



ITC INFOTECH (ITCI) CUSTOMER AGREEMENT

THIS ITCI CUSTOMER AGREEMENT (“AGREEMENT”) IS A LEGAL AGREEMENT BETWEEN THE INDIVIDUAL, OR THE COMPANY OR OTHER ORGANIZATION ON WHOSE BEHALF SUCH INDIVIDUAL ACCEPTS THIS AGREEMENT, THAT INSTALLS, ACCESSES, OR USES ANY SOFTWARE OR DOCUMENTATION FROM ITC INFOTECH (“CUSTOMER”), AND ITC INFOTECH INDIA LTD. OR, IF THE PURCHASE WAS MADE IN A COUNTRY SPECIFIED ON THE ITC INFOTECH AFFILIATES LIST DOCUMENT AVAILABLE AT [HTTPS://WWW.ITCINFOTECH.COM/DXP-SERVICES/S-SERIES/LEGAL-AGREEMENTS](https://www.itcinfotech.com/dxp-services/s-series/legal-agreements), THE ITC INFOTECH AFFILIATE SPECIFIED IN SUCH DOCUMENT (AS APPLICABLE, “ITCI”).

PLEASE READ THE TERMS AND CONDITIONS OF THIS AGREEMENT CAREFULLY BEFORE ACCEPTING THIS AGREEMENT. BY INSTALLING, ACCESSING, OR USING ANY SOFTWARE OR DOCUMENTATION FROM ITCI, CUSTOMER HEREBY AGREES TO BE BOUND BY THIS AGREEMENT AND REPRESENTS THAT IT IS AUTHORIZED TO DO SO.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT OR IF YOU DO NOT HAVE AUTHORITY TO BIND THE COMPANY OR OTHER ORGANIZATION ON WHOSE BEHALF YOU ARE ACCEPTING THIS AGREEMENT, RETURN TO ITCI THE SOFTWARE AND DOCUMENTATION PRODUCTS PROVIDED TOGETHER WITH THIS AGREEMENT. NOTE THAT FAILURE TO COMPLY WITH SUCH INSTRUCTIONS WITHIN THE TIME PERIOD SPECIFIED WILL VOID ANY RIGHT YOU WOULD OTHERWISE HAVE HAD FOR A REFUND OF ANY FEES PAID. THE LICENSED PRODUCTS MAY CONTAIN TECHNOLOGY FOR LICENSE MANAGEMENT AND FOR THE PREVENTION OF UNLICENSED USE. WHEN LICENSED PRODUCTS ARE ACTIVATED, INSTALLED, OR FIRST USED BY A LICENSED USER, AND PERIODICALLY FOR LICENSE MANAGEMENT AND PRODUCT IMPROVEMENT PURPOSES, INFORMATION ABOUT THE USE OF THE PROGRAMS, AND THE COMPUTER MAY BE TRANSMITTED TO ITCI. DETAILS OF THE INFORMATION TRANSMITTED TO ITCI BY THE LICENSED PRODUCTS CAN BE FOUND ON [HTTPS://WWW.ITCINFOTECH.COM/DXP-SERVICES/S-SERIES/LEGAL-AGREEMENTS](https://www.itcinfotech.com/dxp-services/s-series/legal-agreements). IF CUSTOMER DID NOT OBTAIN THE LICENSED PRODUCT FROM ITCI DIRECTLY, CUSTOMER IS USING AN ILLEGALLY OBTAINED UNLICENSED VERSION OF THE APPLICABLE LICENSED PRODUCT. ITCI REGARDS SOFTWARE PIRACY AS THE CRIME IT IS AND PURSUES (BOTH CIVILLY AND CRIMINALLY) THOSE WHO TAKE PART IN THESE ACTIVITIES. AS PART OF THESE EFFORTS, ITCI UTILIZES DATA MONITORING AND SCOURING TECHNOLOGIES TO OBTAIN AND TRANSMIT TO ITCI DATA ON USERS OF ILLEGAL COPIES OF LICENSED PRODUCTS. IF CUSTOMER IS USING AN ILLEGAL COPY OF SOFTWARE, CEASE USING THE ILLEGAL VERSION AND CONTACT ITCI TO OBTAIN A LEGALLY LICENSED COPY. BY USING THIS SOFTWARE, YOU ACKNOWLEDGE THAT ITCI WILL COLLECT, USE, AND TRANSFER INFORMATION ABOUT THE USE OF THE LICENSED PRODUCTS INCLUDING INFORMATION THAT MAY BE PERSONAL DATA FOR THE PURPOSES OF IDENTIFYING USERS OF ILLEGAL COPIES OF OUR SOFTWARE.

IN ORDER TO UNDERSTAND THE PREFERENCES OF OUR SOFTWARE USERS, ITCI ALSO USES DATA MONITORING TECHNOLOGIES TO OBTAIN AND TRANSMIT DATA ON SYSTEM USE AND PERFORMANCE AND FOR GATHERING USER DATA AND USE METRICS ON USERS OF OUR SOFTWARE. WE WILL SHARE THIS DATA WITHIN ITCI, ITS AFFILIATED COMPANIES AND OUR BUSINESS PARTNERS, INCLUDING WITHIN THE UNITED STATES AND ELSEWHERE FOR TECHNICAL AND MARKETING PURPOSES AND WILL ENDEAVOR TO ENSURE THAT ANY SUCH DATA TRANSFERRED IS APPROPRIATELY PROTECTED.

