Organisational-Services Offer

Facilitating access to medical care

Version dated 14 October 2026.

1. Parties and general terms

VALUE TO BEING HEALTH SERVICES L.L.C (the Company), registered in Dubai, UAE, offers organisational services under the Sputnik Med brand on the terms of this offer and an individually agreed order.

VALUE TO BEING HEALTH SERVICES L.L.C
Commercial Licence No. 1592673; Register No. 2926369.
Registered address: Office S1022, Dubai Investment Park 1, Dubai, United Arab Emirates.
Email: info@sputnik-med.com.

The client is a person ordering organisational services for themselves or acting with the necessary authority for another person. Enquiries concerning minors require the authority of their legal representative.

2. Scope and limits of services

The Company provides organisational services that facilitate access to medical services offered by independent medical institutions. The Company does not provide medical consultations, diagnose conditions, prescribe treatment or carry out treatment. These activities are performed by the medical institutions and their specialists.

An order may include organising contact with an institution, agreeing document transfer and appointments, and arranging translation, communication and related travel. The exact scope is recorded in an individual proposal or contract. The Company may not act on behalf of the client or institution without appropriate authority.

The institution provides medical care under its own terms and responsibility. The Company's organisational services and the institution's medical services are distinct obligations.

3. Agreement and contract formation

Before an order is placed, the Company provides information about scope, price, timing and payment arrangements, including separately payable third-party services. A contract arises after these material terms are agreed and the client confirms the order by the method specified in the individual proposal, including payment of an agreed invoice where that procedure is expressly provided.

Simply browsing the website, sending an enquiry or medical documents, or requesting a price does not constitute acceptance of a paid order. Individual terms may not restrict mandatory client rights. This version does not change previous contracts concluded with other legal entities.

4. Price and payment

The price, currency, payment arrangements and payment recipient are stated in the agreed proposal, contract or invoice. The Company does not unilaterally change an agreed price without a basis permitted by applicable law. Additional services and expenses are agreed before an obligation to pay arises.

Medical and other third-party services are paid under arrangements agreed with the relevant providers. The Company does not claim authority to collect payment for them without appropriate authorisation. Bank details are supplied in the payment document; unconfirmed bank details are not published on the website.

5. Performance and cooperation

The Company performs agreed organisational actions, informs the client about progress and communicates material circumstances. The client supplies accurate information and documents needed for the agreed services and promptly reports changes.

Timing of organisational actions is agreed in the order. Independent institutions and authorities determine medical-care timing and outcomes, permits and other decisions. The Company does not guarantee decisions it does not make.

6. Changes, cancellation and refunds

Changes to scope or timing are agreed by the parties. The client may request cancellation and a refund. Refunds are calculated under applicable law and valid order terms, taking account of services performed and agreed, documented expenses only to the extent their deduction is permitted by law.

The Company explains the calculation. Unperformed obligations and improper performance are assessed with mandatory client rights preserved. This offer does not impose automatic penalties or an unconditional prohibition of refunds. Refunds under agreements with medical institutions or other providers are governed by those agreements and law.

7. Confidentiality

Data processing is governed by the Privacy Policy. Medical documents are used to organise the enquiry; transfer to an institution is agreed with the client. Both parties observe confidentiality and mandatory personal- and medical-data requirements.

8. Responsibility

The Company is responsible for its agreed organisational obligations. The institution is responsible for the medical care it provides. This division does not exclude the Company's responsibility for its own breaches or restrict mandatory client rights.

If circumstances prevent performance, the parties notify each other and agree further action. Exemption from liability, extensions and termination apply only where justified by law and a valid contract.

9. Complaints, law and disputes

Enquiries and complaints are accepted at info@sputnik-med.com. The parties seek to resolve disagreements through negotiation; the right to contact competent authorities and courts remains available.

UAE law applies to the Company's organisational services, subject to mandatory rules and client rights in other applicable jurisdictions. The competence of courts or other authorities is determined by applicable law and the parties' valid agreement.

10. Document version

The current English version is published at https://en.sputnik-med.com/sputnik/pdf/offer_value_to_being_en_2026-10-14.pdf. Subsequent changes do not apply retrospectively to an agreed order without a lawful basis or agreement between the parties.

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