

# boxxe B.V. Terms & Conditions of Purchase

(Version 2: **June 2025**)

These are the Standard Terms that apply to any Goods and/or Services we purchase from you. Each Good and/or Service also has its own Order and may be subject to Special Terms and a separate SOW with more detailed terms.

You understand that Boxxe will be purchasing from you in its capacity as a reseller. If the underlying customer is a public authority, please be aware that boxxe will be required to contract under a Public Framework Agreement and associated Call-Off Contract.

The Public Framework Agreement will always take precedence over these Standard Terms and any other terms and conditions for purchase/sale.

Further, we may also be required to enter into a subcontracting agreement with you to flow down specific obligations from the Public Framework Agreement and Call-Off Contract.

**Please also note our payment terms set out in Clause 11 below.**

## 1. INTERPRETATION OF WORDS AND PHRASES

1.1 Some of the words and phrases in these Standard Terms mean specific things. They are capitalised all the way through and explained in Clause 25 (Defined Terms) below.

1.2 In this Agreement, unless the context otherwise requires:

1.2.1 the words 'include', 'including' or 'for example' do not limit something to just the examples that follow;

1.2.2 any reference to a 'party' or one of us includes that party's personal representatives, successors and permitted assigns;

1.2.3 any reference to a 'person' includes a natural person, corporate or unincorporated body (in each case whether or not having separate legal personality) and that person's personal representatives, successors and permitted assigns; and

1.2.4 any headings in this Agreement are included for convenience. They will not have any effect on the interpretation of this Agreement.

## 2. APPLICATION OF THESE TERMS AND ORDER OF DOCUMENTS

2.1 These Standard Terms, the Order and any relevant Special Terms and SOW apply to, and form part of, this Agreement between us. They take precedence over any terms and conditions of purchase previously supplied by us. Each of these Standard

Terms apply to the supply of Goods and/or Services except where it is specified they only apply to one or the other. You acknowledge and agree that you have read, understood and agree to each of the sections and documents listed above that form this Agreement. We recommend that you retain a copy of all the documents that make up this Agreement.

2.2 No terms or conditions delivered with or contained in your quotation, sales conditions, confirmation of order, specification or other document will form part of this Agreement between us.

2.3 Each Order issued by us to you will be an offer to purchase the relevant Goods and/or Services subject to the terms of this Agreement. We can withdraw an Order any time before it is accepted by you.

2.4 Acceptance of an Order by you takes place when it is expressly accepted by you or if you take any other steps which we reasonably consider consistent with acceptance of the Order.

2.5 If there is a conflict between any of the documents listed below, the order of priority, highest first, is:

2.5.1 the Call-Off Contract (including any data processing agreement);

2.5.2 the Public Framework Agreement;

2.5.3 the Order;

2.5.4 the SOW;

2.5.5 the Special Terms Annexes A, B and C (excluding Annex D);

2.5.6 these Standard Terms; and

2.5.7 the Special Terms (Annex D).

## 3. GENERAL PRINCIPLES

3.1 We confirm we are a legal entity, authorised to enter into this Agreement.

3.2 You confirm you are legally set up as a business, authorised to agree this Agreement and carry out your responsibilities under it and have all consents, licences and authorisations necessary to supply the Goods and/or Services (as applicable) to us.

## 4. GOODS

4.1 This Clause 4 shall only apply if you are supplying Goods to us. Otherwise it will not form part of this Agreement.

### Delivery

4.2 You agree:

4.2.1 to deliver the Goods: (a) to the Location on the date(s) specified in the Order or otherwise agreed between us in writing (the **Delivery Date**); and (b) with a delivery note stating the date of

the Order, the product numbers and type and quantity of the Goods in the consignment;

4.2.2 that the Goods will be deemed delivered when they have been unloaded at the Location;

4.2.3 to deliver the Goods in the instalments (if any) agreed between us in writing. Where it is agreed that the Goods are to be delivered by instalments, they may be invoiced and paid for separately; and

4.2.4 that the agreed Delivery date is binding and delays must be communicated immediately.

#### **Inspection and Testing**

4.3 At any time prior to the Delivery Date, we may inspect and test the Goods. You shall remain fully responsible for the Goods despite any such inspection or testing and any such inspection or testing shall not reduce or otherwise affect your obligations under this Agreement.