ITCI IS A GLOBAL COMPANY AND THEREFORE IF YOU ARE USING ITCI SOFTWARE, VISITING AN ITCI WEBSITE OR COMMUNICATING ELECTRONICALLY WITH US, INFORMATION MAY BE PROCESSED OUTSIDE OF THE COUNTRY IN WHICH YOU RESIDE AND VARIOUS COMMUNICATIONS WILL NECESSARILY RESULT IN A TRANSFER OF THIS INFORMATION ACROSS INTERNATIONAL BOUNDARIES. SEE CLAUSE 10.8 FOR FURTHER DETAILS.

BY YOUR ACCEPTANCE OF THIS AGREEMENT AND/OR USING THE SOFTWARE, YOU ACKNOWLEDGE ITCI'S COLLECTION, USE, AND TRANSFER OF YOUR PERSONAL DATA IN ACCORDANCE WITH ITCI'S PRIVACY POLICY.

CAPITALIZED TERMS NOT DEFINED IN THE TEXT BELOW ARE DEFINED IN SCHEDULE B AT THE END OF THIS AGREEMENT. SCHEDULE A TO THIS AGREEMENT CONTAINS ADDITIONAL (OR ALTERNATIVE) TERMS APPLICABLE TO SPECIFIC GEOGRAPHIES.

1. Orders and Payment

1.1. Customer may order Licensed Products and/or Support Services by submitting to ITCI a completed Quote and such other order documentation as is required by ITCI. CUSTOMER MAY NOT CANCEL AN ORDER ONCE ITCI HAS ACCEPTED IT. Other than the line items that serve to order Licensed Product(s) and/or Support Services, in no event shall any other terms of any Customer purchase order modify this Agreement or become binding on ITCI.

1.2. Customer shall be obligated to pay the applicable fees for the Licensed Products and/or Support Services ordered. All fees and other charges due hereunder are due and payable in full within thirty (30) days of the date of the invoice, or later if specified on the Quote and/or the invoice. Customer shall be responsible for all sales, use, VAT, transfer and other taxes and duties imposed by any federal, state, municipal or other governmental authority relating to the Licenses granted or the Support Services provided hereunder, exclusive, however, of taxes based on the net income of ITCI. Customer shall pay interest at the rate of one and one half percent (1.5%) per month (or, if less, the maximum amount permitted by law) on all sums due under this Agreement which remain unpaid following the due date. Customer shall pay ITCI's reasonable attorneys' fees and costs incurred by ITCI in collecting overdue amounts, and/or in any controversy or litigation arising under or in connection with the Licensed Products and/or this Agreement in which Customer does not prevail against ITCI in all of the claims.

2. License

2.1. License Grant. Upon ITCI's acceptance of an order for Licensed Products, ITCI grants to Customer a License to install and use the Licensed Products identified in the Quote during the applicable License Term, solely for Customer's internal business purposes and solely in accordance with this Agreement and the applicable usage and license-type restrictions identified in the Quote and the Licensing Basis Document. Notwithstanding the foregoing, if the Licensed Product is being provided by ITCI on an "evaluation" or "trial" basis, such License will be instead to install and use the Licensed Product solely to evaluate such Licensed Products, and Customer agrees not to use the Licensed Product in any commercial applications or for productive purposes. Also, if the Licensed Product is sold on a "demo and test" or "nonproduction" basis (or similar designation), such Licensed Product may not be used in a production environment.

2.2. Designated Country/Servers. Except in the case of Global or Restricted Global Licenses, Customer may only install and operate Licensed Products on the applicable Designated Server situated in the applicable Designated Country. Customer may, from time to time, change the Designated Server and/or the Designated Country in which Customer seeks to install or operate a Licensed Product, provided that in each case (i) Customer shall give prior written notice to ITCI of any such change, and (ii) upon moving the Licensed Products to a different Designated Country, Customer shall pay the associated Uplift Fees.

2.3. Additional Restrictions on Use. Customer shall not permit any persons who are not Permitted Users to access or use the Licensed Products. As a condition of the grant of license set forth in Section 2.1, Customer shall not and shall not permit any third party(ies) to:

- (i) modify or create any derivative work of any part of the Licensed Products;
- (ii) rent, lease, or loan the Licensed Products;
- (iii) use the Licensed Products, or permit them to be used, for third-party training, to deliver software implementation or consulting services to any third parties, or for commercial time-sharing or service bureau use;
- (iv) disassemble, decompile or reverse engineer the Licensed Products or the file format of the Licensed Products, or otherwise attempt to gain access to the source code or file format of the Licensed Products, except as expressly permitted in Schedule A, if applicable;
- (v) sell, license, sublicense, loan, assign, or otherwise transfer (whether by sale, exchange, gift, operation of law, or otherwise) to any third party the Licensed Products, any copy thereof, or any License or other rights thereto, in whole or in part, without in each case obtaining ITCI's prior written consent, except to the extent that any of the foregoing are explicitly authorized in the Quote and/or the Licensing Basis Document;
- (vi) alter, remove, or obscure any copyright, trade secret, patent, trademark, logo, proprietary and/or other legal notices on or in any copies of the Licensed Products; and
- (vii) copy or otherwise reproduce the Licensed Products in whole or in part, except (a) as may be required for their installation into computer memory for the purpose of executing the Licensed Products in accordance with this Section 2, and/or (b) to make a reasonable number of copies solely for back-up purposes (provided that any such permitted copies shall be the property of ITCI and Customer shall reproduce thereon all ITCI copyright,

trade secret, patent, trademark, logo, proprietary and/or other legal notices contained in the original copy of the Licensed Product obtained from ITCI).

