General terms and conditions for the use of BookBeat AB's services

BookBeat

1. Applicable legislation

These general terms and conditions shall apply in all European Union member states and shall be interpreted and governed in accordance with Swedish law. These terms and conditions shall not provide for any limitation on any consumer protection rights by which you may be covered in accordance with applicable, mandatory legislation in your country of residence. In the event any provision of these general terms and conditions is found to be invalid or unenforceable, the invalidity of that provision shall in no way affect the enforcement of the other provisions of these general terms and conditions, and that provision shall be enforceable to the extent permissible under applicable legislation, provided this does not result in these general terms and conditions becoming unreasonably unbalanced.

2. General

BookBeat offers a subscription service giving users access to read and/or listen to eBooks and which are available at any given time via the service, in addition to the option of purchasing e-books and audiobooks individually (hereinafter collectively referred to as the "Service").

These general terms and conditions constitute an agreement between you and BookBeat concerning the use of the Service. You may only obtain access to the Service if you agree to comply with these general terms and conditions. By activating your account, you agree to be bound by these general terms and conditions. We will not file a copy of any subscriptions made by you. However, when you start a subscription or make an individual purchase, you will receive a contract confirmation email with the details of your order.

3. Age restrictions

You may only accept these general terms and conditions if you have reached the age of majority or have consent of a legal guardian.

4. Registration of user account

In order to obtain access to the content in the Service, you must register and create a user account. To be able to register for the Service, you must be resident in the country where the national service is available. This is verified either by IP-address or payment method. You are responsible for providing the correct information about yourself and for ensuring that no other person obtains access to your login information or password. You will only be able to create a user account if you have a valid e-mail address. You can change the e-mail address you have provided under “My account” on BookBeat’s website. You can add family members to your user account as profiles. By adding additional profiles to your account, you, as the account owner,

have the responsibility to ensure that all profiles linked to your account follow these general terms and conditions.

5. Technical and geographic requirements for using the Service

Due to the streaming solution, the Service requires an Internet connection and BookBeat's app, which is available via App Store and Google Play for tablets and mobiles. Which version of the operating system BookBeat's app requires can be found in the App Store and Google Play.

BookBeat is not responsible for any faults and/or delays arising due to you not having the necessary equipment, software and/or internet capacity. BookBeat reserves the right to change the technical requirements at any given time.

When using the Service offline, you may be requested to go online towards the end of a current subscription period to ensure you have an active subscription.

The content in the Service may vary depending on the national service for which you have registered. The content in the Service may also vary and/or be limited to your country of residence and/or your geographical location.

BookBeat reserves the right to at any given time decide which devices you are entitled to use for the Service. You only have the right to register and use the Service on a maximum of five (5) devices. If you add additional profiles, you can use the Service on one (1) additional device per profile, resulting in a maximum of nine (9) devices.

You will be notified of any changes regarding compatible and/or permitted devices beforehand and given the opportunity to terminate and/or not to renew your subscription prior to such change taking effect.

6. Special Rules for the Subscription Service

When signing up for a subscription, you can access the content in the Service for a certain number of hours per current subscription period (30 days). The number of hours that can be used during the current subscription period depends on which subscription you sign up for.

The hours that are deducted when listening to and reading a certain book in its entirety appear in the respective book's information text.

For audiobooks, the hours spent listening to the entire book read aloud at a normal speed is shown. For e-books, the number of hours listed is based on how long it takes to read the book at a normal reading speed. This is calculated based on what a certain number of characters and images equate to in time if an audiobook is read aloud. If you read or listen to the entire book, it

is the time stated on the book's information page that will be deducted regardless of whether your actual consumption time of a book is longer or shorter.

If you read or listen to part of a book, time will be deducted in proportion to how much of the book you have listened to or read. If you listen to or read the same part of a book several times during an ongoing subscription period, the time will only be counted once during the subscription period for the selected format. If you have reached your hour limit for a subscription period, you cannot continue listening or reading before the next subscription period, unless you choose to buy more hours (this also applies to books you have already listened to or read). Hours not used during a subscription period cannot be saved for the next subscription period.

You will be asked to provide your name and contact details, select the subscription you want and provide your payment details to initiate the payment. You can always go back and review your entries and correct them if necessary. You place the binding order when you trigger the order button.

We will promptly confirm receipt of your order, which simultaneously constitutes our acceptance of the order. This confirmation acts as the formal establishment of the contract.

7. Individual purchase of audiobooks and e-books

BookBeat may offer you the opportunity to purchase audiobooks and e-books individually. The terms outlined in Section 3 (Age Restrictions), Section 4 (Registration of user account), and Section 5 (Technical and geographic requirements for using the Service) apply to the individual purchase of content (audiobooks or e-books) within the Service.