4.4 If the inspection or testing conducted in accordance with clause 4.5 indicates that the Goods do not, or are unlikely to, conform to this Agreement, you shall rectify such non-conformity prior to the Delivery Date. No inspection or testing by us shall constitute acceptance that the Goods meet the requirements of this Agreement. We may conduct further inspections and tests after you have carried out your remedial actions or following delivery of the Goods.

4.6 You will indemnify us from and against any Losses incurred by us as a result of or in connection with any breach by you of this clause 4 arising from defect Goods in accordance with Dutch Law.

#### **Title and Risk**

4.7 Risk transfers upon delivery in accordance with Article 7:10 Burgerlijk Wetboek, unless otherwise agreed in writing. Ownership transfers only upon full payment by Buyer.

4.8 You warrant and represent to us that you have the full, clear and unencumbered right to sell and deliver the Goods to us.

#### **Your promises relating to the Goods**

4.9 You warrant and represent to us that the Goods will:

4.9.1 conform to their Specification, and the quality, quantity, description and other particulars stated in the Order or otherwise agreed between us in writing;

4.9.2 be of satisfactory quality and fit for any purpose held out by you or made known to us by you;

4.9.3 be free from any defects in materials and workmanship and remain so for: (i) the warranty period set out in the Specification; or (ii) (if no such warranty period is set out in the Specification) 12 months after delivery; and

4.9.4 comply with all Applicable Law.

### **5. HARDWARE**

5.1 If you will supply Goods to us and those Goods include Hardware, the Special Terms set out in Annex A also apply to this Agreement. Otherwise, Annex A will not form part of our Agreement.

### **6. SERVICES**

6.1 This clause 6 shall only apply if you are supplying Services to us. Otherwise, it will not form part of this Agreement.

#### **General management of the Services**

6.2 Each of us shall appoint a representative to act as the main point of contact in respect of all day-to-day matters relating to the supply of the Services and this Agreement.

6.3 We both shall ensure that our respective representatives meet at such intervals agreed between them to discuss the progress being made in relation to the provision of the Services and any issues which may arise.

#### **Your promises related to the Services**

6.4 You warrant and represent to us that you will perform the Services:

6.4.1 in accordance with this Agreement (including any Specification and any Service Levels agreed between us) and any dates or milestones specified for performance in the Order, a SOW or otherwise agreed between us in writing (if no dates are specified for completion of a particular Service, completion should occur as soon as possible but, in any event, within a reasonable period of time);

6.4.2 using the highest degree of skill, care and diligence in accordance with best practice in your industry, profession or trade;

6.4.3 using personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that your obligations are fulfilled in accordance with this Agreement;

6.4.4 using personnel who have the security clearances notified by us to you in writing;

6.4.5 in accordance with all health and safety rules, regulations and policies and any security requirements that apply at our premises or any third party's premises where the Services will be performed; and

6.4.6 in a way that complies with Applicable Law.

6.5 You shall ensure that:

6.5.1 all electronic communications and electronic data sent or made available by you or anyone acting on your behalf in connection with the Services are free from all Viruses; and

6.5.2 anyone acting on your behalf and performance of the Services do not cause or permit any Virus to be inserted into any of our information technology environments (or any used by us).

### **7. SERVICE LEVELS**

7.1 If Service Levels and (where applicable) Service Credits have been agreed between us in writing as applying to a particular supply of Goods and/or Services, the Special Terms set out in Annex C also apply to this Agreement. Otherwise, Annex C will not form part of this Agreement.

### **8. SOFTWARE**

8.1 If any Goods and/or Services supplied by you to us include the supply Software, the Special Terms set out in Annex B also apply to this Agreement. Otherwise, Annex B will not form part of this Agreement.

### **9. MAKING SURE GOODS AND SERVICES ARE AS WE EXPECTED**

9.1 We will not be considered to have accepted the Goods and/or Services (as applicable) until the Acceptance Conditions are fulfilled.