2.4. Restriction on Installation Location. Except for “Global” licenses (as specified in the product name), all of ITCI’s products are restricted such that they may only be installed in the Designated Country. Where Customer desires to change the country of installation, Customer is required to notify ITCI and, where the list prices for such licenses are higher in the proposed new country of installation, uplift fees are required based on the difference.

2.5. Restrictions on User Location (Concurrent User Products). Except for “Global” and “Restricted Global” licenses, ITCI products that are licensed on a Concurrent User basis may only be used by persons physically located in the country where the products are installed, and all of the software components shipped as part of that product (for example, client code and license server) may only be installed in the Designated Country. However, where a person who is normally located in that country is traveling abroad, that person can check out the license for a limited period of time (for most products two weeks), during which time period such license is not available on Customer’s network. Users who are not employees of the Customer may use ITCI products licensed on a Concurrent User basis only while physically located at a Customer site. **THE RESTRICTIONS IN THIS PARAGRAPH APPLY ONLY TO CONCURRENT USER PRODUCTS, NOT TO ITCI PRODUCTS THAT ARE LICENSED ON A DIFFERENT BASIS THAN CONCURRENT USER.**

2.6. Global/Restricted Global Licenses. A “Global” License allows the Customer to install, operate and use such Licensed Product at any of the Customer’s site(s) throughout the world, notwithstanding any restrictions in the License Agreement in relation to limiting use of Licensed Products to the country of installation, but subject to compliance with all applicable export laws and regulations. A “Restricted Global” License allows the Customer to install, operate and use such Licensed Product at any of the Customer’s site(s) located in the Designated Country and/or in any Permitted Country, notwithstanding any restrictions in the License Agreement in relation to limiting use of Licensed Products to the country of installation. “Permitted Countries” means China, India, Russia, the Czech Republic, Poland, Hungary, Malaysia, South Africa, Israel, Mexico, Brazil, Argentina, and Romania.

2.7. Third Party Components and Bundled Third Party Products. Certain of the Licensed Products may contain embedded third party software components for which additional terms apply. The current additional terms are set forth on the Schedule of Third Party Terms available on the Licensing Documents Webpage.

2.8. Additional Restriction(s). Additional product-specific provision(s) and terms applicable to third party components included in or with the Licensed Products may apply to particular Licensed Products, as specified in the Licensing Basis Document, which is hereby incorporated by reference.

3. **Support**

3.1. Support Services Plan; Levels of Support Services. Upon ITCI’s acceptance of Customer’s order for a subscription License, ITCI and/or its authorized subcontractors shall provide Support Services in accordance with these terms for a time period of twelve (12) months or for such other period specified in Customer’s order accepted by ITCI (a “Support Services Plan”). The current levels of Support Services offered and Support terms are available at <https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>.

3.3. If Customer elects Support Services for a particular Licensed Product, all of Customer’s licenses of such Licensed Product must be on Support Services (i.e., partial Support orders or partial renewals are not permitted).

4. **Compliance**

4.1. License Usage Assessments. To confirm Customer’s compliance with the terms and conditions of this Agreement, Customer agrees that ITCI and ITCI’s authorized agents may perform usage assessments with respect to Customer’s use of the Licensed Products. Customer agrees to provide ITCI access to Customer’s facilities and computer systems, and cooperation from Customer’s employees and consultants, as reasonably requested by ITCI in order to perform such assessments, all during normal business hours, and after reasonable prior notice from ITCI.

4.2. Reports. Upon written request from ITCI, Customer agrees to provide to ITCI an installation and/or usage report with respect to the Licensed Products (and in the case of Registered User Products, as specified in the Licensing Basis Document, such report shall include a list of all individuals for whom Customer has issued a password or other unique identifier to enable such individual to use the Registered User Product). Each such report shall be certified by an authorized representative of Customer as to its accuracy within ten (10) business days after receipt of ITCI’s written request. For any period in which Customer’s use of the Licensed Products exceeds the number and/or the scope of the Licenses in effect during such period for such Licensed Products, Customer agrees to pay for any such excess usage,

including applicable license and Support Services fees, and without limiting any other rights or remedies to which it is entitled, failure to pay shall be grounds for termination in accordance with Section 9.1 hereof.

5. Intellectual Property

ITCI and its licensors are the sole owners of the Licensed Products and of any copies of the Licensed Products, and of all copyright, trade secret, patent, trademark and other intellectual or industrial property rights in and to the Licensed Products. All copies of the Licensed Products, in whatever form provided by ITCI or made by Customer, shall remain the property of ITCI, and such copies shall be deemed to be on loan to Customer during the License Term. Customer acknowledges that the License granted hereunder does not provide Customer with title to or ownership of the Licensed Products or any copies thereof, but only a right of limited use consistent with the express terms and conditions of this Agreement. Customer shall have no rights to the source code for the Licensed Products and Customer agrees that only ITCI shall have the right to maintain, enhance, or otherwise modify the Licensed Products.

