



DELIVERY POLICY

**DAMREV (Pty) Ltd "DAMREV",
Registration Number 2023/162999/07**

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VERSION HISTORY.

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TABLE OF CONTENTS.

1. INTRODUCTION & SCOPE.....	6
1.1. PURPOSE OF THE DELIVERY POLICY.....	6
1.2. SCOPE AND APPLICABILITY.....	7
2. NATURE OF DAMREV SERVICE DELIVERY.....	7
2.1. Digital-Only Delivery Model.....	8
2.2. NO PHYSICAL FULFILMENT.....	8
2.3. NO PHYSICAL RETURNS OR EXCHANGES.....	9
3. DELIVERY METHODS.....	9
3.1. HOW SERVICES ARE DELIVERED.....	9
3.2. USE OF THIRD-PARTY SYSTEMS.....	10
4. DELIVERY TIMEFRAMES.....	11
4.1. TIMING OF DELIVERY.....	11
4.2. FACTORS AFFECTING DELIVERY TIMEFRAMES.....	11
5. CUSTOMER RESPONSIBILITIES.....	12
5.1. INFORMATION ACCURACY.....	12
5.2. READINESS FOR DELIVERY.....	13
6. CONFIRMATION OF DELIVERY.....	14
6.1. HOW DELIVERY IS CONFIRMED.....	14
6.2. DELIVERY DEEMED COMPLETE.....	14
7. DELIVERY FAILURES OR DELAYS.....	15
7.1. POTENTIAL CAUSES OF DELIVERY FAILURES OR DELAYS.....	15
7.2. DAMREV'S RESPONSE TO DELIVERY ISSUES.....	16
8. RELATIONSHIP TO CANCELLATION AND REFUND POLICIES.....	16
8.1. IMPACT OF DELIVERY ON CANCELLATION ELIGIBILITY.....	17

8.2.	IMPACT OF DELIVERY AND ACTIVATION ON REFUND RIGHTS.....	17
8.3.	CROSS-REFERENCES TO OTHER POLICIES.....	17
9.	REGULATORY & CONSUMER LAW ALIGNMENT.....	18
9.1.	COMPLIANCE WITH CONSUMER PROTECTION LAWS.....	18
9.2.	ALIGNMENT WITH ELECTRONIC COMMERCE REGULATIONS.....	19
9.3.	ALIGNMENT WITH PAYMENT NETWORK REQUIREMENTS.....	19
10.	POLICY UPDATES.....	19
10.1.	RIGHT TO AMEND.....	20
10.2.	EFFECTIVE DATE.....	20
10.3.	ACCEPTANCE OF UPDATED POLICY.....	20
11.	CONTACT INFORMATION.....	20
11.1.	OFFICIAL CONTACT CHANNELS.....	21
11.2.	COMPLAINTS AND ESCALATION.....	21

1. INTRODUCTION & SCOPE.

This Delivery Policy explains how DAMREV fulfils and delivers its services to customers. As a provider of digital, technology-based services, DAMREV delivers services electronically through platforms, systems, automated workflows, and digital communications rather than through physical shipment or logistics. This section clarifies what “**delivery**” means in the context of DAMREV’s offerings, how delivery is deemed to occur, and how this policy fits within DAMREV’s broader legal framework. By engaging DAMREV’s services and completing payment, customers acknowledge and accept the digital nature of delivery described in this policy.

1.1. PURPOSE OF THE DELIVERY POLICY.

The purpose of this Delivery Policy is to provide transparency and clarity regarding the method and nature of delivery of DAMREV’s services. In particular, this policy is intended to:

- Explain what “**delivery**” means for DAMREV’s digital services, including access enablement, activation, or issuance of digital credentials or confirmations;
- Clarify that DAMREV delivers services electronically and digitally, and does not deliver, ship, or fulfil physical goods; and
- Confirm that this Delivery Policy forms part of DAMREV’s legal and compliance framework, governing the relationship between DAMREV and its customers.

