VERSION ANGLAISE À TITRE INFORMATIF · ENGLISH VERSION FOR INFORMATION ONLY

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TERMS AND CONDITIONS OF SALE – LUXUS SERVICE

Version of 14 November 2026 (supersedes the version of 19 October 2026; version history at the end of this document)

LUXUS SERVICE
SAS, a French société par actions simplifiée (simplified joint-stock company)
Trading name (enseigne): E-CAB SERVICE
Acronym (sigle): E-CAB

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Article 1 – Purpose

These General Terms and Conditions of Sale (hereinafter the “Terms”) set out the rights and obligations of LUXUS SERVICE (hereinafter “the Provider”) and of its clients (hereinafter “the Client”) in connection with chauffeur-driven passenger transport services (VTC – voiture de transport avec chauffeur), operated in particular under the trading name E-CAB SERVICE.

E-CAB SERVICE is a trading name and a mobility platform operated by LUXUS SERVICE. The services offered remain chauffeur-driven transport services. Where an itinerary includes places of discovery, restaurants, hotels, wine estates, museums, activities or other third-party services, those third-party services remain legally and financially separate from the VTC service, unless otherwise stipulated in writing in accordance with the applicable regulations.

Any booking implies full and unreserved acceptance of these Terms, which prevail over any other document of the Client, subject to any specific provisions agreed in writing.

Article 2 – Booking

2.1. Booking methods

Bookings may be made:

- by telephone on +33 6 65 16 88 62;
- by e-mail to reservation@e-cab-service.fr;
- via the website https://e-cab-service.fr;
- via a Client, Business or Partner account made available by E-CAB SERVICE;
- or through an authorised partner platform.

The Client undertakes to provide accurate and complete information: identity, contact details, pick-up location, destination, date, time, number of passengers, luggage, specific requirements and, where necessary, the travel references required to perform the assignment.

2.2. Booking confirmation and payment at the time of booking

Save for the specific conditions applicable to chauffeur-at-your-disposal services set out in Article 4.4, a booking is deemed firm and final once it has been validated by the Provider and, where applicable, once the payment, deposit or payment guarantee requested at the time of the order has been made or provided.

From 1 November 2026, any booking of a transfer by a consumer Client, or by a business Client without a

framework agreement or contractual rate, is paid online at the time of booking, by bank card, through a secure payment service provider (Stripe). The booking becomes firm and final only upon actual receipt of that payment, as recorded by the payment service provider; the confirmation is then sent to the Client by e-mail and, where applicable, by SMS. Payment on board, reserved for regular private clients, is governed by Article 3.2.

Payment must be made within one (1) hour of the request, reduced to thirty (30) minutes where the pick-up is scheduled less than three (3) hours after the request. A reminder is sent to the Client by e-mail. Failing payment within that period, the request is not confirmed; LUXUS SERVICE contacts the Client to agree on the next step (new payment link, another payment method, or cancellation free of charge).

A return journey booked in a single transaction constitutes two linked services, the price of which is split between the outward and return journeys, and is subject to a single payment. Where a two-vehicle solution is offered to and accepted by the Client, any price difference is paid through a second payment link before that solution is confirmed; failing which, the initial booking remains unchanged.

Chauffeur-at-your-disposal services (Article 4.4) and services whose price cannot be set immediately are subject to a quotation: the payment link is sent to the Client once the quotation has been accepted or the price confirmed. A booking taken directly by the Provider's team on behalf of a consumer Client (in particular by telephone) is paid on board to the chauffeur, under the conditions of Article 3.2. Business Clients holding a framework agreement or a contractual rate, as well as partners holding an account, pay on invoice, by direct debit or by bank transfer, in accordance with the terms of their contract.

The Provider reserves the right to refuse any booking on legitimate grounds, in particular in the event of unavailability, regulatory or operational impossibility, risk to safety or prior payment default.

