

# Terms and Conditions of Service

## Kentreed s.r.o. /Looi.io

**Effective Date:** July 25, 2025

Please, read these Terms and Conditions carefully. By accepting these Terms and using our Services, you agree to be legally bound by these Terms and all terms incorporated by reference. If you don't agree with these Terms or any of its part, you shall immediately cease to use our Services.

### **1. Services provided by Kentreed s.r.o.**

- 1.1. Kentreed s.r.o. is a company registered in the Czech Republic, having its registration number 19510772 and regulated by the Financial Analytics Office ("FAO") ("Kentreed", "we", "us" or "our" as applicable).
- 1.2. Kentreed provides the services of exchange of crypto assets for funds that is the conclusion of purchase or sale contracts concerning crypto assets with clients for funds by using proprietary capital ("Services", "Exchange Services").
- 1.3. We provide Exchange Services for natural persons, enabling the conversion of supported crypto-assets to funds.
- 1.4. Kentreed facilitates the exchange process by providing online secure tools. Company's internal procedures and organizational arrangements for verifying users in accordance with AML/KYC regulations are designed to protect customers' personal information and data. The customers use Kentreed's tools available on the website <https://looi.io/> to place their orders and complete the exchange of crypto assets for funds.

### **2. General conditions**

- 2.1. These Terms and Conditions ("Terms") govern the use of Services provided by Kentreed via website <https://looi.io/> and constitute a legally binding agreement between Kentreed and its customers.
- 2.2. By using the Services, you acknowledge and agree to comply with these Terms, future official updates of the Terms and other binding policies referenced herein, as well as the provisions of the law of the Czech Republic.
- 2.3. The customer accepts that the Terms may be updated by Kentreed at any time by posting changes on <https://looi.io/>.

- 2.4. All future changes are incorporated into this Agreement and should be binding for the customers. The most current version of the Terms may be found on <https://looi.io/>. If you continue to use the Services after any changes are made, this indicates that you have accepted those changes. If you do not accept any provision of these Terms, you should not use our Services.
- 2.5. In these Terms, unless otherwise specified, the words importing the singular include the plural and vice versa.

### **3. AML&KYC Procedure**

- 3.1. Kentreed offers its Services in strict adherence to applicable laws and regulations, including the Anti-Money Laundering (“AML”) legislation of the Czech Republic, as well as relevant international regulations and the European Union directives pertaining to the dealing with crypto assets.
- 3.2. Kentreed provides its Services only to natural persons aged 18 or older who has passed the obligatory verification procedures and completed all the necessary information as it is required by the applicable laws. By accepting these Terms, you agree to pass through the AML/KYC procedure, which may be applied to you or may be requested by Kentreed at any time.
- 3.3. By accepting these Terms, you agree and warrant to provide true, accurate, current and complete information about yourself and take full responsibility for its accuracy, completeness and veracity.
- 3.4. You acknowledge and agree that we reserve the right, at our sole discretion, to request additional information or documentation from you at any time to verify the accuracy and completeness of the information provided and to ensure compliance with KYC and AML regulations.

### **4. Provision of the Services**

- 4.1. Kentreed provides non-custodial services, which means that we do not store your crypto assets. Kentreed utilizes the services of the third-party providers to facilitate certain aspects of its Services and operations (e. g. verification and any other obligatory procedures required by the law). By using our Services, you acknowledge and agree that these third-party providers may collect, use, and share information related to your transactions and activities in accordance with their respective policies and terms of service, unless prohibited by applicable laws or regulations.
- 4.2. In order to protect the integrity of our system, we may refuse to provide any Services to you if you do not comply with necessary verification procedures or if there are reasonable grounds to suspect fraudulent activity or violation of these Terms, applicable laws or regulations.

- 4.3. Access to our Services may be restricted or prohibited in certain regions or jurisdictions. It is your responsibility to ensure compliance with local laws and regulations when accessing and using our Services, especially in areas where specific rules or restrictions may apply to crypto asset transactions.
- 4.4. Our Services are accessible 24/7. However, Kentreed reserves the right, without providing notice or compensation, to temporarily suspend the provision of Services in order to carry out necessary work including, but not limited to updates, maintenance operations and amendments to the servers, etc.
- 4.5. We maintain the *Conflict of Interest Policy* to ensure fair treatment of our customer. Any connected persons are prohibited from engaging in activities that compromise customer interests. More information is available [here](#).