6. Warranty; Disclaimer of Warranties

See Schedule A for a modified version of this Section 6 for Licensed Products licensed and used in Germany, Austria or Switzerland.

6.1. Warranty. ITCI warrants to Customer that ITCI is authorized to grant the License(s). ITCI further warrants that the Licensed Products will be free from Errors during the Warranty Period. "Warranty Period" means: (a) for perpetual software licenses, the ninety day period commencing on the date ITCI makes the Licensed Product available to Customer or Customer's designee, and (b) for subscription licenses, the term of the subscription. ITCI shall have no warranty obligations hereunder with respect to any (i) Errors attributable to any modifications or customizations of the Licensed Products, (ii) Licensed Products that are provided by ITCI free of charge to Customer, and/or (iii) Bundled Third Party Products (as defined in the Schedule of Third Party Terms). ITCI's issuance of a New Release will not re-start a Warranty Period that has expired.

6.2. Sole Remedy. ITCI's and its licensors' entire liability and Customer's exclusive remedy for any breach by ITCI of the warranty given in the second sentence of Section 6.1 above shall be, at ITCI's sole discretion, either to (a) replace the Licensed Product(s) that contains the Error, or (b) use diligent efforts to repair the Error. ITCI's obligations set forth in the preceding sentence shall apply only if notice of the Error is received by ITCI within the Warranty Period and Customer supplies such additional information regarding the Error as ITCI reasonably requests. If ITCI does not replace the applicable Licensed Product(s) and/or does not repair the Error (either by providing a bug fix, a workaround or otherwise) within a reasonable time after ITCI receives written notice of the Error and associated information from Customer, upon return of such Licensed Product(s) and any copies thereof, ITCI will provide a refund of: (i) the perpetual license fees paid by Customer for the Licensed Product(s) that contains the Error, and (ii) the prepaid subscription fees for the remainder of the subscription term for the Licensed Product(s) that contains the Error, in each case upon return of such Licensed Product(s) and any copies thereof.

6.3. No Additional Warranties. No third party, including any employee, partner, distributor (including any Reseller) or agent of ITCI is authorized to give any representations, warranties or covenants greater or different than those contained in this Agreement, except as specifically set forth in a written agreement signed on behalf of Customer by an authorized officer and on behalf of ITCI by its legal counsel.

6.4. Disclaimer of Warranties. EXCEPT AS EXPRESSLY STATED IN THIS SECTION 6, ITCI DISCLAIMS (AND CUSTOMER WAIVES) ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND/OR ANY WARRANTY THAT CUSTOMER WILL ACHIEVE ANY PARTICULAR RETURN ON INVESTMENT. CUSTOMER IS SOLELY RESPONSIBLE FOR ANY RESULTS OBTAINED FROM USING THE LICENSED PRODUCTS, INCLUDING THE ADEQUACY OF INDEPENDENT TESTING OF RELIABILITY, SECURITY AND ACCURACY OF ANY ITEM DESIGNED USING LICENSED PRODUCTS. ITCI DOES NOT WARRANT THAT THE OPERATION OR OTHER USE OF THE LICENSED PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE OR WILL NOT CAUSE DAMAGE OR DISRUPTION TO CUSTOMER'S DATA, COMPUTERS OR NETWORKS. WITHOUT LIMITING THE FOREGOING, ITCI WILL HAVE NO LIABILITY ARISING FROM ANY SECURITY INCIDENT OR DATA LOSS THAT WOULD HAVE BEEN PREVENTED IF CUSTOMER HAD IMPLEMENTED SECURITY SOLUTIONS, DEVICES OR FEATURES (INCLUDING "PATCHES," FIXES AND UPDATES) FOR THE LICENSED PRODUCTS PROVIDED OR MADE AVAILABLE BY ITCI TO CUSTOMER.

7. Indemnification; Infringement

7.1. ITCI's Obligation to Indemnify Customer. ITCI, at its own expense, will defend any action brought against Customer based on a claim that any Licensed Product infringes a United States, European Union or Japanese patent, copyright or trademark and, at its option, will settle any such action or will pay any final judgment awarded against Customer,

provided that: (a) ITCI shall be notified promptly in writing by Customer of any notice of any such claim; (b) ITCI shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise and shall bear the costs of the same (unless one or more of the exclusions in Section 7.3 applies); and (c) Customer shall cooperate fully at ITCI's expense with ITCI in the defense, settlement or compromise of such claim. This Section states ITCI's sole and exclusive liability, and Customer's sole remedy, for any and all claims relating to infringement of any intellectual property right.

7.2. ITCI's Right to Act to Prevent a Claim. If a claim described in Section 7.1 hereof occurs or, in ITCI's opinion, may occur, Customer shall permit ITCI, at ITCI's option and expense to: (a) procure for Customer the right to continue using the Licensed Product; (b) modify the Licensed Product so that it becomes non-infringing without materially impairing its functionality; or (c) terminate the applicable Licenses, accept return of the applicable Licensed Products and grant Customer a credit thereon. For Licenses purchased with a perpetual License Term, such credit shall be equal to the license fees paid by Customer for such Licensed Product depreciated on a straight-line, five year basis. For Licenses purchased on a term license or subscription basis, such credit shall be equal to the prepaid license or subscription fees for the remainder of the License Term.