2.3. No right of withdrawal

In accordance with Article L. 221-2 of the French Consumer Code (Code de la consommation), contracts for passenger transport services are excluded from the scope of the provisions on the right of withdrawal applicable to distance and off-premises contracts. Consequently, a consumer Client who books at a distance (website, application, telephone or e-mail) a transport service to be performed on a specific date or during a specific period does not benefit from the fourteen-day withdrawal period.

This information is brought to the Client's attention before the booking is confirmed, in particular through acceptance of these Terms. The Client retains the option to cancel or amend the booking under the conditions and according to the scales set out in Article 4.

Article 3 – Prices and payment

3.1. Pricing

These Terms do not set any service price. The price of each service is expressed in euros, inclusive of all taxes (TTC), and communicated to the Client before the booking is confirmed, by means of an estimate, a quotation or the booking summary. For business Clients, the amount exclusive of tax and the applicable VAT are also stated.

The price may be set as a flat rate, according to the duration for which the chauffeur is at the Client's disposal, or according to the contractual pricing conditions applicable to the Client.

The price confirmed before the service constitutes the reference for invoicing, subject to any changes subsequently requested or accepted, overruns of duration, additional services and charges expressly provided for in the quotation, the booking summary or these Terms.

3.1 bis. Price estimate

An estimate of the price may be obtained on the website or in the application, without commitment. It is calculated automatically according to the rates in force at the time of calculation and the information provided by the Client: pick-up and destination locations, date, time, number of passengers, vehicle category and options chosen. It constitutes neither a firm offer, nor a booking, nor a guarantee of availability.

The estimate is indicative: rates may be increased up until the booking, in particular in the event of a change in the Provider's rates or in the information provided by the Client. The firm price is the price shown inclusive of all taxes (TTC) on the booking summary, before confirmation and before any payment; where it differs from the estimate, it is this firm price that is submitted to the Client for approval.

For consumer Clients, the confirmed price is not subject to any revision by the Provider after the booking has been confirmed. Only the following are added to it, in accordance with Article 3.1: changes requested or accepted by the Client, overruns of duration and additional services; waiting time beyond the free waiting period indicated before confirmation (twenty minutes free as a general rule), counted from the actual arrival time of the flight where the

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Client has provided its number, otherwise from the pick-up time indicated by the Client, and invoiced according to the announced waiting-time scale; and the items flagged as not included on the booking summary before confirmation, in particular the specific costs referred to in Article 4.4.7 and tolls where the price is calculated according to distance, without a flat rate.

Unless expressly stated, the following are not included in the estimate and are invoiced as set out in Article 3.2: additional kilometres, stops and changes of route requested after the booking, waiting time beyond the free waiting period referred to in the previous paragraph, services not booked and the specific costs referred to in Article 4.4.7, as well as tolls where the price is calculated according to distance, without a flat rate. For consumer Clients, tolls and specific costs are added to the confirmed price only if they were flagged as not included on the booking summary before confirmation.

3.2. Payment terms

Unless otherwise provided by specific conditions or a framework agreement, payment is made in accordance with Article 2.2: online at the time of booking, or as indicated on the quotation or the invoice.

A service paid online at the time of booking is not secured by any card imprint. Overruns of duration, waiting times and additional services recorded during the service are invoiced after the journey and paid as indicated on the invoice. The invoice for a service paid online is issued after the journey and states that it has been paid.

For a booking that is not paid online, a card imprint (empreinte bancaire) may be requested to secure the booking. The Client authorises it by means of a mandate, accepted before the card details are entered, which specifies the cases in which the card may be charged (late cancellation, no-show or journey price remaining unpaid, in accordance with Article 4) and its maximum amount, equal to the price of the journey inclusive of all taxes. Any charge is preceded by a notice stating its amount and reason. The authorisation given by the Client ends when the journey has been paid or the booking has been cancelled free of charge. This guarantee is distinct from a deposit actually collected. Overruns of duration and additional services are invoiced and paid in accordance with the payment terms of the booking.

