SUPPLEMENTAL TERMS - TOPRANK

version 30.08.2024

The TopRank program

These terms and conditions apply where we provide our TopRank service (**''the Service**'') to you and apply in addition to your existing agreement with us. TopRank allows you to improve your visibility on the Platform, for example in the search results presented to Customers.

There are various interacting factors which determine your ''organic'' position and visibility on the Platform, which are explained in the help centre on the Platform. To improve your organic position, you can set-up a TopRank campaign. By doing so, your organic position will be temporarily improved in exchange for an agreed remuneration, such as a fixed fee on each Order while your campaign is active.

When you connect to your TopRank interface, you will be able to create your TopRank campaign by choosing the settings that work best for you. Where applicable, the selected fee per Order applies for the duration of the campaign, applies to all your Orders received via the Platform during the time the campaign is active, excludes any applicable taxes and is charged in addition to your current commission and other applicable fees. The TopRank fees are separately listed on your regular invoice.

Users of TopRank are limited in the extent they can improve their position and visibility on the Platform, as the amount of improvement is restricted. We want to ensure that the other ranking parameters determining your organic position remain important. This allows us to ensure that the Platform and offers presented to Customers are always relevant to them.

We may require you to meet certain eligibility requirements in order to be able to use TopRank. Further information about applicable eligibility requirements is available on the Partner Hub and the requirements may be changed or updated from time to time. We may refuse the Service to you or withdraw the Services if at any time you do not meet the eligibility requirements.

Please note that no specific ranking benefit, improvement, visibility or position on the Platform is guaranteed or ensured at any time in any way, and that any information or guidance provided to you in this regard is only indicative of the difference TopRank may make for you at the time of your campaign. For example, if another business in your geographic area also uses TopRank, it is possible that that business could ultimately have a better position than you, depending on all ranking parameters applicable to you and the other businesses at a given time (for example, distance from the specific Customer).

You can manage and stop your TopRank campaigns at any time via the TopRank interface. **Please note that when a certain day or time is selected for your campaign (for example, 7am - 10am on Monday), TopRank will be automatically activated for this selection on a recurring basis (i.e. every Monday from 7-10am, until you stop the campaign), and will not be effective on days or times that are not selected.** When your TopRank campaign is active, your business will be labelled as ''sponsored'' on the Platform.

Fees charged by us for TopRank are subject to changes and we reserve the right to adjust these fees unilaterally. We can amend these terms and conditions from time to time as documented in your agreement with us.