and become well acquainted with the content of these General Terms, that you have understood and accepted them without limitation and/or conditions, and that you are bound by all these terms of use, which are also expressly accepted through any purchase on the Site. IF YOU DO NOT ACCEPT ALL THESE TERMS OF USE, YOU ARE EXPRESSLY PROHIBITED FROM USING THE SITE AND MUST IMMEDIATELY CEASE ITS USE.

The General Terms are governed and interpreted in accordance with the laws of the United Arab Emirates, as applied in the Emirate of Dubai.

Article 2

We strive to display available training on the site as accurately as possible, as well as their details, including provided materials and planned dates (informational only) or, as the case may be, guaranteed dates. However, we do not guarantee planned dates or training availability due to the required minimum number of participants and instructor availability. Training is conducted in English, with materials provided in English. By providing the service electronically, i.e., in a virtual classroom with direct internet transmission, you must ensure you have appropriate technical equipment for the platform we have chosen for training delivery (Microsoft Teams).

You accept that we may cease offering training at any time, for any reason, without affecting training already contracted and paid for, which remains subject to Article 5. Prices of all training are subject to change, especially as training may be at regular or promotional prices. Additionally, prices of certain training (private training) will be available to you only upon request.

By using the Site and/or making a purchase, you represent and warrant that: (1) all registration information you provide will be true, accurate, current and complete; (2) you will maintain the accuracy of this information and update it promptly when necessary; (3) you have legal capacity and agree to comply with the General Terms; (4) you will not access the Site through automated or non-human means, whether through robots, scripts or otherwise; (5) you will not use the Site for illegal or unauthorized purposes; and (6) your use of the Site will not violate any applicable law or regulation. If you provide false, inaccurate, outdated or incomplete information, we have the right to suspend or terminate your account and refuse any current or future use of the Site (or any part thereof).

Article 3
Intellectual property rights

Unless otherwise stated, the Site is our exclusive property and all source codes, databases, functionality, software, web design, audio, video, texts, photographs and graphics of the Site (together "content"), as well as trademarks, service marks and logos contained therein ("marks") are owned by us or under our control or licensed to us, and are protected by copyright and trademark laws and various other intellectual property rights and unfair competition laws in the United Arab Emirates, foreign jurisdictions and international conventions. Content and marks are provided on the Site "as is" solely for your information and personal use.

Provided you are authorized to use the Site, you are granted a limited license to access and use the Site, as well as to download or print a copy of any part of the content to which you have properly accessed, exclusively for your personal and non-commercial use. Accordingly, video material you receive for training may only

be used by the participant who attended the training and may not be distributed in any way.

Article 4
Service Procurement Procedure

By selecting the desired training on the Site and clicking the "Register" field (when you are interested in public classes, i.e., training conducted simultaneously for participants from different legal entities), or "Application Form" (when you are interested in private classes, i.e., training organized exclusively for participants from one legal entity), you must enter the following data and be authorized to do so: your first and last name, business or company email address, contact phone, name of the company you represent, its headquarters, as well as the first name, last name and email address of the training participant. You may only enter this data in Serbian or English, otherwise your data entry will be considered invalid.

After that, by clicking the "Send" field, you will be authorized to submit a request for a quote for the desired training. To send the form, you must confirm that you agree with the General Terms by marking the designated field, which states the terms and circumstances of contract execution, especially about the consequences of non-compliance with your obligations and your contract termination after its execution. Access to the General Terms is available through a web link from the training application form.

It is also possible to procure the service by writing to email info@eccentrix.ae or one of our representatives, provided that during such email request you must provide us with all information mentioned in the previous paragraph. In that case, you will be considered to accept the General Terms that are available on the Site at any time, which will be sent to you by email during the aforementioned communication. The offer we send you in email response will be considered accepted if we receive your acceptance by email within 7 days of sending our offer. From that moment, a sales contract is concluded between us, to which an invoice for order execution will be attached, in accordance with the provisions of the General Terms.

No later than four days before the start of training, participants (according to the contract concluded between seller and buyer) will receive a training invitation with more information about its organization, such as start date, Microsoft Teams web link location and the like. The seller is obliged to provide the buyer, i.e., participants, with technical data necessary for successful connection to training from the buyer's or participant's location within such invitation.