Payment on board for regular private clients. Payment on board is an option that LUXUS SERVICE reserves for consumer Clients holding a client account who have paid online for at least five (5) completed services: such a Client may then choose, at the time of booking, to pay the chauffeur at the end of the journey, by bank card or in cash. A card imprint, under the conditions of the preceding paragraph, secures the booking, which becomes firm only once that card imprint has been provided. This option is not a vested right: LUXUS SERVICE may withdraw it at any time, in particular following a payment default or a no-show by the Client; subsequent bookings are then paid online.

Bookings taken directly by the Provider's team (in particular by telephone) are paid on board to the chauffeur, by bank card or in cash, and a card imprint may be requested as a guarantee under the conditions of the paragraph relating to card imprint; an online payment link may be offered to the Client, on an optional basis.

In the event of deferred payment, in particular for a Business account or under a framework agreement, the agreed periods and terms apply. The due date shown on the invoice is authoritative. Any late payment gives rise to the penalties and indemnities provided for in Article 3.3 for business Clients and, for consumer Clients, to interest at the statutory rate after formal notice.

3.3. Late payment by business Clients

In accordance with Article L. 441-10 of the French Commercial Code (Code de commerce), any sum not paid by its due date by a business Client automatically bears, without any reminder being necessary, late-payment penalties calculated at the interest rate applied by the European Central Bank to its most recent refinancing operation, plus 10 percentage points. These penalties run from the day following the due date until the day of actual payment.

A business Client in late payment is, in addition, automatically liable for a fixed indemnity for recovery costs of 40 euros (Article D. 441-5 of the French Commercial Code). Where the recovery costs incurred exceed the amount of that indemnity, LUXUS SERVICE may claim additional compensation, upon production of supporting evidence.

No discount is granted for early payment.

3.4. "Mobilité Prestige" gift cards

The gift card is sold online, paid by bank card and then sent by e-mail to the beneficiary designated by the purchaser, on the date chosen by the purchaser. It bears a personal code which serves as a means of payment: the purchaser and the beneficiary are responsible for keeping it confidential.

The card is valid for twelve (12) months from its delivery to the beneficiary (sending date chosen by the purchaser,

or date of payment if it is sent immediately). It constitutes a means of payment for the services of LUXUS SERVICE, never a discount: the price of the service is not modified. For a booking paid online (Article 2.2), the card balance is debited at the time of booking, up to the price, and any remainder is paid online by bank card; if the booking is not confirmed because the remainder has not been paid, or is cancelled in circumstances giving rise to a refund (Article 4.1), the corresponding amount is re-credited to the card, which is extended by ninety (90) days if it has expired in the meantime. For a service paid on invoice, the invoice is settled, in whole or in part, from the card balance. Any unused balance remains available until the expiry date; on that date, it is forfeited. The card does not apply to services paid directly to the chauffeur. It is neither refundable nor exchangeable for cash, unless otherwise provided by law.

As the purchase of a gift card is not a transport booking, a consumer purchaser has a withdrawal period of fourteen (14) days from the purchase, provided that the card has not been used; the purchaser exercises this right by writing to reservation@e-cab-service.fr and is refunded using the means of payment used, within fourteen (14) days. If the code is lost, LUXUS SERVICE re-sends the card to the beneficiary with a new code; the former code then ceases to work.

Article 4 – Cancellation and amendment conditions

4.1. Cancellation of a simple VTC transfer by the Client

This scale applies to simple VTC transfers that do not fall under the specific conditions for chauffeur-at-your-disposal services set out in Article 4.4:

- more than 24 hours before the scheduled pick-up time: free cancellation, 0% of the price;
- between 24 hours and more than 2 hours before the scheduled pick-up time: 50% of the total price;
- 2 hours or less before the scheduled pick-up time: 100% of the total price;
- no-show (“client absent”), whether of the Client or of the passenger: 100% of the total price.

Any cancellation made when the chauffeur is already on the way to the pick-up location or has arrived on site gives rise to invoicing of 100% of the total price, provided that the chauffeur set off, or arrived on site, within the three (3) hours preceding the scheduled pick-up time (six (6) hours for a long-distance transfer falling under Article 4.1 bis). In all other cases, the above scale applies according to the time remaining.