This policy should be read together with DAMREV’s Terms of Service, Cancellation Policy, Refund Policy, Return Policy, Complaints Management Policy, and other applicable legal notices, all of which collectively define the rights and obligations of the parties.

1.2. SCOPE AND APPLICABILITY.

This Delivery Policy applies to all DAMREV digital services, platforms, subscriptions, access rights, and technology-based offerings, whether provided directly by DAMREV or through affiliated entities operating within the DAMREV ecosystem.

For the avoidance of doubt, this policy applies to, but is not limited to:

- Platform or portal access;
- Subscription-based or usage-based digital services;
- Onboarding, verification, validation, or compliance-related services;
- Tokenization-related technology services and workflows; and
- Any other service delivered electronically by DAMREV.

This Delivery Policy applies to all customers, including individual users, corporate clients, and institutional participants, unless DAMREV has expressly agreed otherwise in writing under a separate commercial or enterprise agreement.

Customers acknowledge that, because delivery is digital in nature, delivery may occur immediately or automatically upon payment, which may affect cancellation and refund eligibility as set out in DAMREV's other policies.

2. NATURE OF DAMREV SERVICE DELIVERY.

This section explains the delivery model used by DAMREV and clarifies how services are made available to customers. Because DAMREV operates as a digital, technology-focused services provider, delivery occurs electronically through systems and platforms rather than through physical distribution channels. This section is intended to remove any ambiguity about fulfillment methods, confirm that no physical goods are involved, and set clear expectations regarding how and when customers receive access to DAMREV's services. Understanding this delivery model is essential, as it directly affects cancellation, refund, and return rights under DAMREV's other policies.

2.1. Digital-Only Delivery Model.

DAMREV operates on a digital-only delivery model. DAMREV does not sell, manufacture, store, ship, or deliver physical goods of any kind. All services offered by DAMREV are delivered electronically and relate to access, functionality, or outputs provided through digital systems.

DAMREV's services are delivered via one or more of the following methods:

- Online platforms and dashboards, where customers are granted access to view, manage, or interact with services;
- Automated systems and workflows, including system-triggered actions, onboarding processes, verification steps, or service enablement; and
- Digital communications and credentials, such as emails, system notifications, access permissions, confirmations, or digital identifiers.

Delivery may occur immediately upon successful payment or may occur after certain prerequisite steps—such as onboarding or verification—have been completed.

2.2. NO PHYSICAL FULFILMENT.

DAMREV does not provide any form of physical fulfilment. As such:

- There is no shipping or courier service associated with DAMREV's offerings;
- No logistics, warehousing, or transportation services are involved; and
- No shipping confirmations, tracking numbers, or delivery addresses are required or issued.

Any references to “**delivery**” within DAMREV's policies refer solely to digital delivery, including service activation, access enablement, or the issuance of digital outputs.

2.3. NO PHYSICAL RETURNS OR EXCHANGES.

Because DAMREV does not deliver physical goods, physical returns or exchanges are not possible. Concepts commonly associated with physical retail—such as returning items, exchanging products, or replacing goods—do not apply to DAMREV’s digital services.

Customers acknowledge that once a digital service has been delivered or activated, it cannot be “**returned**” in the physical sense. Any rights relating to cancellation or refunds are governed exclusively by DAMREV’s Cancellation Policy and Refund Policy, as applicable.

3. DELIVERY METHODS.

This section describes the methods by which DAMREV delivers its digital services to customers. Because DAMREV operates a technology-driven service model, delivery does not occur through physical shipment but through the enablement of access, functionality, or service outputs within DAMREV’s systems and, where applicable, integrated third-party platforms. This section explains the various delivery mechanisms used by DAMREV and clarifies how delivery may be completed through automated or manual processes. Understanding these delivery methods helps customers recognise when delivery has occurred and how services become available following payment.