Article 5
Training dates, postponement and refund

5.1 Guaranteed dates and planned dates. Every training date shown on the Site or in an offer is either (a) a guaranteed date, meaning that a sufficient number of participants has registered and an instructor has been assigned, or (b) a planned date, which is shown for information and takes place on that date only if the minimum number of participants is reached and an instructor is available. The status of the date (planned or guaranteed) is shown on the Site, in the registration form and in the offer, and you acknowledge it before you register.

5.2 Postponement of planned dates. You accept that, for a training purchased on a planned date, the seller may change the date and/or time of the training, including after the contract is concluded and after payment, in order to find an available instructor and to gather a sufficient number of participants for the class to take place. In that case, the seller is obliged to hold the training no later than 180 days after the originally planned date, to inform the buyer in writing of the change as soon as it is known, and to send the participants a training invitation at least four days before the start of the training. A change of date made within this period does not in itself entitle the buyer to terminate the contract or to claim a refund or compensation.

5.3 Earlier date. The seller may also move the training to an earlier date when a guaranteed date is formed before the planned date for which the registration was made. If the new date does not suit you, you may substitute the participants or ask to keep the original planned date, which the seller will accommodate where possible.

5.4 Refund. If the seller does not hold the selected and contracted training within the deadline set in this Article, the seller is obliged to refund the amounts paid by the buyer for that training no later than seven days after the deadline expires.

5.5 Extraordinary circumstances. If the seller is unable to provide the service in accordance with the concluded contract, due to power supply or internet connection problems, or other sudden and extraordinary circumstances that could not be foreseen or avoided (for example, unplanned absence of the training instructor), the seller must provide that service to the buyer without delay, no later than 60 days from the originally determined date for its maintenance. The seller is obliged to notify the buyer in writing about the existence of the mentioned circumstances, immediately after discovering such inability to maintain training. If the seller does not hold the training within that deadline, paragraph 5.4 applies.

5.6 Errors. Upon conclusion of the sales contract, all service descriptions, prices and other conditions are defined for both seller and buyer, meaning they are not subject to changes, except for the date changes provided in this Article and except

if they are obviously related to a technical error that occurred on the Site or in the seller's offer, in which case the seller may change the agreed data appropriately after informing the buyer.

Article 6
Service Prices and taxes

All service prices displayed on the Site, as well as in seller offers, are expressed in United Arab Emirates dirhams (AED) and are stated without value added tax (VAT) and other applicable taxes. VAT at the rate in force (currently 5%) is added to invoices issued to clients in the United Arab Emirates. Where the law provides that a supply is made outside the United Arab Emirates, VAT is not charged. An approximate amount in United States dollars (USD) may be shown for information only.

Prices displayed on the ECCENTRIX site are valid for all clients only during the validity of a specific offer and only according to these General Terms. Prices displayed in the seller's offer are valid only for a specific buyer, i.e., the buyer to whom the offer is given, while that offer is in force and in accordance with the General Terms or according to the deadline defined directly in the offer.

Article 7
Payment methods

The seller must deliver, within two days of receiving the buyer's acceptance of the offer, an invoice for the selected service, and the buyer must pay the stated invoice within seven days of its receipt, all according to the instructions stated on it. The invoice can be paid by bank transfer (banking data will be stated on the invoice) to the seller's dinar or foreign currency (EUR) account.

In case of non-payment by the buyer within the prescribed deadline, the contract will be terminated. Additionally, from the moment of contract execution until payment of the agreed service price, the buyer may unilaterally terminate their contract by delivering written notice to the seller.

Payment of the total invoice amount by the buyer will be considered a guarantee of attendance for named participants in the selected training. Any contract termination by the buyer after received payment, for any reason, will be considered untimely and unlawful, in which case the seller will retain the entire paid amount. In this regard, no later than three days after training, a final email containing information about the received service (for example, link to course video recording, certificate of attendance or other data guaranteed by service purchase) for participants will be delivered to the buyer, whereby the seller has fulfilled their service provision in accordance with the concluded contract.

Non-attendance. If a named participant does not attend the training, attends only part of it, or is disconnected for reasons within the control of the buyer or the participant (including equipment, network or access problems), the training is considered delivered, the amount paid is not refundable, and the seller is not obliged to repeat the training or to offer another date. A participant may be substituted before the start of the training; after the start, a substitution is at the seller's discretion. The video recording is provided to the buyer where one exists, as not every course is recorded. The certificate is provided to the participants in all cases, as described in this Article.