The reference time is the local time at the pick-up location. Sums already paid are set off against the amount actually due, and any overpayment is refunded in accordance with the applicable rules.

Where the booking has been paid online, the amount paid, less the cancellation charges provided for in this scale, is refunded automatically to the Client using the means of payment used (the portion paid by gift card being re-credited to the card), within ten (10) working days of the cancellation. The payment service provider’s fees are borne by LUXUS SERVICE.

Any cancellation request must be sent in writing to reservation@e-cab-service.fr or made by means of the cancellation feature available in the Client account, where that feature is offered.

4.1 bis. Long-distance transfers

By way of derogation from the scale in Article 4.1, a specific scale applies where any of the following conditions is met:

- the distance of the booked route, between the pick-up location and the destination, is equal to or greater than one hundred (100) kilometres;
- the pick-up location is more than one hundred (100) kilometres, as the crow flies, from the Provider’s operating base (22 rue de la Commanderie, 67140 Andlau);
- the pick-up takes place at one of the following airports, regardless of its distance from the operating base: EuroAirport Basel-Mulhouse-Freiburg, Zurich, Frankfurt, Stuttgart, Paris-Charles de Gaulle and Paris-Orly.

This scale takes into account the chauffeur’s approach time and the advance commitment of the chauffeur and the vehicle. It is as follows:

- more than 24 hours before the scheduled pick-up time: free cancellation, 0% of the price;
- between 24 hours and more than 6 hours before the scheduled pick-up time: 50% of the total price;
- 6 hours or less before the scheduled pick-up time: 100% of the total price;
- no-show (“client absent”), whether of the Client or of the passenger: 100% of the total price.

The rule in Article 4.1 applicable where the chauffeur is already on the way or has arrived on site also applies, the chauffeur having in that case to have set off, or to have arrived on site, within the six (6) hours preceding the scheduled pick-up time.

Long-distance status is assessed upon confirmation of the booking, on the basis of the booked route. It is indicated to the Client before the booking is validated. Where the booking is taken by the Provider's team (in particular by telephone) or transmitted through another channel without online validation by the Client, it is indicated to the Client when the order is taken or, at the latest, in the booking confirmation e-mail. Failing such information, the scale in Article 4.1 applies. The other provisions of Article 4.1 apply: reference time, set-off of sums paid, automatic refund and procedure for the cancellation request. Chauffeur-at-your-disposal services remain governed by Article 4.4.

4.2. Amendment of a simple transfer by the Client

Any request for amendment relating in particular to the time, the route, the number of passengers, the luggage or the vehicle category must be communicated to the Provider as soon as possible and remains subject to availability.

If the amendment is possible, the Provider confirms the new conditions and, where applicable, the new price. If the amendment makes the assignment impossible or amounts in practice to a cancellation, the applicable cancellation scale may be applied after the Client has been informed.

4.3. Cancellation or interruption by the Provider

The Provider may refuse, cancel or interrupt a service, in particular in the event of force majeure, regulatory or operational impossibility, insufficient safety conditions, or behaviour of the Client or passengers endangering the chauffeur, the vehicle or third parties.

Where the final cancellation is attributable to LUXUS SERVICE and no equivalent replacement solution is accepted by the Client, all sums collected for the cancelled service are refunded, free of charge, within ten (10) working days, subject to the applicable legal provisions.

4.4. Specific conditions applicable to chauffeur-at-your-disposal services

The provisions of this Article 4.4 apply exclusively to services consisting of the provision of a vehicle with a chauffeur at your disposal (as directed) (mise à disposition, hereinafter a "chauffeur-at-your-disposal service") booked for a half-day, a full day or several consecutive days. They apply in particular to long-duration, long-distance or multi-stage assignments, or to assignments involving specific commitments to immobilise the vehicle and the chauffeur.

A discovery tour or an itinerary including several places to visit remains, for E-CAB SERVICE, a chauffeur-driven transport service. Activities, visits, tastings, accommodation, catering and other third-party services are not sold as an E-CAB SERVICE package holiday and remain separate from the VTC service.

