Terms & Conditions

Language: English
Version 1 of 17 November 2026

ASKESIM — Terms of Service

Effective date: 16 November 2026

Details	Value
Operator	MELDIX, trgovina in storitve, d.o.o.
Registered address	Dunajska cesta 159, 1000 Ljubljana, Slovenia
Registration number	9374990000
VAT ID	SI88472647
Contact	support@askesim.com
Website	askesim.com

TERMS OF SERVICE

English version

These Terms are a binding agreement for buying and using Askesim services. They do not affect consumer rights that cannot be limited or excluded by contract.

1 About these Terms

These Terms of Service ("Terms") govern the contract between you and MELDIX, trgovina in storitve, d.o.o., a company incorporated in the Republic of Slovenia ("MELDIX", "we", "us" or "our"), for the askesim.com website, the Askesim mobile application, the sale of eSIM profiles and mobile data packages, and related features (together, the "Service").

By creating an account, making a purchase, confirming acceptance of the documents or using the Service, you confirm that you have read and accept these Terms and the Askesim Privacy Policy. If you do not agree, do not use the Service.

If you use the Service for an organisation, you confirm that you are authorised to bind it. Mandatory consumer rights remain unaffected.

2 Nature of the Service and mobile operators

Askesim sells digital eSIM profiles with prepaid data packages for use in the countries or regions shown at purchase. Mobile network connectivity is provided by third-party mobile network operators and connectivity providers ("Operators"). MELDIX is not a mobile network operator and does not run a radio network.

Unless expressly stated at purchase, packages include data only and do not include a phone number, voice calls or SMS. The Operator's terms and fair use rules, shown or linked at purchase,

may also apply.

3 Eligibility and territories

You must be at least 18 years old and have legal capacity to enter into a contract to make a purchase. The Service is not intended for minors.

The countries and regions where a package works are listed on the package page. You must not buy or use the Service in breach of sanctions, export restrictions or local law. Some countries or Operators may require user registration or identity verification; if so, we will tell you before purchase or activation.

4 Device compatibility

Before buying, you must check that your device supports eSIM and is not network-locked to a specific carrier. Our list of compatible devices is for guidance only; a model's capabilities may vary by country of sale, software version and carrier settings.

We do not provide a contractual refund for device incompatibility that was known or apparent before purchase, except where mandatory law requires it.

5 Accounts and authentication

You can sign in with Apple ID, Google ID or an email address and a one-time verification code. You must provide accurate information, keep control of your account and devices, and notify us promptly of any suspected unauthorised access.

The QR code, activation code and eSIM details are for you only. You must not resell or publicly share them. We are not liable for loss caused by a code you disclosed to a third party yourself, except where the law provides otherwise.

6 Licence for the app and website

Subject to these Terms, MELDIX grants you a limited, personal, non-exclusive, non-transferable and non-sublicensable licence to use the application and website to buy and manage your eSIMs. The application is licensed, not sold.

Except where the law provides otherwise, you must not copy, modify, distribute, resell or reverse engineer the application or website, circumvent technical measures, interfere with the Service or use it to build a competing service.

7 Packages and prices

Package details, including covered countries, data allowance, validity period, price and currency, are shown on the package page and the checkout screen before purchase. The final price shown includes VAT and other mandatory taxes where they apply. Prices may change, but changes do not affect packages already paid for.

Unless expressly stated at purchase, packages are one-time purchases and do not renew automatically. You can buy more data with a new package or a top-up where available.

8 Payments

For purchases on askesim.com, payment is processed by an authorised payment service provider. MELDIX does not receive or store your full card number. For in-app purchases, payment is processed by the Apple App Store or Google Play (the "Store") under its own rules.

After successful payment, we send a purchase confirmation and invoice to the email address given at checkout. We may refuse or cancel an order in case of suspected fraud, a pricing or payment error, or a breach of these Terms; in that case we refund any amount already paid.

9 Delivery, installation and activation

The eSIM is delivered electronically in the application, on the website or by email, normally immediately after payment. Installation instructions are provided.

The validity period starts when the eSIM first connects to a mobile network in a covered country or region. Unused data expires without compensation at the end of the validity period. An eSIM profile can usually be installed only once; if you delete it from your device, it may not be possible to reinstall it.

10 Withdrawal and refunds

A consumer who has a statutory 14-day right to withdraw from a distance contract may exercise it within 14 days of the contract, as long as the eSIM has not been installed or activated. Because an eSIM is digital content supplied immediately, at checkout you expressly request immediate supply and acknowledge that you lose the right of withdrawal once the eSIM is installed or activated. The right ends only under the conditions set by mandatory law.