7.3. Exclusions from ITCI's Obligation to Indemnify Customer. ITCI shall have no liability to Customer under Section 7.1 hereof or otherwise to the extent that any infringement or claim thereof is based upon: (a) use of the Licensed Product in combination with equipment or software not supplied hereunder where the Licensed Product itself would not be infringing; (b) use of other than a current release of the Licensed Product(s) provided to Customer; or (c) modification of the Licensed Product by anyone other than ITCI or its employees or agents.

8. Limitation of Liability

See Schedule A for a modified version of this Section 8 for Licensed Products licensed and used in Germany, Austria or Switzerland.

8.1. The warranty and indemnification provisions of Sections 6 and 7 hereof state the entire liability of ITCI, its subsidiaries and affiliates, and each of their respective directors, officers, employees or agents, with respect to the Licensed Products and Support Services, including (without limitation) any liability for breach of warranty, or for infringement or alleged infringement of patent, copyrights, trademarks, trade secrets and other intellectual or proprietary rights by the Licensed Products, or their use.

8.2. EXCEPT FOR ITCI'S INDEMNIFICATION OBLIGATIONS IDENTIFIED IN SECTION 7.1 ABOVE AND EXCEPT FOR CLAIMS FOR DEATH OR PERSONAL INJURY, THE MAXIMUM LIABILITY OF ITCI AND ITS AFFILIATES, ARISING OUT OF, OR RELATING TO, THE CREATION, LICENSE, FUNCTIONING, USE OR SUPPLY OF THE LICENSED PRODUCTS OR THE PROVISION OF SUPPORT SERVICES OR OTHERWISE RELATING TO THIS AGREEMENT, WHETHER BASED UPON WARRANTY, CONTRACT, TORT, OR OTHERWISE, SHALL NOT EXCEED THE FEES PAID BY CUSTOMER IN THE TWELVE MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO DAMAGES FOR THE LICENSED PRODUCTS OR SUPPORT SERVICES THAT GAVE RISE TO THE CLAIM.

8.3. IN NO EVENT SHALL ITCI AND ITS AFFILIATES OR ANY OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR: (A) ANY LOSS OF PROFIT, LOSS OF USE DAMAGES, LOSS OF GOODWILL, LOSS OF BUSINESS OPPORTUNITY, LOSS OF SALES, LOSS OF REPUTATION OR LOSS OF ANTICIPATED SAVINGS; (B) ANY LOSS OR INACCURACY OF DATA OR BUSINESS INFORMATION OR FAILURE OR INADEQUACY OF ANY SECURITY SYSTEM OR FEATURE; AND (C) SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED; IN EACH CASE EVEN IF ITCI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

8.4. Nothing in this Section 8 will excuse or limit Customer's obligation to pay the applicable fee(s) for all authorized or unauthorized use of the Licensed Products.

8.5. Customer agrees not to bring any suit or action against ITCI, and/or its subsidiaries and affiliates, ITCI's licensors and/or any of their respective directors, officers, employees or agents for any reason whatsoever more than one year after the cause of action arises.

9. Term and Termination of Licenses or Support Services

9.1. Events Causing Termination. This Agreement and all Licenses and the provision of Support Services will terminate thirty (30) days after written notice from ITCI specifying a breach of this Agreement, including failure to make any payment due to either ITCI in a timely manner, if that breach is not, within that thirty (30) day period, remedied to ITCI's reasonable satisfaction.

9.2. Effects of Expiration or Termination. Upon expiration of a given License Term and/or any expiration or termination of this Agreement, Customer shall promptly pay all sums owed by Customer, return to ITCI the original copies of all

Licensed Products for which the License Term has expired or has been terminated, destroy and/or delete all copies and backup copies thereof from Customer's computer libraries, storage facilities and/or hosting facilities.

9.3. Survival. Sections 1.2, and 3 through 10 shall survive expiration or termination of this Agreement.

10. General

10.1. Governing Law and Jurisdiction. Unless otherwise stated in the ITCI Affiliates Listing document available at <https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>, all disputes arising under, out of, or in any way connected with this Agreement shall be governed by and construed in accordance with the laws of England. The parties hereby expressly disclaim the application of the U.N. Convention for the International Sale of Goods. All disputes arising under, out of, or in any way connected with this Agreement shall be litigated exclusively in the courts situated in London, and in no other court or jurisdiction. Notwithstanding the foregoing or anything to the contrary, ITCI shall have the right to bring a claim in any court of competent jurisdiction to enforce any intellectual property rights and/or protect any confidential information. Customer stipulates that the courts situated in England shall have personal jurisdiction over its person, and Customer hereby irrevocably (i) submits to the personal jurisdiction of said courts and (ii) consents to the service of process, pleadings, and notices in connection with any and all actions initiated in said courts. The parties agree that a final judgment in any such action or proceeding shall be conclusive and binding and may be enforced in any other jurisdiction. Each party waives its right to trial by jury in connection with any dispute arising out of this Agreement.

10.2. Notices. Any notice or communication required or permitted under this Agreement shall be in writing. Any notice provided under this section shall be deemed to have been received: (a) if given by mail, five (5) business days after posting; (b) if given by express courier service, the second business day following dispatch.