9.2 The Acceptance Conditions are that:

9.2.1 for Goods, the Goods have been delivered to or at the Location;

9.2.2 for Services, the Services have been performed to a satisfactory quality determined reasonably by boxxe;

9.2.3 where applicable, the Goods and/or Services meet any acceptance test agreed between us in writing; and

9.2.4 we notify you in writing that the Goods and/or Services have been delivered or performed (as the case may be) in a way that complies with this Agreement (**Acceptance**).

9.3 Any Acceptance by us of defective, late or incomplete Goods and/or Services or any payment made in respect of the relevant Goods and/or Services shall not constitute a waiver by us of any rights and remedies available to us.

## 10. CHARGES

10.1 The price for the Goods and/or Services shall be as set out in the Order or otherwise agreed between us in writing or, where that is not the case, shall be calculated in accordance with your scale of charges notified to us by you before the date the Order is made (the **Charges**). No increase in the Charges may be made after the Order is placed unless agreed with us in writing.

10.2 The Charges:

10.2.1 shall include VAT at the prevailing rate, which we will pay subject to receiving a valid VAT invoice that complies with the requirements of the Dutch Tax Authorities (Belastingdienst); and

10.2.2 include the costs of packaging, insurance and carriage of the Goods to the Location, except to the extent that you provide us with a full breakdown of those costs in advance and we agree to them in writing.

## 11. PAYMENT

11.1 Unless we agree otherwise in writing, you will invoice us for:

11.1.1 the Goods and/or Service no sooner than completion of delivery of the Goods or, if later, our Acceptance of the Goods; and

11.1.2 the Services no sooner than completion of performance of the Services or, if later, our Acceptance of the Services.

11.2 Unless we agree otherwise in writing, undisputed payment will be made within 30 days after the end of the month in which we receive your valid and legally compliant invoice, in compliance with Article 6:119a Burgerlijk Wetboek and the EU Late Payment Directive (2011/7/EU).

11.3 If a party fails to make any undisputed payment due to the other under this Agreement by the due date for payment, then the defaulting party shall pay interest on the overdue amount from the due date until payment is made in full, both before and after any judgment, at a rate of 2% per annum above the statutory interest rate (wettelijke rente) as determined under Dutch law. The defaulting party shall pay the interest together with the overdue amount. This clause shall not apply to payments the defaulting party disputes in good faith.

11.4 Both boxxe and the End Customer reserve the right to offset any claims against payments due to you.

## 12. INSURANCE AND LIABILITY

12.1 You shall have in place contracts of insurance with reputable insurers incorporated in the Netherlands sufficient to cover your liabilities under this Agreement. On request, you shall supply evidence of the maintenance of the insurance.

12.2 Liability exclusions or limitations shall be subject to reasonableness and fairness (Article 6:248 Burgerlijk Wetboek) and may not contravene mandatory consumer protection laws.

## 13. OUR MATERIALS

13.1 You acknowledge that all materials, Hardware, information, software, drawings, designs, Specifications and data supplied by us to you (**Our Materials**) and all rights in Our Materials are and shall remain our exclusive property. You shall keep Our Materials in safe custody until returned to us, and not copy, disclose, dispose

or use them other than in accordance with our written instructions or authorisation.

## 14. INTELLECTUAL PROPERTY RIGHTS

14.1 All Intellectual Property Rights in and to Your Retained IPR shall remain vested in you or your licensors.

14.2 Unless otherwise agreed between us in writing, you understand that if we are contracting under a Public Framework Agreement, boxxe may be required to ensure that all Intellectual Property Rights in and to the Developed IPR shall vest in boxxe so that boxxe in turn, can vest such Developed IPR in the End Customer. As such, you hereby irrevocably assign to us absolutely with full title guarantee all your right, title and interest in the Developed IPR. Where applicable, you warrant to us that you will procure that each and every author of any of the works assigned has waived irrevocably all moral rights which may arise anywhere in the world.

14.3 You agree to do all acts and things as we may reasonably require to give effect to clause 14.2 at your cost, unless otherwise agreed in writing by boxxe.

14.4 You hereby grant to us a limited, irrevocable, world-wide, non-exclusive, sub-licensable, royalty free license to use, adapt (where appropriate and relevant to the Goods/Services being provided), distribute and reproduce Your Retained IPR solely for the purpose of the provision, sale, production and/or deployment of the Goods and/or Services (as applicable) or part of them.