To purchase a book from BookBeat, you must have a BookBeat account. Once the purchase is complete, the book will become accessible within the BookBeat app. You are permitted to download the book for your private, personal, and non-commercial use, and to use or stream it offline within the app. It is not possible to download the book as a local file or to use or access it outside of the BookBeat app.

Generally, a purchased book will remain available in your user account indefinitely. However, under certain circumstances, availability may be temporarily or permanently affected—for instance, if BookBeat discontinues the sale of books through the Service or due to rights restrictions imposed by the content provider.

Even if you do not maintain an active subscription, content from purchased books will remain available for three (3) years following your last login to the user account. If applicable, we will notify you before the expiration of this period to allow you ample time to prevent any potential deletion.

The purchase price for a single book is due immediately upon invoicing. Subscribers with an active membership may be eligible for special prices on the purchase prices.

8. Price and payment

Please see BookBeat's website for current types of subscriptions and information regarding prices. All prices stated on the website include applicable VAT. In addition to payment pursuant to this section, data traffic charges may be payable to your operator, which are a matter between you and your operator beyond the scope of these general terms and conditions.

For new users, payment is made directly when taking out the subscription or, if you have taken advantage of a trial offer, when the trial period ends, and you have not terminated the subscription beforehand. Payment can be made using approved payment methods or by using a voucher (ie.Gift Card). In the case of subscription, , the subscription fees will be charged to your registered payment method in advance every 30th day. Accordingly, you will continue to be charged until you cancel your subscription. Where you have paid using a voucher (ie. Gift Card), the subscription will end when the value of the voucher has been used up unless you had an active subscription when the voucher was used. If that's the case the subscription continues, and the subscription fees are paid by your registered payment method. In some cases, your charge date may change. This happens for example, if there are insufficient funds in your account at the time of payment.

You can change your payment method by visiting our website and clicking on the link "My account". If a payment cannot be made due to the expiry of your card, there being insufficient funds on your account or for any other reason, and you do not change your payment method details or close your account, BookBeat may suspend your access to the Service until BookBeat has received payment or you cancel your subscription. In the case of delayed payment, BookBeat is entitled to charge penalty interest, reminder fees and, where applicable, statutory debt collection fees.

9. Changes to prices or terms and conditions for the Service

BookBeat reserves the right to change prices or terms and conditions for the Service, including these general terms and conditions (also during campaign periods) if this is necessary because of significant changes in the circumstances, changes in the Service's production or acquisition costs or other expenses, or because of other acceptable reasons. Changes to prices or terms and conditions will be notified by e-mail or a message in the Service and may also be published on BookBeat's website. The change will take effect in the following subscription period, but no earlier than 30 days after notice of the change was given. If you do not accept the change, you are entitled to cancel your subscription at the end of the current subscription period if you notify BookBeat, no later than the day prior to the renewal of the subscription that you wish to cancel

your subscription. Such notice of cancellation should preferably be given via BookBeat's website.

In certain cases, BookBeat is entitled to change its prices or terms and conditions with immediate effect where a change is due to changes in exchange rates, taxes, VAT, public charges, decisions from public authorities, or legislative or regulatory changes requiring BookBeat to adapt its prices or terms and conditions or causing BookBeat to incur manifestly increased costs. If you do not approve a change in prices or terms and conditions, you can cancel your subscription upon the new terms and conditions taking effect, by notifying BookBeat accordingly.

Changes clearly beneficial to you as a user do not need to be notified to you and may take effect immediately and do not provide you with an entitlement to cancel the subscription with immediate effect.

10. Trial periods and campaigns

BookBeat will from time to time offer campaign prices and trial offers for new users. Unless stated otherwise in connection with the relevant offer, you may only take advantage of a trial offer if you have not previously had a subscription or taken advantage of a trial period or similar offer. Unless stated otherwise, the terms and conditions of campaigns and trial offers apply until further notice. BookBeat reserves the right to amend such terms and conditions. At the time of registration, the applicable terms and conditions for a relevant campaign and/or trial offer are stated on BookBeat's website.

At the end of your trial period, it will convert automatically into a permanent monthly subscription and BookBeat will charge you for the following month if the subscription is not cancelled prior to the end of the trial period. BookBeat will not give you specific notice when the trial period ends, and you are therefore personally responsible for keeping track of when the trial period ends and when a fee will be charged for your subscription.

11. Term of the agreement and termination

You can cancel your subscription at any time. If you cancel your subscription before the current period has ended, your subscription will shut off when that period has expired. If you are a trial customer, your subscription will end with immediate effect. A period consists of 30 days.