These specific conditions prevail over the scale in Article 4.1 for the part of the booking qualified as a chauffeur-at-your-disposal service in the quotation or in the contractual summary.

4.4.1. Formation of a chauffeur-at-your-disposal booking

The booking becomes firm after:

1. acceptance of the quotation or offer setting out the duration, route, stages, vehicle category, price and any specific charges;
2. express acceptance of these Terms;
3. actual collection of the applicable deposit.

Failing collection of the deposit within the period indicated on the quotation or the payment request, LUXUS SERVICE is not bound to keep the vehicle and the chauffeur available.

4.4.2. Amount of the deposit

For a half-day or full-day chauffeur-at-your-disposal service, a deposit corresponding to 30% of the total amount of the service inclusive of all taxes is required upon confirmation of the booking.

For a chauffeur-at-your-disposal service of several days, a deposit corresponding to 50% of the total amount of the service inclusive of all taxes is required upon confirmation of the booking.

A service of several days means any assignment taking place over at least two calendar days or requiring the planned immobilisation of the vehicle and the chauffeur for several days, even if certain periods involve no actual transport.

4.4.3. Nature and set-off of the deposit

The sums paid expressly constitute an advance payment on account (acompte) and not a forfeitable deposit (arrhes). They are set off against the total price of the service and evidence the firm and mutual commitment of the parties.

In the event of cancellation attributable to the Client, the deposit is set off against the sums due according to the

scale provided for in this article, without prejudice to the applicable mandatory legal provisions.

The deposit is distinct from any card imprint that may be requested under the conditions of Article 3.2. The balance, overruns of duration, additional services and charges attributable to the Client are invoiced and paid in accordance with the payment terms of the booking.

4.4.4. Payment of the balance

For a half-day or full-day chauffeur-at-your-disposal service, the balance is payable no later than seven calendar days before the start of the service.

For a chauffeur-at-your-disposal service of several days, the balance is payable no later than fifteen calendar days before the start of the service.

Where the booking is made after the date on which the balance would normally have been due, the total price is payable immediately upon confirmation.

Failing payment of the balance on the due date, LUXUS SERVICE may suspend or cancel the service after informing the Client. The sums due under the cancellation scale then remain payable.

4.4.5. Cancellation of a half-day or full-day chauffeur-at-your-disposal service

In the event of cancellation attributable to the Client:

- more than 15 calendar days before the start of the service: 30% of the total amount inclusive of all taxes;
- from 15 days to more than 7 calendar days before the start of the service: 50% of the total amount inclusive of all taxes;
- from 7 days to more than 72 hours before the start of the service: 75% of the total amount inclusive of all taxes;
- 72 hours or less before the start of the service: 100% of the total amount inclusive of all taxes;
- no-show (“client absent”): 100% of the total amount inclusive of all taxes.

The 30% deposit already paid is set off against the amount due. It is not added to the percentage indicated above.

4.4.6. Cancellation of a chauffeur-at-your-disposal service of several days

In the event of cancellation attributable to the Client:

- more than 15 calendar days before the start of the service: 50% of the total amount inclusive of all taxes, i.e. the amount of the deposit paid;
- from 15 days to more than 7 calendar days before the start of the service: 75% of the total amount inclusive of all taxes;
- 7 calendar days or less before the start of the service: 100% of the total amount inclusive of all taxes;
- no-show (“client absent”) or interruption of the assignment at the Client’s initiative: 100% of the total amount inclusive of all taxes.

The 50% deposit already paid is set off against the amount due. It is not added to the percentage indicated above.

4.4.7. Specific costs incurred

Specific costs incurred exclusively for the purposes of the service and which have become non-refundable on the date of cancellation remain payable where they were indicated in the quotation or the booking summary, or subsequently accepted in writing by the Client.

They may include, in particular, the chauffeur’s accommodation, the chauffeur’s meals or meal allowances, parking, tolls, ferries, shuttles and special permits, as well as the costs of third-party providers necessary for the performance of the itinerary and expressly accepted.