## 5. Exchange Services

- 5.1. You agree to provide us with true and accurate information concerning the transaction, including the amount and type of assets to be exchanged while completing the exchange order.
- 5.2. Kentreed does not offer rate lock services for crypto asset exchange. Customers will be informed of the final exchange rate and the total amount of assets to be received at the time of transaction confirmation.
- 5.3. You acknowledge that market fluctuations may affect the value of the exchanged assets, and Kentreed is not responsible for any losses incurred as a result of such fluctuations. By engaging in transactions, you accept that trading in crypto assets and fiat currencies involves significant risk due to high volatility and market dynamics.
- 5.4. ONCE A TRANSACTION IS CONFIRMED, IT IS IRREVERSIBLE. AS SUCH, KENTREED EMPHASIZES THE CRITICAL IMPORTANCE OF VERIFYING ALL TRANSACTION DETAILS PRIOR TO CONFIRMATION. THE CUSTOMER IS RESPONSIBLE FOR ENSURING THE ACCURACY OF TRANSACTION DETAILS. WE URGE YOU TO REVIEW ALL ASPECTS OF YOUR TRANSACTION THOROUGHLY, AS KENTREED CANNOT ALTER OR REVERSE A TRANSACTION ONCE IT HAS BEEN EXECUTED.

## 6. Personal data

- 6.1. By using our Services, you consent to the collection, use, and processing of your information provided to Kentreed in compliance with our Privacy Policy and relevant legal provisions. For more information, read the official Kentreed's *Privacy Policy* [here](#).
- 6.2. In accordance with the law all the information and documents related to the provision of the Services are archived by us for the period of 10 years.

## **7. Risks warning**

- 7.1. Crypto assets have special risks that are not generally shared with official currencies. These risks include but are not limited to price volatility, regulatory changes, technological risks, and security vulnerabilities. You acknowledge and understand all these risks associated with the exchange of crypto assets and fiat currencies.
- 7.2. You acknowledge and understand that the value of crypto assets has high volatility. Daily price volatility is particularly characteristic of crypto assets. Value can increase and decrease significantly in a very short period of time and at any given moment.
- 7.3. Numerous other risks associated with crypto assets, as well as new emerging risks, continue to develop. Therefore, it is crucial for you to continuously educate yourself and regularly update your knowledge and awareness of crypto-related risks. Kentreed encourages you to seek independent financial and legal advice before engaging in any transactions involving virtual assets.
- 7.4. When accepting the risks and using our Services, you guarantee us that you have sufficient knowledge, experience, and expertise in your financial risk management and crypto asset market. In all cases, we disclaim any liability towards you for any realized risk, to the fullest extent possible. Please find more information [here](#).

## **8. Refund & Cancellation**

- 8.1. Customers are encouraged to review and confirm all transaction details thoroughly before submission of an exchange order. Crypto assets are, by their nature, generally irreversible, and their exchange rates are highly volatile. Kentreed cannot be responsible for any risk in use of the Services, including but not limited to exchange rate risk and market risk. All sales and transactions after Kentreed exchange are final and amount is non-refundable.

## **9. Fees**

- 9.1. You agree to be responsible for the payment of and pay all fees. Each purchase or sale of crypto assets is subject to a fee. The applicable fee will be displayed to you prior to each transaction. Please find more information about our *Commercial Policy* [here](#).
- 9.2. You agree and understand that we may revise or update fee schedule from time to time in our sole discretion and changes to the fee schedule are effective immediately.

## **10. Communication**

- 10.1. In case of any questions, feedback, or complaints, you may contact us 24/7 by email at [support@looi.io](mailto:support@looi.io).
- 10.2. Kentreed shall use contact details provided by the customer for the communication purposes in case of personal mailing.
- 10.3. The document flow between Kentreed and the customer shall be in electronic form, except for the cases provided for by the Terms or the internal policies.
- 10.4. Kentreed may inform the customer on the changes in the Services either by sending email notifications or by posting the updates on <https://looi.io/>.