Cancellation takes place via BookBeat's website. You must cancel your subscription before the end of the prepaid 30 day period, no later than 23.59 CET on the day prior to the renewal of the subscription, or your subscription will be renewed for a further 30 day period at the applicable monthly fee.

If you are in breach of these general terms and conditions, BookBeat is entitled to suspend your access to the Service or cancel your subscription with immediate effect. You may also be liable in damages if you are in breach of these general terms and conditions. BookBeat is also entitled to cancel your subscription with a 30 day period's notice in the event of the discontinuation or modification of the Service.

12. Right of cancellation of purchase and complaints

In most cases, you have the right to change your mind and cancel your contract within 14 days without giving any reason. However, this doesn't apply where you have made an individual purchases of eBooks and audiobooks or purchased a gift card subscription and it has been redeemed (see below for more information).

The cancellation period ends 14 days after the day your contract started i.e. when you got access to the subscription service. If you change your mind and wish to cancel your subscription, you must let us know before the end of the 14-day cancellation period. To meet the cancellation deadline, it is sufficient for you to send your communication telling us you wish to cancel before the cancellation period expires. You can also cancel your purchase on your account page.

If you change your mind and cancel your contract, we will make a refund as soon as possible to your original payment method, unless expressly agreed otherwise. You will not incur any fees as a result of the refund.

The right to change your mind does not affect the rights you have if your product or the Service is faulty (see below for more information).

No right to cancel redeemed gift cards and individual purchases of eBooks and audiobooks

When you purchase a gift card, your gift card is made available to you immediately after you completed the purchase. Prior to submitting your order for a gift card, you will be asked to tick a box to confirm that you agree to the immediate supply of the gift card and that, by agreeing to this, you lose your right to cancel as soon as the gift card is redeemed. This means that you do not have the right to cancel the contract once the gift card has been redeemed, and you will not be entitled to a refund.

When you purchase an individual eBook or audiobook, your book is made available to you immediately after you completed the purchase. Therefore, prior to submitting your order, you will be asked to tick a box to confirm that you agree to the immediate supply of the book and that, by agreeing to this, you lose your right to cancel. This means that you do not have the right to cancel the contract once you have completed your purchase and the digital content has been made available to you in your account library, and you will not be entitled to a refund.

The right to change your mind does not affect the rights you have if your product or the Service is faulty. If there is a problem with your subscription or digital content, for example if it is faulty or not as described, please contact us using the contact details in section XX. We will let you know what to do next.

13. BookBeat's obligations and rights

BookBeat provides the Service as is at a given point in time. The user is aware and understands that the content in the Service and the functions in the Service are subject to change at any time without prior warning. BookBeat seeks to offer its users the widest possible selection of products but provides no guarantee that all the eBooks and audiobooks you demand are available at all times, since the content is continuously updated.

Furthermore, BookBeat may modify the Service for valid reasons.

BookBeat may communicate with you via the BookBeat app, e-mail, telephone or physical mail regarding topics that are strictly to do with BookBeat's service. For example, service interruptions or your BookBeat subscription and payments.

BookBeat may also contact you regarding offers, book recommendations, products, functions, surveys or events that are tied to BookBeat via the BookBeat app, telephone or physical mail. If you have approved it, you may also be contacted via e-mail.

The Service is available 24 hours a day. However, BookBeat provides no guarantee that the Service will be free from defects or stoppages at all times. BookBeat is not responsible for your inability to access the Service due to events beyond BookBeat's control (such as overload, network and/or other communication faults, your mishandling as a user, or your defective equipment). In the event of a defect or stoppage in relation to the Service, BookBeat is entitled to rectify the defect or stoppage without it being considered to be a breach of contract. BookBeat is also entitled to reasonably suspend the Service for e.g. updates and maintenance.

BookBeat has the right to assign its rights and obligations under these general terms and conditions, either in whole or in part, to a third party.

14. Use of the Service and the user's responsibilities, Reservation of rights for text and data mining and AI training

All of the content BookBeat provides via the Service is owned by BookBeat or BookBeat's content providers and is protected by copyright. By creating a user account and paying the fee, or the purchase price for a single purchase, you receive a non-exclusive, non-transferable, limited license to the content in the Service to be used in accordance with these general terms and conditions. These general terms and conditions do not entail that the right of ownership or

other intellectual property rights relating to the content in the Service are assigned or transferred to you or any other party. As a user, you are entitled to listen to audiobooks, read eBooks and access the other content in the Service in accordance with these general terms and conditions during the subscription period. The Service is for personal use only and may not be used for any commercial or public purpose.