3.1. HOW SERVICES ARE DELIVERED.

DAMREV delivers its services electronically using one or more of the following methods, depending on the nature of the service purchased:

- **Platform or portal access:** Granting customers access to DAMREV’s digital platforms, dashboards, portals, or interfaces through which services are provided or managed.
- **Account or user activation:** Activation of a customer account, user profile, or service feature within DAMREV’s systems, enabling the customer to access or use the purchased service.

- **Issuance of digital credentials or permissions:** Provision of digital credentials, access rights, permissions, authorisations, or confirmations required to access DAMREV's services or specific functionality.
- **Email or system notifications:** Delivery of service-related confirmations, instructions, or notices via email or in-platform notifications, indicating that access has been granted or a service has been enabled.
- **Automated or manual service enablement:** Delivery of services through automated system workflows or, where required, manual actions performed by DAMREV personnel, including configuration, verification, or compliance-related steps.

Delivery may occur immediately upon successful payment or after the completion of prerequisite steps such as onboarding, verification, or approval processes.

3.2. USE OF THIRD-PARTY SYSTEMS.

In delivering its services, DAMREV may make use of third-party systems or service providers where appropriate and lawful. These may include, without limitation:

- Identity verification or onboarding providers;
- Compliance, screening, or monitoring tools;
- Infrastructure or technology service providers that support DAMREV's platforms.

Where third-party systems are used, delivery may be dependent on the availability, response times, or requirements of such providers. DAMREV is not responsible for delays or limitations arising from third-party systems but will use reasonable efforts to coordinate service delivery in accordance with this policy and applicable agreements.

4. DELIVERY TIMEFRAMES.

This section explains the timeframes within which DAMREV delivers its digital services and the factors that may influence when delivery occurs. Because DAMREV's services are delivered electronically and may involve automated systems, verification checks, or compliance processes, delivery timing can vary depending on the nature of the service and the customer's readiness. This section is intended to set clear expectations regarding when services may be delivered, clarify that delivery may occur immediately in certain cases, and identify circumstances that may result in delays beyond DAMREV's direct control.

4.1. TIMING OF DELIVERY.

DAMREV delivers its services within timeframes appropriate to the nature of the service purchased. Depending on the specific service, delivery may occur:

- Immediately upon successful payment, where services are automated and do not require additional verification or approval;
- Within a defined business-day timeframe, where services require manual processing, configuration, or review; or
- Upon completion of onboarding, verification, or compliance steps, where delivery is conditional on the customer satisfying applicable eligibility or regulatory requirements.

Customers acknowledge that delivery may occur automatically once prerequisites are met and that DAMREV is not required to provide prior notice before delivery occurs.

4.2. FACTORS AFFECTING DELIVERY TIMEFRAMES.

Delivery timeframes may be affected by various factors, including but not limited to:

- Verification or compliance requirements, including the need to complete onboarding, provide documentation, or pass screening checks;
- Accuracy and completeness of customer-provided information, as incomplete, inaccurate, or inconsistent information may delay delivery;
- System availability and maintenance, including scheduled maintenance, system upgrades, or unexpected technical issues; and
- Weekends and public holidays, as business-day timeframes exclude weekends and officially recognised public holidays in the relevant operating jurisdiction.

DAMREV will use reasonable efforts to deliver services within anticipated timeframes but does not guarantee delivery by a specific date or time unless expressly agreed in writing. Delays caused by factors outside DAMREV's reasonable control do not constitute a failure of delivery.

5. CUSTOMER RESPONSIBILITIES.

This section outlines the responsibilities customers must fulfil to enable timely and accurate delivery of DAMREV's digital services. Because DAMREV's delivery model relies on electronic systems, automated workflows, and, in some cases, regulatory or compliance checks, customer cooperation is essential. Failure to provide accurate information, maintain access credentials, or complete required onboarding steps may delay or prevent delivery. This section clarifies the customer's role in the delivery process and helps ensure that expectations are aligned from the outset.