14.5 You agree that the use and/or possession of the Developed IPR and/or Your Retained IPR shall not infringe the Intellectual Property Rights of any third party, providing such Developed IPR/Your Retained IPR is not adapted or otherwise modified by boxxe or the End Customer.

14.6 Subject to clause 14.5 above, you will indemnify us from and against any Losses incurred by us as a result of or in connection with any action, demand or claim that the use or possession of any of Developed IPR or Your Retained IPR, infringes the Intellectual Property Rights of any third party (an **IPR Claim**) in accordance with Dutch Law.

14.7 If any IPR Claim is made or is reasonably likely to be made against us, you shall promptly and at your expense either:

14.7.1 procure for us the right to continue using and possessing the relevant Intellectual Property Rights; or

14.7.2 modify or replace the infringing part of the Intellectual Property Rights and without adversely affecting the functionality of the Intellectual Property Rights as set out in this Agreement so as to avoid the infringement or alleged infringement, provided that if, having used reasonable endeavours, neither of the above can be accomplished on reasonable terms, you shall (without prejudice to our other rights) refund the Charges paid by us in respect of the affected Intellectual Property Rights.

14.8 This clause 14 shall survive termination or expiry of this Agreement.

## 15. PERSONAL DATA

15.1 The parties agree that for the purposes of processing Protected Data connected with this Agreement, we are a Controller and that you are a Processor. In the instance where your supply of goods and/or services will involve the processing of any of our end-customer's Protected Data, you acknowledge and agree that you are the Processor and the end-customer is the Controller. You also agree that you may be required to enter into a separate data processing agreement with the end-customer and/or prepare (or assist to prepare) a data privacy impact assessment for the end-

customer.

15.2 You shall process Protected Data in a way that complies with your obligations under Data Protection Laws and this Agreement.

15.3 You shall only process (and shall ensure Your Personnel only process) the Protected Data in accordance with this Agreement and our written instructions from time to time except to the extent:

15.3.1 that alternative processing instructions are agreed between us in writing; or

15.3.2 it is otherwise required by Applicable Law (you agree to inform us of that legal requirement before processing, unless Applicable Law prevents you doing so on important grounds of public interest); and

15.3.3 if you believe that any instruction received by you from us is likely to infringe the Data Protection Laws you shall promptly inform us.

15.4 Taking into account the state of technical development and the nature of processing, you shall implement and maintain the technical and organisational measures appropriate to protect the Protected Data against accidental, unauthorised or unlawful destruction, loss, alteration, disclosure or access.

15.5 You shall:

15.5.1 not permit any processing of Protected Data by any agent, sub-contractor or other third party (except your or your Sub-Processor's own employees in the course of their employment that are subject to an enforceable obligation of confidence with regards to the Protected Data) without our written consent beforehand;

15.5.2 prior to the relevant Sub-Processor carrying out any processing activities in respect of the Protected Data, appoint each Sub- Processor under a written contract containing materially the same obligations under this clause 15 that is enforceable by you and ensure that each Sub-Processor complies with all such obligations; and

15.5.3 remain fully liable to us under this Agreement for all the acts and omissions of each Sub-Processor as if they were your own.

15.6 You shall (at your cost):

15.6.1 assist us in ensuring compliance with our obligations pursuant to GDPR (and any similar obligations under applicable Data Protection Laws) taking into account the nature of the processing and the information available to you; and

15.6.2 taking into account the nature of the processing, assist us (by appropriate technical and organisational measures) insofar as this is possible, for the fulfilment of our obligations to respond to requests for exercising the Data Subject' rights under GDPR (and any similar obligations under applicable Data Protection Laws) in respect of any Protected Data.

15.7 You shall (at no cost to us) record and refer all requests and communications received from Data Subjects or any Data Protection Supervisory Authority to us which relate (or which may relate) to any Protected Data promptly (and in any event within three days of receipt) and shall not respond to any without our express written approval beforehand and strictly in accordance with our instructions unless and to the extent required by law.

15.8 You shall not (and shall ensure each Sub-Processor shall not) process and/or transfer or otherwise directly or indirectly disclose, any Protected Data in or to countries outside the United Kingdom and/or to any International Organisation without our written consent beforehand (which may be given by us subject to certain conditions).

