

## Code of Practice

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Our desire to remain leader in our market comes with the will to fully satisfy our clients. To achieve this goal, our Customer Service department, responsible for handling all queries, giving answers and providing solutions, operates according to the rules set out below.

- 1) Under current legislation on distance selling and as stipulated in paragraph 1 at the back of our form, the client has 15 days (cooling off period) from the date of commitment to reverse his/her decision and cancel the contract returned validated.
- 2) If the client wishes to request the cancellation of the validated contract, this must be effected by registered letter with proof of receipt and notification of acceptance of such cancellation will be made in writing to the client.
- 3) After the statutory withdrawal period, any late application for cancellation of the contract will be treated on a case by case basis and, depending on the arguments and evidence submitted by the client, the decision will be then communicated to him/her in writing.
- 4) All claims will be processed within a maximum of 25 (twenty-five) working days and in writing.
- 5) For convenience, customer calls will be treated by our English speaking agents.
- 6) Regarding the corrections desired by clients to their advertisements, they will be treated with priority and without charge, even after the period in which they must be submitted, has been exceeded. The revised proof will be sent to the client by mail for verification and approval.
- 7) Unless otherwise notify by the client, the advertisement will be published as submitted throughout the contract's minimum period, except for general amendments relating to the country, region or telephone code. The customer is responsible for providing the desired amendments in writing or by e-mail.
- 8) Any errors in the publication of the advertisement made by DIRECT PUBLISHER will result, after rectification, in a free additional year of publication at the end of the contract's minimum running period.
- 9) Our customers are by nature businesses, companies, institutions and self-employed persons. In the event that a person not falling within the above categories would mistakenly validate our offer, they will be asked to inform us in writing, setting out their arguments in order to process the automatic cancelation of the contract.
- 10) Our professional portal is classified by country, city and/or activities. In order to optimize its use our clients are asked to specify their activity and if a professional activity is not included in our list, the activity of said client will be classified in the most relevant category.

Our Customer Service agents remain available to answer all clients' queries and request as well as provide all complementary information.