5.1. INFORMATION ACCURACY.

Customers are responsible for ensuring that all information provided to DAMREV in connection with a service request is accurate, complete, and up to date. This includes, without limitation:

- Personal or business identification details;
- Contact information, including email addresses used for delivery notifications;
- Any documentation or data required for onboarding, verification, or compliance purposes.

DAMREV is not responsible for delivery delays, service limitations, or failures resulting from inaccurate, incomplete, or outdated information provided by the customer.

Customers are also responsible for maintaining the confidentiality and security of their access credentials, including usernames, passwords, authentication keys, or other credentials used to access DAMREV platforms or services. DAMREV will deem delivery to have occurred once access has been enabled using the credentials provided, regardless of whether the customer subsequently accesses or uses the service.

5.2. READINESS FOR DELIVERY.

Certain DAMREV services require the customer to complete onboarding, verification, or eligibility steps before delivery can occur. Customers are responsible for:

- Completing all required onboarding or verification processes promptly;
- Providing requested information or documentation within reasonable timeframes; and
- Responding to DAMREV communications where action is required to enable delivery.

Delivery of services may be delayed or suspended until all required steps have been completed to DAMREV's satisfaction. DAMREV is not liable for delays arising from a customer's failure to complete required onboarding or verification processes.

6. CONFIRMATION OF DELIVERY.

This section explains how DAMREV confirms that delivery of a digital service has occurred and when delivery is deemed complete. Because DAMREV delivers services electronically rather than through physical fulfilment, confirmation of delivery is based on system actions, access enablement, and digital records rather than shipping confirmations or signatures. This section is intended to provide clarity on how customers are notified of delivery and to establish the point at which DAMREV's delivery obligations are considered fulfilled.

6.1. HOW DELIVERY IS CONFIRMED.

Delivery of DAMREV's services may be confirmed through one or more of the following means, depending on the nature of the service provided:

- Platform access granted, including the ability to log in to DAMREV platforms, dashboards, or portals;
- Issuance of digital credentials or permissions, such as access rights, authorisations, confirmations, or system-generated identifiers;
- System logs or activation records, which record service activation, access enablement, or completion of automated workflows; and
- Email or dashboard confirmations, including notifications indicating that a service has been activated, enabled, or made available.

DAMREV may use automated or manual processes to generate delivery confirmations and is not required to issue a separate confirmation where delivery is otherwise evident through system access or functionality.

6.2. DELIVERY DEEMED COMPLETE.

Delivery is deemed to be complete when access to the service is granted or the service is activated, regardless of whether the customer subsequently uses, accesses, or derives benefit from the service.

Once delivery has been deemed complete:

- DAMREV's delivery obligations in respect of the service are satisfied; and
- Any rights relating to cancellation or refunds are governed exclusively by DAMREV's Cancellation Policy and Refund Policy, as applicable.

Customers acknowledge that digital delivery may occur immediately or automatically and that confirmation of delivery may be recorded internally within DAMREV's systems without additional notice.

7. DELIVERY FAILURES OR DELAYS.

This section explains how DAMREV addresses situations where delivery of a digital service is delayed or does not occur as expected. Because DAMREV's services depend on accurate customer information, compliance processes, and the availability of internal and third-party systems, delivery may occasionally be impacted by factors beyond DAMREV's immediate control. This section identifies common causes of delivery delays or failures and sets out DAMREV's approach to resolving such issues in a fair and reasonable manner.

7.1. POTENTIAL CAUSES OF DELIVERY FAILURES OR DELAYS.

Delivery of DAMREV's services may be delayed or prevented due to one or more of the following factors:

- Incomplete, inaccurate, or inconsistent information provided by the customer, including missing documentation or incorrect contact details;
- Compliance, onboarding, or verification issues, such as failure to satisfy regulatory requirements or eligibility criteria;
- Technical issues, including system outages, software errors, or scheduled maintenance; and

- Third-party delays or dependencies, including delays caused by verification providers, compliance tools, infrastructure partners, or external service providers.