15.9 You shall, in accordance with Data Protection Laws, make available to us such information that is in your possession or

control as is necessary to demonstrate your compliance with the obligations placed on you under this clause 15 and to demonstrate compliance with the obligations imposed on each of us by GDPR (and under any equivalent Data Protection Laws) and allow for and contribute to audits, including inspections, by us (or an audit appointed by us) for this purpose.

15.10 You shall notify us without undue delay (and in any event within twenty-four (24) hours) and in writing on becoming aware of any Personal Data Breach in respect of any Protected Data. All notices shall be sent via email to legal@boxxe.com.

15.11 At the end of the supply of Goods and/or Services relating to the processing of Protected Data, at our option you shall either return all of the Protected Data to us or securely dispose of the Protected Data (and thereafter promptly delete all existing copies of it) except to the extent that any Applicable Law requires you to store such Protected Data.

15.12 You will indemnify us from and against any Losses incurred by us as a result of or in connection with any breach by you of this clause 15.

15.13 You understand and agree that depending on the Goods and/or Services being delivered, the End Customer may also require you to enter into a data processing agreement directly with them or where applicable, prepare a data privacy impact assessment.

#### 15.4 Biometric Data Compliance

If the Goods or Services supplied under this Agreement involve the processing of Biometric Data (as defined under applicable Data Protection Laws), including but not limited to facial recognition, fingerprint scanning, or other biometric identification technologies, You shall:

15.4.1 ensure that such Goods or Services are capable of supporting compliance with all applicable laws and regulatory guidance relating to the collection, use, storage, and retention of Biometric Data, including but not limited to the UK GDPR and any relevant sector-specific requirements;

15.4.2 promptly provide all necessary technical and organisational information to enable the Purchaser and/or its End Customers to complete any required Data Protection Impact Assessments (DPIAs) or respond to regulatory inquiries;

15.4.3 not process or permit the processing of Biometric Data unless explicitly authorised in writing by boxxe and subject to a separate data processing agreement;

15.4.4 notify boxxe without undue delay if it becomes aware of any actual or suspected breach involving Biometric Data;

15.4.5 Ensure that any sub-processors involved in the processing of Biometric Data are subject to equivalent obligations and have entered into enforceable written agreements.

For the purposes of this clause 15.4, "Biometric Data" shall have the meaning given in Article 9 of the UK GDPR and includes any personal data resulting from specific technical processing relating to the physical, physiological or behavioural characteristics of a natural person which allow or confirm the unique identification of that person.

15.5 This clause 15 shall survive termination or expiry of this Agreement.

## 16. KEEPING THINGS CONFIDENTIAL

16.1 We will both keep all Confidential Information confidential and the party receiving the Confidential Information from the other will not disclose it, unless the receiving party needs to do so:

16.1.1 to meet its responsibilities or to receive any benefit under

this Agreement, and then only to its Affiliates, its Representatives and Representatives of its Affiliates and, for us only, our customers, who need to know about the Confidential Information; or

16.1.2 because Applicable Law, a government or regulatory authority, or court of competent jurisdiction says the receiving party has to and the receiving party will give the other as much notice as reasonably possible before any disclosure.

16.2 The party receiving the Confidential Information in accordance with clause 16.1 will ensure that the people it discloses the information to in accordance with clause 16.1 comply with this clause 16.

16.3 You will create and maintain the best industry standards of security in order to ensure that our Confidential Information is secure from unauthorised access, and you shall immediately inform us if you become aware of any apparent unauthorised access.

16.4 You will indemnify us from and against any Losses incurred by us as a result of or in connection with any breach by you of this clause 16 in accordance with Dutch Law.

16.5 This clause 16 will continue without limitation of time.

## 17. ANTI-BRIBERY

17.1 The expressions **adequate procedures** and **associated with** shall have the meanings set out in applicable Dutch anti-bribery and anti-corruption laws, including but not limited to the **Dutch Criminal Code (Wetboek van Strafrecht, Sr)** and any relevant legislation or guidance published under it.

17.2 Each of us will comply with all applicable anti-bribery and anti-corruption laws, including ensuring that it has in place adequate procedures to prevent bribery and use all reasonable endeavours to ensure that:

- 17.2.1 all of that party's personnel;
- 17.2.2 all others associated with that party; and
- 17.2.3 all of that party's sub-contractors;

involved in performing this Agreement also comply.