10.3. Assignment, Waiver, Modification. Customer may not assign, transfer, delegate or sublicense any of Customer's rights or obligations hereunder (including without limitation by operation of law or by sale of Customer assets, whether directly or by merger, and a change in control of Customer shall be deemed to be an "assignment" for purposes of the foregoing) without ITCI's prior written consent, and any such attempted delegation, assignment, transfer or sublicense shall be void and a breach of this Agreement. No waiver, consent, modification, amendment or change of the terms of this Agreement shall be binding unless in writing and signed by ITCI and Customer. ITCI reserves the right to charge a transfer fee for any proposed assignment, transfer or sublicense of this Agreement or any Licenses purchased hereunder.

10.4. Compliance with Laws.

- (i) Each party shall be responsible for its own compliance with applicable laws, regulations and other legal requirements relating to the conduct of its business and this Agreement. Further, Customer represents and warrants that it will use the Licensed Products, as well as related technology and services, in full compliance with applicable laws and regulations.
- (ii) Customer hereby warrants and represents that neither Customer nor any of Customer's directors, officers or affiliates are listed on the U.S. Commerce Department's Denied Persons List, Entity List, or Unverified List, the U.S. State Department's Nonproliferation Sanctions List, the U.S. Treasury Department's List of Specially Designated Nationals and Blocked Persons or the Sectoral Sanctions Identifications (SSI) List (collectively, the "Restricted Party Lists"). Customer acknowledges and agrees that the Licensed Products and related technical data and services are subject to the export control laws and regulations of the United States and any country in which the Licensed Products or related technical data or services are developed, received, downloaded, used, or performed.

10.5. Severability. The unenforceability or invalidity of any provision shall not affect the validity of the remaining provisions, and such provisions determined to be invalid shall be deemed severed from this Agreement and replaced with terms which as closely as possible approximate the intent of such invalid provisions.

10.6. Entire Agreement. This Agreement is the complete and exclusive statement of the contract between ITCI and Customer with respect to the subject matter hereof. No waiver, consent, modification, amendment or change of this Agreement shall be binding unless in writing and signed or otherwise expressly acknowledged by ITCI and Customer.

10.7. Third Party Beneficiaries. It is agreed by the parties to this Agreement that ITCI's third party licensors are intended beneficiaries of this Agreement and have the right to rely upon and directly enforce its terms with respect to the products of such licensors.

10.8. Processing Personal Data: All personal data received, or collected by ITCI in connection with the performance of its obligations will be processed in accordance with the Data Processing Terms and Conditions and ITCI's privacy policy available at <https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>. Customer acknowledges that, ITCI is part of a global company with global operations, and that personal data may be processed outside Customer's country.

All such transfers of personal data shall be in accordance with applicable data privacy laws. Customer certifies that it has obtained any personal data provided to ITCI in accordance with applicable data protection laws.

10.9. Marketing. Customer agrees that while this Agreement is in effect, ITCI shall be authorized to identify Customer as a customer/end-user of ITCI software and services (as applicable) in public relations and marketing materials.

10.10. Government Licensees. If Customer is a United States Governmental entity, Customer agrees that the Licensed Products are “commercial computer software” under the applicable federal acquisition regulations and are provided with the commercial license rights and restrictions described elsewhere herein. If Customer is acquiring the Licensed Product(s) under a United States government contract, Customer agrees that Customer will include all necessary and applicable restricted rights legends on the Licensed Products to protect ITCI’s proprietary rights under the FAR or other similar regulations of other federal agencies. Customer agrees to always include such legends whenever the Licensed Products are, or are deemed to be, a deliverable under a government contract.

Schedule A – Specific Provisions for Austria, Germany and Switzerland

For Licensed Products licensed and used in Austria, Germany or Switzerland, the following provisions shall apply. The following provisions shall have no applicability to any Licensed Products or Services purchased outside of Austria, Germany or Switzerland. References to sections below are references to the applicable sections in the body of the Agreement.

- Section 2.3 (iv) above shall not apply to the extent that (i) the processes Customer undertakes are required to achieve information necessary to achieve interoperability of an independently created computer program with other software programs, (ii) the further requirements of Section 69e of the German Copyright Act are fulfilled and (iii) ITC, upon Customer’s written request, has not made available the information required for this within a reasonable period.
- Sections 6.1 (Warranty), 6.2 (Sole Remedy), 6.3 (No Additional Warranties) and 6.4 (Disclaimer of Warranties) are hereby replaced by the following provisions:

6. Warranty; Disclaimer of Warranties

Sections 6.1 to 6.6 apply to warranty claims with regard to perpetual licenses; for warranty claims with regard to subscription licenses Section 6.7 applies.

6.1 Warranty Period, Restarts and Investigation Duty. The limitation period for warranty claims shall be twelve (12) months from delivery. Any replacement of the Licensed Product(s) and/or repair of Errors will not restart the warranty period. The pre-requisite for the Customer’s warranty claims (Mängelansprüche) is that: (i) the Customer inspects the Licensed Products according to Section 377 German Commercial Code, (ii) the defect is an Error as defined in this Agreement, (iii) the Error already existed at the time of delivery and (iv) the Customer effects a proper notification of the Error. Customer shall provide notifications of Errors to ITCI in writing and Customer shall provide specific details of the Error as deemed reasonable under the specific circumstances. Customer shall notify ITCI of obvious Errors in writing within one week of delivery and of latent Errors within one week of discovery of such Error. The periods specified are preclusion periods.