These costs are never invoiced twice. Where they are already included in the total amount used as the basis for the cancellation percentage, they may be added separately only for the portion not already covered. The amount claimed in respect of the cancellation may not exceed the total contractual price, increased only by the additional expenses expressly authorised by the Client after the initial conclusion of the contract.

4.4.8. Procedure for cancelling a chauffeur-at-your-disposal service

Any cancellation must be notified in writing to reservation@e-cab-service.fr or by means of the cancellation feature available in the Client account.

The date and time used to calculate the charges are those of actual receipt of the request by LUXUS SERVICE. Periods are calculated in calendar days by reference to the pick-up time provided for in the contract.

As for transfers (Article 4.1), any cancellation made when the chauffeur is already on the way to the pick-up location or has arrived on site gives rise to invoicing of 100% of the total amount inclusive of all taxes, provided that the chauffeur set off, or arrived on site, within the three (3) hours preceding the start of the service; the deposit

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already paid is set off against that amount. In all other cases, the conditions of this Article 4.4 apply according to the time remaining.

4.4.9. Amendment of a chauffeur-at-your-disposal service

Any request for amendment relating in particular to the dates, times, stages, mileage, duration, number of passengers, volume of luggage or vehicle category remains subject to availability and may lead to a revision of the price.

A substantial amendment requested by the Client that cannot be accommodated may be treated as a cancellation attributable to the Client. LUXUS SERVICE informs the Client beforehand and, where possible, proposes an alternative solution and its price.

Overruns of duration or extensions of the itinerary accepted during the assignment are invoiced at the rate communicated to the Client or, failing that, at the rate applicable to the service concerned on the day of the assignment.

4.4.10. Cancellation attributable to LUXUS SERVICE

Where LUXUS SERVICE definitively cancels the service for a reason attributable to it and no equivalent replacement solution is accepted by the Client, all sums collected for the cancelled service are refunded as soon as possible.

The provisions relating to the deposit retained in the event of cancellation attributable to the Client do not apply where the service is not performed because of LUXUS SERVICE, nor in any other case where a mandatory legal provision requires the sums paid to be returned.

4.4.11. Force majeure

In the event of force majeure meeting the conditions of Article 1218 of the French Civil Code (Code civil), the parties shall first seek a postponement or a reasonable adaptation of the service.

Failing agreement, or where the impediment is permanent, the financial consequences are determined in accordance with the applicable legal provisions. Services already performed and external costs actually incurred, substantiated and non-recoverable are dealt with according to their nature and within the limits permitted by law.

4.4.12. No cumulation

The cancellation percentages provided for in this article include the deposit already paid. They are not cumulative with the scale applicable to simple VTC transfers for the same service.

Where a booking comprises several distinct services, the regime corresponding to each service is applied separately, according to its qualification stated in the quotation or the booking summary.

Article 5 – Conditions of carriage

5.1. Passenger conduct

Passengers undertake to behave courteously and respectfully, to comply with the ban on smoking in the vehicle, not to carry or consume illegal substances, and to comply with the applicable safety rules, in particular the wearing of seat belts.

The chauffeur may refuse access to the vehicle or interrupt the service in the event of dangerous or aggressive behaviour, or behaviour manifestly incompatible with safety or with the normal performance of the service, without prejudice to any sums that may remain due under the booking.

5.2. Luggage and personal belongings

Luggage and personal belongings remain the responsibility of the Client and the passengers. The Provider may be held liable only in the event of fault attributable to it. Dangerous or illegal items, or items likely to damage the vehicle, are prohibited.

5.3. Delays and traffic contingencies

The Provider uses reasonable endeavours to keep to the agreed times. Traffic conditions, checks, adverse weather, third-party accidents or other events beyond its control may nevertheless affect the journey time.

5.4. Electric vehicles: charging time

Where the service is provided by means of an electric vehicle, a charging time is necessary for any journey whose estimated duration is equal to or greater than two hours, whether a single journey or the total of the journeys of the same service (outward and return journeys, successive stages or a chauffeur-at-your-disposal service).