17.3 Without limiting clause 17.2, neither of us shall make or receive any bribe (as defined under applicable anti-bribery laws) or other improper payment, or allow any such to be made or received on its behalf, either in the Netherlands or elsewhere. Each party shall implement and maintain adequate procedures to ensure that such bribes or payments are not made or received, directly or indirectly, on its behalf.

17.4 Each party shall immediately notify the other as soon as it becomes aware of a breach of any of the requirements in this clause 17.

## 18. MODERN SLAVERY

18.1 The phrase slavery and human trafficking shall have the meaning given to them under the Dutch Penal Code (Wetboek van Strafrecht, Sr), the EU Directive 2011/36/EU on preventing and combating trafficking in human beings, and other applicable laws, regulations, codes, and guidance relating to human trafficking and forced labor.

18.2 You shall and shall procure (where relevant) that all persons who are performing services or providing goods in connection with, or which will or may be used in performing or to support the performance of this Agreement in any part of the world (collectively, your **Supply Chain**) shall at all relevant times:

18.2.1 comply with the provisions of applicable laws, including the Dutch Penal Code (Wetboek van Strafrecht, Sr), the EU Directive

2011/36/EU, and all other applicable laws, regulations, codes, and guidance made under them or relating to them, and ensure that all relevant personnel have received appropriate training on the same;

18.2.2 comply with our [Policies](#) relating to modern slavery and/or human trafficking;

18.2.3 take all reasonable steps to ensure that slavery and human trafficking are not taking place in your business or your Supply Chain;

18.2.4 immediately notify us if you have reason to believe that you or any member of your **Supply Chain** is engaged in slavery and human trafficking or is in breach, or is likely to breach, any provision of this clause 18 (or would do so if it were a party to this Agreement), or if you receive a communication from any person alleging any of those things..

18.3 You shall ensure that each of your sub-contractors shall be bound in writing by terms equivalent in all respects to those set out in this clause 18. You shall provide evidence in writing of your compliance with this clause 18 promptly on our request.

## 19. SUPPLIER CODE OF CONDUCT

19.1 You shall at all times comply with our [Supplier Code of Conduct](#).

19.2 You shall certify to us in writing, on an annual basis and at any other time at our request, that you have complied and continue to comply with our [Supplier Code of Conduct](#) and you shall provide evidence in writing of such compliance promptly at our request.

19.3 Upon reasonable notice by us, you shall allow us (or a third party acting on our behalf) to access, inspect and audit your records, premises and other relevant information to verify your ongoing compliance with our [Supplier Code of Conduct](#).

19.4 If we consider that you have failed to comply with our [Supplier Code of Conduct](#), you shall at your own cost take such remedial actions, including any remedial actions that we deem are necessary, to remedy such non-compliance within the period of time specified by us (or if no time is specified, as soon as reasonably practicable).

19.5 Any breach of this clause 19 by you shall be deemed a material breach of this Agreement and shall entitle us to terminate this Agreement in accordance with clause 20.1.

## 20. TERMINATING THIS AGREEMENT

20.1 Either of us may terminate this Agreement in whole or in part immediately by giving the other party written notice if:

- 20.1.1 the other party materially breaches this Agreement and such breach cannot be remedied; or
- 20.1.2 the other party materially breaches this Agreement and such breach can be remedied but the other party has not remedied the breach within 30 days after receiving the written notice.

20.2 We may terminate this Agreement on giving you written notice if:

- 20.2.1 you suffer an Insolvency Event;
- 20.2.2 you undergo a change of Control which results in you being Controlled by one of our competitors; or
- 20.2.3 any consent, licence or authorisation held by you is revoked or modified such that you are no longer able to comply with your obligations under this Agreement.

20.3 Each of us may terminate this Agreement in accordance with any additional termination rights agreed between us in any Special Terms, a SOW or otherwise in writing.

20.4 Unless otherwise agreed between us in writing, we shall have the right to cancel any Order or any part of the Order which have not yet been, in the case of Goods, delivered to, and in the case of Services, performed for, us on giving you written notice, provided that we shall pay you for any undisputed Charges in respect of Goods delivered and/or Services performed up to the date of termination.