6.2 Remedies. In the event of an Error, ITCI in its sole discretion may: (a) replace the Licensed Product(s) or (b) repair the Error, provided that notice of the Error is received by ITCI within the periods set forth in Section 6.1 and Customer provides such additional information regarding the Error as ITCI may reasonably request. If the repair (either by providing a bug fix, a workaround or otherwise) or replacement is not successful (after at least two repair attempts for the same Error by ITCI within a reasonable period of time), Customer shall be entitled, at Customer’s choice, to either: (i) rescission of the affected order so that ITCI provides a refund of the license fees paid by Customer for the applicable Licensed Product(s) containing the Error upon return of such Licensed Product(s) and any copies made thereof or (ii) a reasonable reduction in the purchase price. Replacements or repairs shall be made without acknowledgement of a legal obligation and shall not suspend the limitation period for warranty claims related to the Licensed Products.

6.3 Warranty Exceptions. ITCI shall have no warranty obligations hereunder with respect to any (i) New Releases, (ii) Errors attributable to any modifications or customizations of the Licensed Products, (iii) Licensed Products that are provided by ITCI free of charge to Customer, and/or (iv) Bundled Third Party Products (as defined in the Schedule of Third Party Terms).

6.4 No Additional Warranties. No employee, partner, distributor (including any Reseller) or agent of ITCI or any of its resellers or sales agents is authorized to give representations, warranties or covenants greater or different

than those contained in this Agreement, except as specifically set forth in a written agreement signed on behalf of Customer by an authorized officer and on behalf of ITCI by its legal counsel or Corporate Controller. Apart from claims for damages based on Errors that are subject to the limitation of liability as set forth in Section 8, the obligations provided for in this Section 6.1 to 6.6 shall be ITCI's exclusive liability in case of warranty claims.

6.5 Customer Responsibility. The Licensed Products are intended to be used by trained professionals and are not a substitute for the exercise by Customer of professional judgement, testing, safety and utility in their use. Customer is solely responsible for any results which were obtained by using the Licensed Products, including the adequacy of independent testing of reliability and accuracy of any item designed using Licensed Products.

6.6 Qualities (Beschaffenheit), Guarantees. Qualities of the Licensed Products stated in publications of ITCI or its sales representatives, in particular in advertising, in drawings, brochures or other documents, including presentations in the Internet, or on packaging and labeling of the Licensed Products, or which fall under trade usages, shall only be deemed to be covered by the contractual quality of the Licensed Products if such qualities are expressly contained in an offer or an order confirmation in writing. Guarantees, in particular guarantees as to quality, shall be binding on ITCI only to the extent to which they (i) are contained in an offer or an order confirmation in writing, (ii) are expressly designated as "guarantee" or "guarantee as to condition" (Beschaffenheitsgarantie), and (iii) expressly stipulate the obligations for ITCI resulting from such guarantee.

6.7. Warranty claims with regard to subscription licenses

6.7.1 ITCI will provide and maintain the subscription licenses in a suitable condition for the contractual use ("fitness for contractual use"). The maintenance of the subscription licenses' fitness for contractual use will be provided by way of Support Services in accordance with the terms and conditions for Support Services as set out under <https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>, such Support Services being included with the purchase of subscription licenses without additional fee. The obligation to maintain the Licensed Products does not include adjustments to changes in operating conditions or the IT environment, in particular to changes in hardware or operating systems or to new file formats.

6.7.2 In the event of an Error as defined in Schedule B affecting a Licensed Product's fitness for contractual use, ITCI at its sole discretion may (a) replace the Licensed Product(s) that contains the Error or (b) repair the Error, provided that the notice of the Error is received by ITCI promptly after discovery of such Error by Customer and Customer provides such additional information regarding the Error as ITCI reasonably requests. If the repair (either by providing a bug fix, a workaround or otherwise) or replacement fails finally (after at least two attempts for the same Error from the side of ITCI within reasonable periods of time), Customer shall be entitled, at Customer's choice, to (a) a termination of the Licensed Product(s) containing the Error so that ITCI provides a refund of the prepaid subscription fees for the remainder of the subscription term for the Licensed Product(s) containing the Error upon return of such Licensed Product(s) and any copies made thereof or (b) a reasonable reduction in the subscription fee of the respective Licensed Product(s). Replacements or repairs shall be made without acknowledgement of a legal obligation and shall not suspend the limitation period for warranty claims related to the Licensed Products.

6.7.3 ITCI's liability for damages without fault (verschuldensunabhängige Haftung) for defects that existed upon ITCI's acceptance of an order is excluded.

6.7.4 The Customer's right to terminate for deprivation of use in accordance with section 543 para. (2) sentence 1 no. 1 BGB (German Civil Code) shall be excluded, unless the repair or replacement is deemed to have finally failed.

6.7.5 The provisions set out in in Sections 6.3, 6.4 sentence 1, 6.5 and 6.6 apply.

6.7.6 Apart from claims for damages based on Errors that are subject to the limitation of liability as set forth in Section 8, the obligations provided for in this Section 6.7 shall be ITCI's exclusive liability in case of warranty claims.