Your account is personal to you and may not be shared with third parties. You undertake not to whether in whole or in part, copy audiobooks or eBooks or any other of BookBeat's content in the Service and not to violate in any other manner the technical restrictions intended to prevent users from copying any content in the Service or disseminating eBooks, audiobooks or any other of BookBeat's content in the Service by, for example, selling, copying, lending or renting out, not even for personal use. Furthermore, you are not entitled to use the Service in any manner in breach of these general terms and conditions or for any unlawful purpose. Furthermore, you may not encourage any other person to use the Service in any manner in breach of legislation or these general terms and conditions. You are responsible for ensuring that the e-mail address you provided is correct and up-to-date, since most communications relating to your subscription and your purchases will take place by e-mail.

"User-Generated Content" means reviews that you publish on the Service, as well as profile names, descriptions and book lists that you publish through the Public Profiles feature. Creating User-Generated Content is voluntary and requires your active choice. You can only leave reviews of books if you have an active subscription and have rated the book.

If you activate your Public Profile, the content you make public can also be viewed by people who do not have a BookBeat account. You can deactivate your Public Profile at any time without cancelling your subscription. Deactivating your profile does not in itself constitute a request to delete your account or previously published reviews.

By publishing User-Generated Content, you grant BookBeat a royalty-free and transferable licence, including the right to sublicense, to use, reproduce, distribute, make available and modify the content in compliance with moral rights, including for text and data mining. The licence applies for the entire duration of the relevant rights and cannot be revoked, subject to any limitations imposed by mandatory law. The licence covers only those rights that you are entitled to grant. Removing content or deactivating your Public Profile does not in itself revoke the copyright licence.

All User-Generated Content is subject to our guidelines for user-generated content. They describe, among other things, what content is not permitted. You are responsible for ensuring that you have the right to publish your User-Generated Content and that it complies with applicable law and the guidelines.

If you suspect any unauthorized use of your account, you must immediately inform BookBeat and change your password. You are personally responsible and liable for all loss caused as a result of you having given another person access to the Service via your user account. BookBeat is entitled to cancel your subscription with immediate effect or block access to the

Service if BookBeat has reason to suspect that your account is being misused by an unauthorized person in any other manner.

You may not assign your rights and obligations under these general terms and conditions, either in whole or in part, to a third party without BookBeat's consent.

Reservation for text and data mining / AI training: The content of the Service may not be used for the development, training and/or enrichment of AI systems, in particular generative AI systems. The use of the content for text and data mining is expressly reserved. Text and data mining is therefore only permissible to the extent that this is permitted by an express contractual or statutory regulation.

15. Personal Data

In order to provide you with the Service, BookBeat will process certain personal data, such as your name, e-mail and payment details, as a data controller in accordance with the EU General Data Protection Regulation. For further information on how BookBeat processes such personal data please see BookBeat's Privacy Notice available on BookBeat's website.

16. Social media

When you have an account with BookBeat, you can let your friends receive book tips by sharing links with them on social networks, such as Facebook and Twitter. When you have shared a link to a book in BookBeat, by clicking on the link your friends who follow you in the social fora can access the presentation of the shared item.

You may at any time remove any of your posts on social media containing the link. BookBeat assumes no responsibility or liability for the content you share on social networks. BookBeat reserves the right to suspend your access to all or part of BookBeat if you use the Service on social media in a manner BookBeat considers reprehensible, for example by publishing or creating something which is libelous or defamatory, insulting, constitutes harassment or bullying, or is otherwise offensive or reprehensible, or if you send junk mail to other users of the Service or otherwise act in breach of applicable legislation and/or rules and regulations.

17. File protection

All copying and improper dissemination of audiobook and eBook files is prohibited. You are personally responsible for ensuring that eBooks/audiobooks are not disseminated to third parties in accordance with the provisions of section 14 above.

18. Disputes

In the event a dispute arises between BookBeat and you, the parties shall, in the first instance, seek to resolve the dispute by means of a mutual agreement. If BookBeat and you are unable to reach an agreement, you have the right to bring the case to a court of law where you reside.

There might also be alternative dispute resolutions in your country. The dispute resolution bodies vary depending on your country of residence, contact details can be provided by BookBeat if you contact us by using the contact details set out in section 19 below.

19. Contact details

BookBeat AB, a limited company incorporated in Sweden (reg. no: 556560-4583, VAT no.: SE 556560458301), with registered address Sveavägen 56, 111 34 Stockholm Sweden, provides the Service. To contact our customer services department, please send an e-mail to help@bookbeat.com or call us at 0-800-048-8557. Please send other questions to info@bookbeat.com or to our address BookBeat AB, Box 3159, 103 63 Stockholm, Sverige. You can also contact us on telephone 0-800-048-8557.

These general terms and conditions are only available in English.

The terms were last updated on November 16, 2026