## 21. WHAT HAPPENS WHEN THIS AGREEMENT IS TERMINATED

21.1 If this Agreement is terminated or expires, for any reason:

21.1.1 it will not affect any rights that either of us have up to that point;

21.1.2 each of us will return or destroy any of the other's Confidential Information within a reasonable time (except for any Confidential Information which it is necessary for a party to keep in order to comply with Applicable Law);

21.1.3 any part of this Agreement which expressly or by implication is intended to survive termination or expiry will do so; and

21.1.4 you will immediately deliver to us all Developed IPR.

## 22. CONTINGENCY PLANS

22.1 You shall ensure that a Contingency Plan is in place, maintained and, where necessary, implemented throughout the duration of this Agreement so as to ensure that any adverse effects to us that might arise through a failure by you to provide the Goods and/or Services in accordance with this Agreement are kept to a minimum.

22.2 You shall ensure that the Contingency Plan is kept under constant review and that it is updated regularly to take account of any developments arising from time to time that may enhance your ability to comply with your obligations under this Agreement.

22.3 If you have agreed to fulfill an order but are unable to provide the required quantities, whether in full or in part, we may need to seek an alternative partner to source the goods and/or services. In such cases, we reserve the right to recover the additional costs incurred in securing an alternative partner from you.

## 23. NOTICES

23.1 If one of us needs to give the other notice, they will do it in writing, in English and:

23.1.1 send it by email;

23.1.2 deliver it by hand;

23.1.3 send it by first class post, recorded delivery or courier; or

23.1.4 send it by international recorded post or delivery.

23.2 Notices need to be sent to:

23.2.1 us, at the postal and email addresses that we tell you to send notices to; or

23.2.2 you, at your primary email address or your registered office address as of the date of the notice or any other address or email address you tell us to use by giving notice to us.

23.3 The recipient of the notice is deemed to have received the notice on the date (or if the date is not a Business Day, then on the next Business Day):

23.3.1 of transmission, if it is an email;

23.3.2 the notice is left at the address or someone signs for it on behalf of the addressee, if it is delivered by hand or sent by courier;

23.3.3 two days after posting, if it is sent by first-class post or recorded delivery; or

23.3.4 five days after posting, if it is sent by international recorded post or delivery.

## 24. OTHER GENERAL TERMS

24.1 The Standard Terms, the Order, any applicable Special Terms and/or SOW, and any other documents referenced in any of those documents set out the terms agreed between both of us and replace any previous communication between us. By agreeing to this Agreement, each of us acknowledges they have not relied on any representation, warranty, collateral contract or other assurance (made negligently or innocently) except for the ones in this Agreement.

24.2 Except as set out otherwise in this Agreement, a person who is not a party to this Agreement will not have any right under Article 6:253 of the Dutch Civil Code (Burgerlijk Wetboek) or any other applicable law to enforce any of its terms.

24.3 To the fullest extent permitted by Applicable Law, if you want to assign, subcontract or transfer your rights and obligations under this Agreement (as applicable), you need to get our written permission beforehand.

24.4 Except where this Agreement provides otherwise, this Agreement does not create any partnership, exclusive arrangement or joint venture between us, or authorise either of us to enter any commitments for, or on the behalf of, the other.

24.5 If either of us does not do, or delays doing, something that this Agreement allows, they will not have waived their right to do it.

24.6 Except where this Agreement provides otherwise, it cannot be varied without both of us agreeing to the variation.

24.7 If any court of competent jurisdiction finds that any part of this Agreement is illegal, invalid or unenforceable, that part will be considered removed, but no other part of this Agreement will be affected. If any illegal, invalid or unenforceable part of this Agreement would be legal, valid or enforceable if part of it were removed, we both will negotiate in good faith to change this Agreement so it reflects what we both originally intended as much as possible.

24.8 Failure to enforce any provision under this Agreement does not constitute a waiver of rights.

24.9 We shall not be liable for any delay or failure to perform due to events beyond our reasonable control. We may suspend or cancel performance without liability if such events materially affect our ability to fulfil the order.

24.10 If applicable, the Special Terms set out in the Annexes shall apply to this Agreement.

24.11 We may, without prejudice to our other rights or remedies, set off any amount owed by you against any amount payable to you by us.