Article 8
Data Accuracy and Disclaimer

The seller is obliged to maintain current and accurate information published on the Site. However, despite the seller's continuous efforts to maintain subject data as current and accurate as possible, it may happen that this data is incorrect or incomplete, whereby the seller is not responsible for consequences arising from the buyer's assumption that this data is accurate. The seller invites buyers to report irregularities in the General Terms without delay to the following email address: info@eccentrix.ae.

We do not control the quality of technical environments (i.e., laboratories) created by third parties and determined by training authors. Accordingly, we cannot under any circumstances be responsible for their proper functioning. In the same sense, we will not be responsible for potential disruptions when using the Site caused by inadequate configuration of your work environment, access prohibitions from your work environment or any other limitations related to your network.

Article 9
Site and General Terms Modifications

The seller may, at any time, temporarily or permanently, completely or partially, modify or remove the Site, without prior notice to users and buyers, i.e., limit the availability of said Site to certain persons or geographical areas. Additionally, we may modify the General Terms by updating this document. Changes to the General Terms are valid only if made in written form and published on the Site, and they apply to contracts concluded after their publication.

Article 10
Personal Data Protection

We care about the privacy and security of your data. Please see our Privacy Statement (Declaration of Confidentiality). By using the Site or offers, you accept that you are bound by our privacy policy, which is an integral part of the General

Terms. Please note that the Site and offers may be hosted outside the United Arab Emirates. We process personal data in accordance with the laws of the United Arab Emirates on the protection of personal data, as described in our privacy policy. If you access the Site or offers from any region of the world whose laws or other requirements governing the collection, use or disclosure of personal data differ from the laws applicable to hosting locations worldwide, by continuing to use the Site, you consent to your data being transferred and processed at a remote location, in accordance with our privacy policy.

We will retain certain data you transmit to the Site for the purpose of managing Site performance, as well as data relating to your use of the Site. Although we regularly perform routine data backups, you are responsible for all data you transmit or relating to any activity you have undertaken using the Site. To the extent permitted by law, we are not responsible for loss or damage to such data.

Article 11
Notice

To resolve complaints regarding the Site, our General Terms, our services or policies, or to obtain additional information regarding the use of the Site, our General Terms, our services or policies, please contact us at the following address: info@eccentrix.ae.

Article 12
Application of General Terms and Seller Responsibilities

The provisions of the General Terms also apply to contracts between sellers and buyers that are not concluded electronically, in which case all communication between said parties will be conducted in written form, by registered mail or by email.

Article 13
Electronic communications, transactions, and signatures

Electronic communications, transactions, and signatures

Visiting the Site, sending email messages and completing online forms constitutes electronic communication. You agree to receive electronic communications and accept that all contracts, notices, disclosures and other communications we deliver to you electronically, via email and on the Site, satisfy all legal requirements whereby such communication must be in written form. YOU HEREBY ACCEPT THE USE OF ELECTRONIC SIGNATURES, CONTRACTS, ORDERS AND OTHER RECORDS, AS WELL AS ELECTRONIC DELIVERY OF NOTICES, POLICIES AND TRANSACTION RECORDS THAT WE HAVE INITIATED OR COMPLETED OR THAT

HAVE BEEN INITIATED OR COMPLETED THROUGH THE SITE. To the extent permitted by law, you waive any right or claim under any law, regulation, rule or order that requires an original signature or delivery or retention of non-electronic records, or payments or credit approval by any means other than electronic.

Article 14
Final provisions

The General Terms and all business policies or rules we have published on the Site or in connection with the Site constitute our entire agreement. Our failure to exercise or enforce any right or provision of the General Terms does not constitute a waiver of that right or provision. They apply to the fullest extent permitted by law. We may at any time transfer all or part of our rights and obligations to third parties. We are not responsible for losses, damages, delays or omissions caused by circumstances beyond our reasonable control. If any provision or part of a provision of the General Terms is deemed illegal, void or unenforceable, that provision or part of the provision is considered separable from the General Terms and does not affect the validity and enforceability of other provisions.

The General Terms and use of the Site do not create joint investment, partnership, employment or agency relationships between you and us. To the extent permitted by law, you accept that the General Terms will not be interpreted to our detriment because we drafted them. You hereby waive all objections you might have based on the electronic form of the General Terms and the absence of party signatures for execution of these General Terms.

Any legal action of any kind initiated by you or us (together “parties” and individually “party”) will be initiated or conducted before the competent courts of Dubai, United Arab Emirates, excluding all other jurisdictions.

The General Terms are drafted in English, which is the official version. An Arabic translation may be provided on request for the purposes of any proceedings.