

# Terms of Service - Globos Net Communications

## eSIM/SIM Cards for International Use - Updated August 2025

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### **Globos Net International Communications**

Phone: +972-3-9611911

Website: [www.globos.co.il](http://www.globos.co.il)

Email: [info@globos.co.il](mailto:info@globos.co.il)

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## Introduction

The use of eSIM/SIM cards and company services constitutes full agreement to the terms of this agreement.

Globos Net has established the following terms to protect customers from account fraud and to protect the company's financial integrity, in order to continue providing excellent service at low cost.

The company will operate at all times in accordance with the principle of good faith and will endeavor as much as possible to correct problems that may arise in the customer's account.

**Important Notice:** Globos Net reserves the right to change these terms at any time. Current terms are available on the company's website.

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## A. Pricing and Payments

### 1. Billing and Rates

- The customer will pay the company all payments based on the data in the company's books and according to the company's rates as they will be valid from time to time

- The company may change call rates, data browsing, text messages, and data packages without prior notice
- The stated call rates are maximum rates per minute of call (60 seconds)
- Globos Net will not be liable for errors or omissions in the publication of rates

## **2. Automatic Top-up and Credit Card Billing**

- The customer authorizes the company to charge the credit card whenever money needs to be loaded onto the SIM card
- Charges will include all taxes without the need for additional signature
- Collection will be made in NIS according to the US dollar cash sale rate of Bank Discount, and not less than a rate of 3.7
- If international communication services are subject to VAT, VAT will be charged according to the decision of the Israel Tax Authority

## **3. Account Management**

- The customer can increase or decrease the recurring top-up threshold through "My Account" on the website or by contacting customer service
- The company will not be liable in cases where the service is suspended between the account reaching the low threshold and the top-up time
- The customer undertakes to check the account and notify within 7 days of any error - failure to notify on time will be considered approval of the account

## **4. Credit Card Details**

- The company may use the last expiration date of the credit card without prior notice
- If the credit card expires or billing fails - automatic top-up service will be discontinued
- The customer is responsible for providing new credit card details through customer service

**Legal Warning:** Providing false information or impersonating another person constitutes a criminal offense. The company may transfer details about suspected users to the police.

## **5. Refunds and Credits**

- No credits or refunds can be obtained for partial use, loss, or theft of SIM cards
  - SIM cards removed from plastic are non-returnable
  - An eSIM card installed on a mobile device is non-returnable and cannot be transferred to another device
  - Shipping and delivery costs will be borne by the customer
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## **B. Complaints and Dispute Resolution**

### **Billing Dispute Handling**

- All billing disputes will be handled by contacting customer service: info@globos.co.il or 03-9611911
  - The customer is required to provide: account number, date and time, destination numbers of disputed calls, and problem description
  - Credit or refund will be processed within 30 days from the date of the original inquiry
  - The customer agrees not to contact the credit card company for "chargeback" before sending the dispute to Globos Net
  - The company will determine the validity of disputes according to its sole discretion
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## **C. Warranty and Limited Liability**

### **1. Product Warranty**

- It is the customer's responsibility to report a malfunction or defect in the product within 3 days of receiving the card
- A defective product (with proper and reasonable use) will be replaced with a new or refurbished product at the company's discretion
- Total warranty will not exceed the original purchase price of the product
- In case of product replacement after use - the customer will be charged proportionally for the usage made

### **2. Limitation of Liability**

- The company will not be liable for direct or indirect damages arising from use of the product
- The company is not liable for loss of income, profit, or third-party claims
- The customer is responsible for their terminal equipment, installation, and operation of the SIM card

### **3. Compatibility and Technical Limitations**

- Gold Triple SIM card works only on devices supporting GSM technology and open to foreign SIM cards
- eSIM card works only on devices supporting eSIM technology
- Access to personal internet applications is the customer's sole responsibility
- The company is not obligated to supervise service or quality of local operators abroad

## **4. Service Interruptions**

- The company will not be liable for errors, omissions, or service interruptions
  - Service availability may be temporarily suspended for maintenance or other reasons
  - The company operates a support center and undertakes to act for repair and reporting to suppliers
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## **D. Agreement Terms**

### **1. General**

- Purchasing services from Globos Net constitutes agreement to all terms
- The company may set special terms of use for specific services
- The company may refuse to provide service or close an account at any time for any reason
- All accounts are subject to verification procedures

### **2. Agreement Period**

- Service commencement: from the moment the card is configured and activated
- The agreement is for an indefinite period
- Either party may terminate the agreement with 30 days' written notice
- A SIM card not used at all for 24 months will be blocked by the supplier, and the monetary balance loaded on it will be deleted

### **3. Changes to Terms**

- The company may change the terms of use at its sole discretion
- Updates can be obtained through the customer service center
- Using the service after changing terms constitutes agreement to the changes

### **4. Service Termination**

- In case of unlawful use - the customer must notify the company immediately
  - The customer will pay all charges until blocking
  - The company may stop or suspend service at any time without compensation
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## **E. Customer Obligations**

### **The customer declares and undertakes that:**

- They are over 18 years old and legally competent
- All information provided to the company is true and accurate
- They are authorized to use the specified payment method
- They will not use the services in a manner that violates the law or harms other users
- They are responsible for protecting the account number and PIN from unauthorized use

### **Usage Prohibitions**

The customer may not use the services in a manner that:

- Violates federal, local, or international laws
  - Is related to fraud or crime
  - Interferes with services provided to others
  - Damages company facilities
  - Violates the rights of the company or third parties
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## **F. Indemnification**

The customer will indemnify Globos Net against any claim, loss, damage, or expenses arising from:

- Third-party claims related to services
  - Non-compliant use of services
  - Infringement of patent, trademark, or copyright rights
  - Any other claim arising from customer actions
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## **G. General Provisions**

### **Jurisdiction**

Exclusive jurisdiction for all matters relating to this agreement is vested in the competent courts in Kiryat Bialik only.

### **Notices**

Connecting to the Globos Net website and registering for service constitutes agreement to receive regular information via email.

## Disclaimer

### Terms of use and warranty will not apply in cases of:

- Unreasonable or incorrect use
- Handling not in accordance with the service agreement
- Negligence and neglect, poor maintenance
- Breakage, lightning strike, liquid penetration, excessive moisture
- Incorrect storage
- Repairs or modifications by unauthorized entities
- Accidents, falls, liquids, or fire
- Incorrect installation
- Any other reason not related to the company

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*This document constitutes the complete terms for contracting with Globos Net. Using the company's services constitutes full agreement to these terms.*