- Section 8 is hereby replaced by the following provisions:

8. Limitation of Liability

8.1 Liability Categories. ITCI shall be liable for damages, regardless of the legal grounds, only if: (i) ITCI breaches a material contractual obligation (cardinal obligation) culpably (i.e., at least negligently), or (ii) the damage has been caused by gross negligence or willful intent on the part of ITCI or (iii) ITCI has assumed a guarantee.

8.2 Predictability. ITCI's liability shall be limited to the typical, foreseeable damage: (i) if ITCI breaches material contractual obligations (cardinal obligations) with slight negligence, or (ii) if employees or agents of ITCI who are not officers or executive staff have breached other obligations by gross negligence, or (iii) if ITCI has assumed a guarantee, unless such guarantee is expressly designated as guarantee as to condition (Beschaffenhheitsgarantie).

8.3 Maximum Amount. In the cases of Section 8.2 (i) and (ii), ITCI's liability shall be limited to a maximum amount of EURO 1,000,000 or, in case of purely financial losses, to a maximum amount of EURO 100,000.

8.4 Indirect Damages. In the cases of Section 8.2, ITCI shall not be liable for indirect damages, consequential damages or loss of profit.

8.5 Further Limitation of Liability. ITCI will have no liability arising from any security incident or data loss that would have been prevented if Customer had implemented a security solution, devices or features (including "Patches", "Fixes" and Updates) for the Licensed Products provided or made available by ITCI to Customer.

8.6 Liability Period. Customer's claims for damages against ITCI and/or ITCI's affiliates, regardless of the legal grounds, shall expire at the latest one year from the time the Customer gains knowledge of the damage or, irrespective of this knowledge, at the latest two years after the damaging event. For claims based on Errors of the Licensed Product(s), the warranty limitation period pursuant to Section 6.1 shall apply.

8.7 Mandatory Liability. ITCI's liability pursuant to the German Product Liability Act (Produkthaftungsgesetz), for injury of life, body and health, for fraudulent concealment of a defect or for the assumption of a guarantee as to condition (Beschaffenhheitsgarantie) remains unaffected.

8.8 Employees. Sections 8.1 to 8.7 shall also apply in the case of any claims for damages of Customer against employees or agents of ITCI and/or ITCI's affiliates.

8.9 Contributory Negligence. In the event of a guarantee or liability claim against ITCI any contributory fault of Customer must be taken into account accordingly, particularly in the event of inadequate fault notification or inadequate data securing. It constitutes inadequate data securing if the client, among others, does not, by way of appropriate state of the art security measures, take precautions against external influences, e.g. computer viruses and other phenomena which could put individual data or an entire data stock at risk.

Schedule B - Definitions

"Designated Country" - the country of purchase unless otherwise specified in writing on the order documentation at the time of purchase.

"Designated Server" - the computer server located in the Designated Country that has one unique instance of the applicable installed Licensed Product application. A Designated Server product may only be used on the computer server that is designated by the Customer in connection with the initial installation of the product and that has one unique instance of the applicable installed product application. In the event a computer server is partitioned in any manner (physically, logically or otherwise), the reference in the preceding sentence to "computer server" shall mean each partition of such server, and such Designated Server product may only be used on one of such partitions.

"Documentation" - the applicable Licensed Product user manuals provided or made available by electronic means by ITCI as part of the Licensed Product.

"Error" - a failure of the Licensed Product to conform substantially to the applicable Documentation, provided that Customer informs ITCI of such failure in writing.

"License" - the non-exclusive, non-transferable right, without any right to sub-license, to install and use a Licensed Product (in object code form).

"License Term" - the time period during which the License for the applicable Licensed Products shall be in effect as specified in the part name of the Licensed Product or in the applicable Quote. The License Term for evaluation Licenses shall be no longer than thirty days. The License Term of a "subscription" License is as specified in the Quote and/or the invoice.

"Licensed Products" - the computer software products identified in the applicable Quote and Documentation provided with such computer software products.



“Licensing Basis Document” - the “Licensing Basis” document located at the Licensing Documents Webpage (<https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>), which specifies the licensing basis of ITCI’s different products and states certain additional product-specific terms and conditions.

“Licensing Documents Webpage” - <https://www.itcinfotech.com/dxp-services/s-series/legal-agreements>

“New Release” - a modified or enhanced version of a Licensed Product that is designated by ITCI as a new release of that product and that ITCI makes generally available to its Support Services customers.

“Permitted User” - an individual who is authorized by Customer to use the Licensed Products, such use to be solely in accordance with the terms and conditions of this Agreement. Permitted Users are limited to Customer’s employees, consultants, subcontractors, suppliers, business partners and customers who (i) are not competitors of ITCI or employed by competitors of ITCI and (ii) are directly involved in the utilization of the Licensed Products solely in support of Customer’s internal business purposes.

“Quote” - the product schedule, quote, or other written agreement provided to, or signed by, Customer in connection with the purchase of the applicable items.

“Reseller” - a third-party appointed and authorized by ITCI to resell or distribute any Licensed Products and/or Support Services to Customer.

“Support Services” - the provision of New Releases and, depending on the level of Support Services ordered, may also include telephone support, web-based support tools, and correction of Errors.

“Uplift Fee” - a fee based upon the difference between the License fee applicable to installation of the applicable Licensed Product in the original Designated Country and the License fee applicable to the installation of such Licensed Product in the Designated Country to which Customer wishes to move that Licensed Product.