If an eSIM does not work because of a fault on our side or the Operator's side and we cannot fix it within a reasonable time, we will provide a replacement eSIM or a refund. Send refund requests to support@askesim.com with your order number and a description of the problem. Refunds for in-app purchases are handled by the Store under its rules. Statutory remedies for non-conforming digital content remain unaffected.

11 Coverage, speed and limitations

Coverage, speed and connection quality depend on the Operator, location, network load, device and other factors outside our control. Stated speeds and technologies (such as 4G or 5G) are not guaranteed. The Service may not work indoors, in rural areas, on aircraft or ships, or near borders.

The Operator may, under its fair use rules, reduce speed, block certain types of traffic or temporarily suspend service. We are not responsible for charges from your home operator, such as roaming on your physical SIM card.

12 Acceptable use

You must not use the Service, or allow anyone else to use it, for:

- breaking the law, a court order, sanctions or third-party rights, including privacy and intellectual property;
- fraud, spam, impersonation, harassment or threats;

- attacking, disrupting, overloading or gaining unauthorised access to networks, systems or devices;
- reselling eSIMs or packages without our written permission, or using them in permanent machine-to-machine (IoT) devices, routers or for mass automated use where not permitted at purchase;
- use from a prohibited territory or in breach of applicable export restrictions. In case of breach, we may restrict or terminate the Service where proportionate. For a serious or urgent breach, we may act immediately.

13 Privacy

The Askesim Privacy Policy explains what personal data we process, such as account, order and payment data and eSIM identifiers (ICCID), and with whom we share it, including Operators and payment service providers. The Operator may process data about your network use as an independent controller under its own rules and legal obligations.

14 Suspension and termination

You may stop using the Service at any time and delete your account in the application or on the website. Deleting your account does not create a right to a refund for packages already activated.

We may restrict, suspend or terminate access where reasonably necessary because of a breach, fraud, abuse, non-payment, security, an Operator's requirement, compliance with a legal obligation or protection of users. Where appropriate and lawful, we will notify you and give you a reasonable opportunity to remedy the breach. Where the Digital Services Act or other mandatory law applies, we will state our reasons and any available appeal. You may challenge a decision at support@askesim.com. Mandatory rights concerning refunds and access to data remain unaffected.

15 Disclaimers

To the fullest extent permitted by law, the Service is provided as is and as available. We do not guarantee uninterrupted operation, a particular speed or coverage at every location. Statutory conformity rights and other non-waivable consumer rights remain unaffected.

16 Limitation of liability

Nothing in these Terms excludes or limits liability that cannot be excluded by law, including liability for fraud, wilful misconduct, death or personal injury caused by negligence, product liability and mandatory consumer remedies.

For business users, and only where permitted by law, MELDIX is not liable for indirect or consequential loss, lost profits, business opportunity, goodwill or data. Total liability relating to the Service is limited to the greater of the amounts paid in the 12 months before the event and EUR 100. This cap does not apply to consumers where mandatory law prohibits it.

17 App store terms

Use of the application is also subject to the applicable Apple App Store or Google Play terms. Store rules govern matters for which they are mandatorily responsible. To the extent required by

Apple, Apple and its affiliates are third-party beneficiaries of the relevant licence provisions.

18 Changes to the Service or Terms

We may change the Service or these Terms for legal, security, technical or business reasons. We will give at least 30 days' advance notice of a material change by email, in the application or on another durable medium, unless an urgent legal or security reason requires a shorter period. Changes do not affect packages bought before they take effect, except where required by law or by the Operator.

19 Governing law and disputes

These Terms are governed by the laws of the Republic of Slovenia. If you are a consumer, this choice does not deprive you of mandatory protection provided by the law of the country of your habitual residence.

For non-consumer disputes, the competent courts in Ljubljana, Slovenia have jurisdiction. A consumer may bring proceedings in the courts of Slovenia or in another court available under mandatory consumer-jurisdiction rules. No mandatory arbitration clause applies.

Before filing a claim, you may contact support@askesim.com so the parties can attempt an amicable resolution. This does not suspend or restrict any mandatory deadline or right to seek relief.

MELDIX currently does not recognise any provider of out-of-court consumer dispute resolution as competent, unless participation is mandatory under applicable law. If we reject a consumer complaint, our response will include the information about an out-of-court dispute-resolution provider required by applicable law.

20 General and contact

If a provision is invalid or unenforceable, it will be limited to the minimum extent necessary and the remaining provisions continue in effect. Failure to enforce a provision is not a waiver. We may transfer these Terms as part of a lawful restructuring or transfer of the Service, with notice where required.

The Slovenian, English and Russian versions state the same rules. For consumers in Slovenia, the Slovenian version prevails. Outside Slovenia, the English version prevails if an inconsistency cannot be resolved, only to the extent allowed by mandatory law and consumer-language requirements.

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