

Cross Commerce Store Seller Admission and Monitoring Policy

1. Product Information

All products offered by Cross Commerce Store must provide the following mandatory information, either submitted in advance by the represented sellers or supplemented by Cross Commerce Store when necessary:

(a) Complete and detailed description, including category, code, brand, model, manufacturer, dimensions, weight, and other identification information required by marketplaces.

(b) NCM Code.

(c) Information regarding stock availability and status, shipping restrictions or requirements, and shipping information (estimated delivery time).

(d) Digitally scanned images accurately representing the product.

(e) Purchase value, including all costs, fees, and taxes.

(f) Any text, notice, alert, notification, label, seal, registration, warranty, or other content required by local legislation to be displayed in connection with the product offer, merchandising, advertisement, or sale.

(g) Any supplier requirements, restocking fees, or other terms and conditions applicable to a product that a customer should be aware of before acquiring the product.

(h) The country of origin of the product.

(i) The complete address from where the product will be shipped.

(j) Any other information reasonably required by the marketplaces where it operates.

2. Offer Messages and Disclaimers

Cross Commerce Store uses the message "This merchandise is from abroad and will be imported. It will be registered in an Import Declaration and is subject to federal and state taxation. All costs involved in this purchase are already included in the final price, including Import Tax and ICMS. You will not have additional expenses. All taxes will be paid in advance by Cross Commerce Store." in all its offers to ensure that consumers are not surprised by additional charges.

3. Supply and Commercialization Conditions

Cross Commerce Store declares to all stakeholders that:

- (a) It delivers all items in new and usable condition.
- (b) All items and their respective packaging comply with all brand, packaging, labeling, and other requirements mandated by legislation and/or specific marketplace regulations.
- (c) It offers products on marketplaces where it is permitted to sell, can deliver to the customer on time every time without surprises, and provides post-sale support.
- (d) It is responsible for ensuring that it will not present offers of its products to Brazilian customers unless it has confirmed authorization to sell and deliver the product to all potential customers, in accordance with all applicable laws.
- (e) It publishes products in the primary language and currency of the marketplaces where it operates and is registered to sell.
- (f) It presents offers including all applicable charges and taxes (including Import Tax and ICMS, customs duties, and others, if applicable).
- (g) It is solely responsible for providing complete sales information to the legitimate tax authority or an intermediary appointed by this tax authority.
- (h) It is responsible for meeting all applicable tax and fee obligations, including those of the country of origin and destination.
- (i) It is responsible for providing end consumers with all relevant information about their purchase, including complete tracking, responses to general inquiries, as well as regular support for all post-sales situations.

4. Policy on Offer Restrictions

Cross Commerce Store:

- (a) Does not accept offers of suspicious goods, including items produced, in whole or in part, by child labor, prison labor, or forced labor.
- (b) Does not accept offers from sellers involved in the marketing of goods with indications of non-compliance with applicable labor laws in the countries of origin and destination, including labor facilities, working conditions, wages, working hours, and the minimum age of workers.
- (c) Does not accept offers of goods with legal or regulatory restrictions, such as illicit drugs, alcoholic beverages, tobacco and tobacco products, or of a pornographic nature, inciting sexual

exploitation of any kind, racism, violence, hatred towards any ethnicity, religion, gender, sexual orientation, political affiliation, including any disrespect for human rights.

(d) Does not accept offers of goods that use cruel methods with animals for their production and distribution.

(e) Does not accept offers of goods that may endanger the health of their users.

5. Criteria for Seller Admission and Maintenance

Cross Commerce Store has specific criteria to admit sellers: product quality, market interest in the Brazilian market, legal compliance, delivery capability, fulfillment of commercial agreements, sustainability and social responsibility, production capacity, safety and reliability, and product evaluations by other customers.

5.1. Document Verification

Cross Commerce Store verifies in advance documents that prove the legitimacy of the seller, such as business records, quality certificates, certifications, and compliance with relevant regulations, among others.

5.2. History and References

Cross Commerce Store checks the history of sellers and their suppliers, looking for reviews from other customers or business partners.

5.3. Acceptance Terms

Cross Commerce Store establishes specific terms and conditions that sellers must accept when entering into a partnership, including delivery times, prices, return policies, among others.

Cross Commerce Store ensures that its sellers understand the importance of providing safe, high-quality products that meet customer expectations. It seeks references about product usage and reviews before deciding on their inclusion in its portfolio.

5.4. Continuous Monitoring

Cross Commerce Store has procedures to continuously monitor the performance of sellers, including product quality, customer reviews, compliance,

and adherence to contractual terms. It heavily considers customer reviews and monitors consumer opinions on social media.

6. Termination Policy

Cross Commerce Store may terminate representation contracts in case of serious violations of quality, compliance, or contractual terms.

Cross Commerce Store informs its sellers that:

(a) If counterfeit products are delivered, Cross Commerce may suspend or terminate its partnership with the seller immediately and dispose of any counterfeit products at the seller's expense.

(b) Cross Commerce Store will not make payments to its sellers until it is certain that customers have received the authentic products they ordered.

(c) Cross Commerce Store may withhold payments to sellers if it believes that any delivered product was counterfeited, tampered with, or involved in other illicit activities.