

# Appia Global User Agreement

## 1. Parties

This User Agreement (“Agreement”) is entered into between **Appia Global Yazılım Şirketi** (“Appia Global” or the “Company”) and the natural or legal person who uses the services available on [www.appiaglobal.com](http://www.appiaglobal.com) (the “Platform”) (the “User”).

Any person who accesses the Platform or uses any service shall be deemed to have read, understood, and accepted all provisions of this Agreement.

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## 2. Definitions

- **Platform:** All web-based, mobile, and software-based systems owned by Appia Global
  - **User:** Any natural or legal person who accesses the Platform as a registered member or guest and uses the services
  - **Services:** Digital logistics, fulfillment, integration, warehousing, shipping, software, and other support services provided by Appia Global
  - **Membership:** The access right obtained by creating a user account on the Platform
  - **Data:** Any information, document, or electronic content uploaded or shared by the User on the Platform
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## 3. Subject of the Agreement

The subject of this Agreement is to determine the terms of use of all digital logistics, fulfillment, integration, e-commerce software, and other services provided by Appia Global, as well as the rights and obligations of the parties.

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## 4. Scope of Services

Appia Global provides Users with services including, but not limited to:

- Logistics and cargo transportation services between Turkey and Europe
- Fulfillment services (warehousing, product preparation, packaging, returns processing)
- E-commerce integrations (e.g., Shopify, Etsy, individual websites)
- E-export solutions
- Data synchronization and software integration infrastructure

Appia Global reserves the right to develop, modify, or discontinue the scope of services at any time.

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## 5. User Obligations

The User agrees to:

- Use the Platform solely for lawful purposes
- Not violate the rights of other users or third parties
- Not provide false, incomplete, or misleading information
- Not engage in any activities that may result in misuse of the Services
- Not resell the Services for commercial purposes without the written consent of Appia Global
- Keep account information confidential and not share it with third parties

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## 6. Obligations of Appia Global

Appia Global undertakes to:

- Provide the Services in compliance with the principles of good faith and applicable laws
- Protect personal data in accordance with applicable data protection regulations
- Ensure the necessary technical infrastructure for service continuity
- Perform system maintenance and updates when required

However, Appia Global shall not be held liable for interruptions caused by user errors, internet outages, third-party system failures, or force majeure events.

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## 7. Fees and Payments

- Some services provided by Appia Global may be subject to fees
- Pricing policies are clearly stated on the Platform
- The User is obligated to pay service fees in the manner and within the timeframes specified
- Appia Global reserves the right to change its fees at any time
- In case of non-payment, services may be temporarily or permanently suspended

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## 8. Intellectual Property Rights

All software, designs, logos, trademarks, texts, visuals, and other content available on the Platform are the intellectual property of Appia Global.

Users may not reproduce, distribute, or commercially use such materials without prior authorization.

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## **9. Confidentiality and Protection of Personal Data**

Appia Global processes user data in accordance with applicable personal data protection laws.

Details regarding data processing are provided in the **Personal Data Protection and Privacy Policy**.

By using the Platform, the User declares that they have read and accepted this policy.

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## **10. Term and Termination**

- This Agreement enters into force upon the User's access to the Platform
  - The User may terminate the Agreement at any time by closing their account
  - Appia Global may unilaterally terminate the Agreement in cases of breach of obligations, fraud, or unlawful use
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## **11. Limitation of Liability**

Appia Global does not guarantee that:

- The Services will be uninterrupted or error-free
- Losses arising from third-party software or systems will not occur

Under no circumstances shall Appia Global be liable for indirect, incidental, or special damages.

The User agrees to use the Platform on an "as is" basis.

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## **12. Force Majeure**

Appia Global shall not be held liable for failure to fulfill its obligations due to unforeseeable events such as natural disasters, war, pandemics, communication failures, governmental actions, or technical malfunctions.

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## 13. Amendments

Appia Global reserves the right to amend this Agreement at any time.

The updated version shall enter into force upon publication on the Platform.  
Continued use of the Services constitutes acceptance of the amended terms.

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## 14. Governing Law and Jurisdiction

This Agreement shall be governed by the laws of the **Republic of Turkey**.

Any disputes arising out of or in connection with this Agreement shall be subject to the jurisdiction of the **Regional Courts and Enforcement Offices of Bursa**.

The parties agree to seek amicable resolution prior to initiating legal proceedings.

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## 15. Contact Information

**Appia Yazılım Limited Şirketi**

Email: [info@appiaglobal.com](mailto:info@appiaglobal.com)

Website: [www.appiaglobal.com](http://www.appiaglobal.com)

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## 16. Entry into Force

By registering on or continuing to use the Platform, the User acknowledges and agrees to all provisions of this Agreement.

This Agreement enters into force as of its publication date.