SparkMarket

Fulfillment Policy for Vogon Nodes Purchases

1. Order Confirmation & Payment

- Upon purchasing a Vogon Node through Spark Market, you will receive an **order confirmation email** detailing your purchase, including the node type, payment details, and any applicable promotions (such as free Spark Guru membership).

- Payment must be completed in full before the fulfillment process begins.

- We accept payments via [list accepted payment methods: credit card, cryptocurrency, bank transfer, etc.].

Your new point of contact for all information regarding your Node is Jennifer Kempton who will email purchasers directly.

2. Setting up your Vogon Account

After your Node purchase, you must set up your Vogon Account, if you don't already have one in order to open your Vogon Wallet and retrieve your Vogon ID.You will need your Vogon ID in order to receive the following for your Node purchase:

- Digital version of an Apostille representing proof of payment

- Digital NFT representing proof of ownership

Please follow the instructions below if you don't already have a Vogon Account:

- **Vogon Account**: Go to https://signup.vogon.cloud and complete the Sign Up process through setting up your password or select Sign in if you already have a Vogon Account and complete the sign in process.

- **Vogon ID:** Once you are signed in, select Profile on the left side of the screen, scroll down to **Additional information** to locate your Vogon ID.

3. Free Membership Fulfillment

- Free Spark Guru Membership (if applicable) will be activated **within 2 days** after your purchase.

- Membership duration is based on the node type purchased:

  o **Sprite Node** – 6 months of free membership.

  o **Centro Node** – 12 months of free membership.

  o **Titan Node** – 24 months of free membership.

- Membership benefits include **exclusive investment insights, private market opportunities, and expert resources**.

4. Refund & Cancellation Policy

- Due to the nature of digital infrastructure investments, **all sales of Vogon Nodes are final**.

- In the case of technical issues or delays, Spark Market will work with you to resolve any

concerns.

- If a node cannot be fulfilled due to unforeseen circumstances, a full refund or alternative solution may be offered.

5. Support & Assistance

- Contact us at support@spark.market for any inquiries regarding your purchase.

By purchasing a Vogon Node, you agree to the terms outlined in this Fulfillment Policy. This policy is designed to ensure a smooth, transparent, and rewarding investment experience.