This charging time is built by the Provider into the organisation and scheduling of the service: route, choice of

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charging points and pick-up time. It may lengthen the total journey time and affect the arrival time.

The Client is informed of this at the time of booking or in the quotation. The Client may request, subject to availability, another vehicle suited to the journey; the corresponding price is then communicated to the Client before confirmation.

The charging time thus provided for and announced does not constitute a delay attributable to the Provider and does not give rise to any waiting charge to the Client, unless otherwise stated in the quotation.

5.5. Performance by a partner carrier

LUXUS SERVICE may entrust the performance of a service to a partner carrier duly entered in the register of operators of chauffeur-driven passenger vehicles (VTC) or authorised to carry on a private passenger transport business (transport public particulier de personnes), whose drivers hold a valid professional card, and which provides evidence of civil liability insurance covering the carriage of passengers for consideration.

The Client remains bound to LUXUS SERVICE, which remains the Client's sole point of contact for the booking, its follow-up and complaints, and which invoices the Client for the service at the price agreed at the time of booking. The use of a partner carrier changes neither that price nor the conditions of these Terms. LUXUS SERVICE remains liable to the Client for the proper performance of the service, under the conditions provided for in Article 6, without prejudice to its rights of recourse against the partner carrier.

The partner carrier performs the service to the same quality standards as those applied by LUXUS SERVICE, in particular as regards the vehicle, punctuality, presentation, driving and confidentiality. The Client receives the usual information on the chauffeur and the vehicle assigned to the service.

The partner carrier receives only the data necessary to perform the service: the journey (locations, pick-up date and time) and the passenger's name and telephone number. The passenger's name and telephone number are communicated to it only after it has accepted the service. It receives neither the price paid by the Client nor the Client's billing information. This processing is described in the privacy policy (https://e-cab-service.fr/rgpd), to which reference is made.

Article 6 – Liability

The liability of LUXUS SERVICE is assessed in accordance with the legal provisions applicable to the service concerned. It cannot be incurred for consequences directly attributable to inaccurate or late information provided by the Client, to the conduct of the Client or of a passenger, or to an external event for which it is not responsible, subject to mandatory legal provisions.

Article 7 – Complaints and mediation

7.1. Complaints to the Provider

Any complaint relating to the service must be sent in writing to:

LUXUS SERVICE
22 rue de la Commanderie
67140 ANDLAU – FRANCE
E-mail: e.edel@e-cab-service.fr

The complaint must be accompanied by the information needed to examine it.

7.2. Consumer mediation

In accordance with Article L. 612-1 of the French Consumer Code and subject to the applicable legal conditions, a consumer may have recourse, free of charge, to a consumer mediator after first submitting a written complaint to the professional.

LUXUS SERVICE has appointed SAS Médiation Solution as its consumer mediation body, by membership registered under number 17494/VM/2511.

SAS Médiation Solution
222 chemin de la Bergerie
01800 Saint-Jean-de-Niost
E-mail: contact@sasmediationsolution-conso.fr
Website: https://www.sasmediationsolution-conso.fr

The mediation request must include the information and documents requested by the mediator, in particular the applicant's contact details, the identification of the professional, a statement of the facts, the prior complaint and

the relevant supporting documents.

Article 8 – Personal data

In the course of its activities, LUXUS SERVICE processes the data necessary to manage requests, bookings, transport, payments, invoices, contractual relationships and legal obligations.

The processing is carried out in accordance with the applicable personal data protection regulations. The Client has the rights provided for by those regulations, in particular the rights of access, rectification, erasure and restriction and, under the conditions provided for by law, the rights to object and to data portability.

Requests relating to personal data may be sent to e.edel@e-cab-service.fr. Data are retained for the periods necessary for the purposes concerned and for the applicable legal obligations.

Where a service is performed by a partner carrier (Article 5.5), only the necessary data are transmitted to it, under the conditions described in the privacy policy (https://e-cab-service.fr/rgpd).

Data relating to an independent chauffeur's own personal clients are not intended to be compiled into an E-CAB SERVICE client file where those persons have no booking relationship with LUXUS SERVICE.