## **11. Complaint Procedure, Conflict Resolution & Jurisdiction**

- 11.1. In case any complaint to be sent to us, it should outline the cause of the complaint, desired outcome, and any relevant information to resolve an issue. We will consider your complaint without prejudice and handle it in a reasonable timeframe. Please find more information [here](#).
- 11.2. You agree to use the complaints process before pursuing alternative solutions.
- 11.3. Any legal claim or dispute arising from the use of our Services and these Terms shall be governed by the internal laws of the Czech Republic without giving effect to any choice or conflict of law provision or rule.
- 11.4. Any lawsuit or legal action will be instituted exclusively in the courts of the Czech Republic. Kentreed reserves the right to bring suits or actions against you in your country of residence or any other relevant country. By agreeing to these Terms, you waive any objections to the jurisdiction and venue of such courts.

## **12. Termination**

- 12.1. The termination of the use of Services can be done by the customer at any time by a special request sent to [support@looi.io](mailto:support@looi.io).
- 12.2. Kentreed reserves the right to refuse to provide access to the Services immediately and without prior notice if in accordance with the internal rules and procedures we have reasonable grounds to suspect fraudulent activity, violation of applicable laws, or breach of these Terms.

## **13. Indemnification**

- 13.1. In no circumstances may our liability for your direct damage exceed the total cost incurred by your three months' use of Services offered by us.
- 13.2. You agree to indemnify us, our affiliates and service providers, and relevant respective officers, directors, agents, employees and representatives, in respect of any costs (including but not limited to attorneys' fees and any fines, fees or penalties imposed

by any regulatory authority) that have been reasonably incurred in connection with any claims, demands or damages arising out of or related to your breach and/or our enforcement of this Terms or your violation of any law, rule or regulation, or the rights of any third party.

#### **14. Limitation and exclusion of liability**

- 14.1. Any decision to purchase or sell crypto assets is solely your decision and Kentreed shall not be liable for any loss suffered.
- 14.2. Kentreed, its affiliates, service providers, employees, licensors, officers, and directors shall not be liable for any damages arising from the use or inability to use our Services. This includes but is not limited to loss of revenue, personal injury, emotional distress, loss of goodwill, reputational damage, loss of profits, breach of contract, and loss of anticipated earnings.
- 14.3. We cannot guarantee our Service will not be interrupted and do not guarantee the timeliness and safety of Services and do not take liability for damages not directly caused by us.
- 14.4. You understand and agree that we shall not be held liable for any damages caused by any of the following events:
- (a) where we are properly justified in believing that your specific transactions may involve any serious violation or breach of law or agreement;
  - (b) where we are reasonably justified in believing that your conduct is suspected of being illegal;
  - (c) your misunderstanding of the Services offered by us; and
  - (d) any other losses related to the Services which cannot be attributed to us.

#### **15. Prohibited use**

- 15.1. You agree not to use Kentreed's Services for any illegal, fraudulent, or unauthorized activities. Additionally, you acknowledge that the use of our Services is subject to, and may be restricted by, international sanctions and regulations. Kentreed reserves the right to suspend or terminate services to any customer if such action is deemed necessary to comply with legal obligations, international sanctions, or regulatory requirements.
- 15.2. Prohibited activities include, but are not limited to, money laundering, terrorist financing, unauthorized access to systems, and any actions that violate applicable laws and regulations. Kentreed is committed to upholding the highest standards of legal and regulatory compliance and reserves the right to take appropriate measures, including reporting to relevant authorities and suspending or terminating Services, in response

to any activities that contravene these standards or pose a risk to us, other customers, or the broader financial system.

## **16. Miscellaneous**

- 18.1. The client may not assign any rights or obligations outlined in these Terms and Conditions to a third party.
- 18.3. If any provision in these Terms and Conditions is deemed illegal, invalid, or unenforceable, it shall be enforced to the maximum extent legally possible without affecting the validity or enforceability of other provisions.