Customers acknowledge that delivery timelines may vary depending on these factors and that certain delays may not be foreseeable at the time of purchase.

7.2. DAMREV'S RESPONSE TO DELIVERY ISSUES.

Where a delivery failure or delay occurs, DAMREV will use reasonable efforts to investigate the issue and take appropriate steps to resolve it, which may include requesting additional information, coordinating with third-party providers, or restoring system functionality.

However, DAMREV does not guarantee delivery within a specific timeframe where delays are caused by factors outside DAMREV's reasonable control, including customer-related issues, regulatory requirements, or third-party system dependencies. Such delays do not constitute a failure of delivery and do not automatically entitle the customer to cancellation or a refund, which remain subject to DAMREV's Cancellation Policy and Refund Policy.

8. RELATIONSHIP TO CANCELLATION AND REFUND POLICIES.

This section explains how delivery of DAMREV's digital services interacts with customers' rights under the Cancellation Policy and Refund Policy. Because DAMREV delivers services electronically and, in many cases, activates services immediately upon payment or completion of onboarding steps, the point of delivery has direct legal and practical implications. This section is intended to clearly link delivery, activation, cancellation eligibility, and refund rights, ensuring customers understand how these policies operate together as a unified framework.

8.1. IMPACT OF DELIVERY ON CANCELLATION ELIGIBILITY.

Delivery of a DAMREV service directly affects a customer's ability to cancel. In accordance with DAMREV's Cancellation Policy:

- Cancellation is permitted only before a service has been delivered or activated; and
- Once delivery or activation has occurred, the right to cancel is extinguished.

Customers acknowledge that, because delivery may occur immediately or automatically, the window for cancellation may be limited or may not exist in certain circumstances. Delivery confirmation, as described in this Delivery Policy, is therefore a key determinant of cancellation eligibility.

8.2. IMPACT OF DELIVERY AND ACTIVATION ON REFUND RIGHTS.

Delivery or activation of a service may also eliminate any entitlement to a refund. As set out in DAMREV's Refund Policy:

- Refunds are not available once a service has been activated, commenced, or delivered; and
- Activation constitutes delivery for refund purposes, even if the customer does not subsequently use or complete the service.

Customers expressly acknowledge that digital delivery differs from physical fulfilment and that the commencement or activation of a service may permanently remove any right to a refund.

8.3. CROSS-REFERENCES TO OTHER POLICIES.

This Delivery Policy must be read together with the following DAMREV policies, which collectively govern customer rights and obligations:

- **Cancellation Policy:** governing the circumstances under which a service may be cancelled prior to activation; and
- **Refund Policy:** governing the circumstances under which a refund may be considered, including exclusions and deductions.

Together with this Delivery Policy, these documents form an integrated framework that defines how DAMREV delivers services and how cancellations and refunds are assessed.

9. REGULATORY & CONSUMER LAW ALIGNMENT.

This section explains how DAMREV's Delivery Policy aligns with applicable consumer protection laws, electronic commerce regulations, and payment network requirements. DAMREV operates in regulated financial and technology environments and is committed to delivering services in a lawful, transparent, and fair manner. This section confirms that DAMREV's approach to digital delivery has been designed with regulatory expectations in mind, while also recognising the unique characteristics of electronic and technology-based services. The objective is to ensure customers are clearly informed about delivery practices and that DAMREV's delivery model complies with relevant legal and industry standards.

9.1. COMPLIANCE WITH CONSUMER PROTECTION LAWS.

DAMREV's Delivery Policy is designed to align with applicable consumer protection legislation in the jurisdictions in which DAMREV operates. This includes principles relating to transparency, fair dealing, accurate disclosure, and the provision of services in accordance with agreed terms.

