

Date 20. 08. 2025

Penalty Schedule

DESCRIPTION	POTENTIAL PENALTY
Merchant engages in or supports any activity that breaches point 7.11	100 000 EUR
Merchant breaches its obligations as defined in point 3.4 of ZEN E-Commerce Terms i.e. processes unauthorized URLs	100 000 EUR
Merchant engages in or supports any activity that, in opinion of ZEN, may damage its reputation or negatively impact on ZEN brand	50 000 EUR
Merchant refuses to cooperate and breaches its obligations as defined in 6.3 or Section 18 of ZEN E-Commerce Terms	75 000 EUR
Merchant changes the entity visible on the accepted URL without prior notification and approval of ZEN	50 000 EUR

DESCRIPTION**POTENTIAL PENALTY**

Merchant fails to integrate data collector or removes it or stops sending necessary information as per requirement described in point 7.10

2 000 EUR per day,
and up to **100 000 EUR**

Merchant fails to comply with point 7.26 or 7.30

1 000 EUR per day,
and up to **20 000 EUR**

Merchant fails to notify ZEN upon becoming aware of any information, administrative decision, legal order, or analogous event that deems any of the products or services offered by the Merchant — and supported or facilitated by ZEN Services — as illegal or unlawful in any relevant jurisdiction

50 000 EUR

NOTE: Repeated breaches of the same nature will result in increased penalties. The second breach will result in a penalty equal to twice the original amount, and the third breach will result in a penalty equal to three times the original amount, and so on.