Article 9 – Governing law and jurisdiction

These Terms are governed by French law.

In the event of a dispute, and failing an amicable settlement or a successful mediation, the competent courts are determined in accordance with the applicable legal rules.

Version history

- Version of 14 November 2026: online payment not received within the time limit (Article 2.2): the request is no longer cancelled automatically; it is not confirmed and LUXUS SERVICE contacts the Client to agree on the next step (new payment link, another payment method, or cancellation free of charge); gift card clause (Article 3.4) aligned. No price or scale changed.
- Version of 19 October 2026, text updated twice: long-distance transfers (Article 4.1 bis) and cancellation when the chauffeur is already on the way or has arrived on site (Articles 4.1 and 4.4.8); then price estimate (Article 3.1 bis): indicative estimate, rates that may be increased up until the booking, firm price shown inclusive of all taxes on the booking summary before confirmation, no revision of the confirmed price for consumer Clients, waiting time beyond the announced free period, items not included flagged on the booking summary. No service price amended.
- Version of 19 October 2026: payment on board for regular private clients (Articles 2.2 and 3.2): an option reserved for consumer Clients holding a client account who have paid online for at least five completed services, payment to the chauffeur at the end of the journey by bank card or in cash, card imprint as a guarantee, option that may be withdrawn by LUXUS SERVICE; bookings taken directly by the Provider's team (in particular by telephone) paid on board to the chauffeur, optional online payment link (Articles 2.2 and 3.2). No price or scale amended.
- Version of 18 October 2026: mandatory online payment at the time of booking from 1 November 2026 (Article 2.2): booking firm upon receipt of payment, payment period of one hour (30 minutes if the pick-up is less than 3 hours away), reminder followed by automatic cancellation free of charge; return journey as two linked services with a single payment; price difference of a two-vehicle solution paid through a second link; quotation followed by a payment link for chauffeur-at-your-disposal services and prices to be confirmed; clients under contract and partners on invoice; no card imprint for a service paid online (Article 3.2); gift card debited at the time of booking (Article 3.4); automatic refund according to the scale, within 10 working days, payment fees borne by LUXUS SERVICE (Articles 4.1 and 4.3). No price or scale amended.
- Version of 14 October 2026: card imprint (Article 3.2): authorisation by a mandate accepted before the card details are entered, cases in which the card may be charged (late cancellation, no-show, price remaining unpaid), maximum amount equal to the price of the journey inclusive of all taxes, prior notice of any charge, end of the authorisation given by the Client; Article 4.4 aligned. No price or scale amended.
- Version of 13 October 2026: "Mobilité Prestige" gift cards (Article 3.4): validity of 12 months from delivery to the beneficiary, means of payment for invoiced services, balance usable over several journeys, 14-day withdrawal period if the card has not been used, new code re-sent if lost. No service price or scale amended.
- Version of 12 October 2026 (2): performance of a service by a duly registered and insured partner carrier

(Article 5.5): the Client remains bound to LUXUS SERVICE, which invoices the Client and remains liable for proper performance; same quality standards; only the necessary data are transmitted (journey, then the passenger's name and telephone number after acceptance by the partner); reference to the privacy policy (Articles 5.5 and 8). No price or scale amended.

- Version of 12 October 2026: "client absent" (no-show) wording harmonised in the scale for transfers (Article 4.1) and for chauffeur-at-your-disposal services (Articles 4.4.5 and 4.4.6), with no change in amount: a no-show is invoiced at 100% of the journey price.
- Version of 11 October 2026: price inclusive of all taxes communicated before confirmation, with no price list in the Terms (Article 3.1); late-payment penalties and fixed indemnity for recovery costs for business Clients (Article 3.3); information on the absence of a right of withdrawal (Article 2.3); cancellation scale for chauffeur-at-your-disposal services of several days clarified, with no change in amount (Article 4.4.6); charging time for electric vehicles (Article 5.4).
- Version of 25 August 2026: initial version under the corporate name LUXUS SERVICE.

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