DAMREV ensures that customers are informed, prior to payment, that services are delivered digitally and may be activated immediately, which may affect cancellation and refund rights. Nothing in this policy is intended to limit any non-excludable consumer rights that may apply under mandatory law.

9.2. ALIGNMENT WITH ELECTRONIC COMMERCE REGULATIONS.

This Delivery Policy is structured to comply with electronic commerce and digital transaction regulations, including requirements relating to:

- Clear disclosure of delivery methods;
- Electronic fulfilment of services; and
- Confirmation of service delivery through digital means.

DAMREV's use of system logs, access records, and electronic notifications as evidence of delivery is consistent with recognised electronic commerce practices.

9.3. ALIGNMENT WITH PAYMENT NETWORK REQUIREMENTS.

DAMREV's delivery practices are also aligned with payment network and acquiring bank requirements, including those applicable to card-based payments. Clear definition of delivery and activation supports proper handling of disputes, chargebacks, and merchant reviews.

By clearly documenting when delivery occurs, DAMREV ensures that delivery-related disputes can be assessed fairly and consistently in accordance with payment network rules.

10. POLICY UPDATES.

This section explains how and when DAMREV may update or amend this Delivery Policy. As DAMREV operates in evolving regulatory, technological, and commercial environments, it is important that its delivery practices and related policies remain current and aligned with changes in law, payment network requirements, and operational processes. This section sets out DAMREV's right to update the policy, when such updates take effect, and how customer acceptance of updated terms is determined.

10.1. RIGHT TO AMEND.

DAMREV reserves the right, at its sole discretion, to amend, modify, or update this Delivery Policy from time to time. Such updates may be made to reflect changes in applicable legislation, regulatory guidance, electronic commerce requirements, payment network rules, or DAMREV's operational and service delivery practices.

DAMREV is not required to obtain prior consent from customers for such updates, provided that the revised policy is published in accordance with this section.

10.2. EFFECTIVE DATE.

This Delivery Policy is effective from the date on which it is published on DAMREV's website, unless a different effective date is expressly stated. The version of the Delivery Policy in effect at the time a service is delivered will govern that delivery.

Customers are responsible for reviewing the effective date and ensuring they are aware of the current version of this policy.

10.3. ACCEPTANCE OF UPDATED POLICY.

Continued use of DAMREV's services after the effective date of any updated Delivery Policy constitutes acceptance of the revised terms. Where required by applicable law, DAMREV may provide additional notice of material changes; however, publication on the DAMREV website will generally constitute sufficient notice.

11. CONTACT INFORMATION.

This section provides customers with the official contact details for enquiries, requests, or communications relating to the delivery of DAMREV's services. Clear and accessible communication channels are essential to ensure that delivery-related matters are addressed efficiently, transparently, and in accordance with DAMREV's legal, regulatory, and consumer protection

obligations. This section also explains how customers may escalate concerns where delivery issues remain unresolved after engaging through standard support channels.

11.1. OFFICIAL CONTACT CHANNELS.

All delivery-related enquiries, requests, or communications must be directed to DAMREV using one of the following official email addresses:

- support@damrev.com – for general support and delivery-related enquiries
- compliance@damrev.com – for compliance-related, regulatory, or verification-linked delivery matters
- payments@damrev.com – for payment-related queries that may affect delivery

DAMREV does not accept formal delivery-related communications submitted through social media platforms, messaging applications, or informal or unofficial channels.

11.2. COMPLAINTS AND ESCALATION.

If a customer remains dissatisfied with the handling or outcome of a delivery-related enquiry after engaging DAMREV through the above channels, they may escalate the matter in accordance with DAMREV's Complaints Management Policy, which is available on the DAMREV website.

The Complaints Management Policy outlines the formal procedures, response timelines, and escalation mechanisms applicable to unresolved complaints and forms part of DAMREV's broader consumer and compliance framework.