24.12 No announcement or other public disclosure concerning this Agreement or any of the matters contained in it shall be made by you, or on your behalf, without our written consent beforehand.

24.13 Time for delivery or performance (as the case may be) of your obligations is of the essence.

24.14 Without limiting any other rights and remedies, we may reject any Goods and/or Services that do not comply or have not been provided in accordance with the terms of this Agreement and you shall, at our option but at your expense, promptly remedy, repair, replace, correct, re-perform or refund the Charges for the affected Goods and/or Services.

24.15 You shall at all times comply with our Policies.

24.16 In the event this Agreement is translated into any language

for any purpose, including for legal claims or proceedings, the English language version of this Agreement shall prevail in the event of any conflict, discrepancy, or inconsistency between the English version and any translated version.

24.17 This Agreement is governed by Dutch law, including but not limited to the Dutch Civil Code (Burgerlijk Wetboek, BW) and any disputes or claims in connection with it or our relationship, including non-contractual ones.

24.18 We both agree the courts of the Netherlands (District Court of Amsterdam) will have exclusive jurisdiction over any disputes or claims connected to this Agreement or our relationship.

## 25. NON-COMPETE AND NON-SOLICIT

25.1 You shall not, whether directly or indirectly, solicit, approach, negotiate with, contract with, or otherwise engage in any business dealings with any customer or prospective customer of boxxe, where you have become aware of such customer or opportunity by reason of or in connection with its relationship with boxxe, including but not limited to information obtained through quotations, proposals, introductions, meetings, or sales efforts. Any such conduct shall constitute a material breach of this Agreement.

25.2 You agree not to solicit or employ any of our staff involved in the performance of any order, either directly or indirectly, during the term of our engagement and for 12 months after completion of the relevant order, without our prior written consent.

25.3 In the event of a breach of this clause 25, you shall fully indemnify boxxe on demand against all losses, liabilities, damages, costs and expenses (including, without limitation, loss of profit and management or staff time reasonably incurred or wasted) arising directly or indirectly out of or in connection with such breach.

25.4 You acknowledge that a breach of this clause may cause boxxe irreparable harm for which damages may not be an adequate remedy. Accordingly, without prejudice to any other rights or remedies available to boxxe, boxxe shall be entitled to seek injunctive relief or other equitable remedies to prevent or curtail any actual or threatened breach of this clause.

## 26. DEFINED TERMS

This document contains definitions which are written with a capital letter. These definitions have the following meanings:

**Acceptance** has the meaning given in clause 9.2.4.

**Acceptance Conditions** has the meaning given in clause 9.2.

**Affiliates** means any entity that directly or indirectly Controls or is Controlled by or is under common Control with another entity.

**Agreement** means this Agreement between you and us for the supply and purchase of Goods and/or Services incorporating these Standard Terms, the Order, any applicable Special Terms and Statement of Work, and any other documents agreed between us.

**Applicable Law** means:

- i) any laws, statute, regulations or subordinate legislation, as may be amended, replace or extended from time to time, that apply to the provision or receipt of the Goods and/or Services;
- ii) the common law and laws of equity as applicable to either of us from time to time;
- iii) any binding court order, judgement or decree; and
- iv) any applicable guidance, guidelines or codes of practice issued by any Supervisory Authority.

**boxxe, we, us** and **our** means Boxxe B.V. of De Boelelaan 7, 1083HJ Amsterdam registered in Amsterdam with company number 96610085, except where it is clear from the context that

references to “we” or “our” means both of us.

**Business Day** means a day other than a Saturday, Sunday or bank or public holiday in England.

**Call-Off Contract** means call-off contract entered into between boxxe and the End Customer under the Public Framework Agreement for the procurement of specific goods and/or services.

**Charges** has the meaning set out in clause 10.1.

**Confidential Information** means any information that is confidential in nature concerning one of us, our Affiliates or, in boxxe’s case alone, our customers and including, details on its businesses, affairs, suppliers, plans, Intellectual Property Rights or strategies, no matter how it is recorded, stored or disclosed, but it does not include:

information that is available to the public, or becomes available, unless it is because one of us breaches its obligations of confidentiality;

ii) information that was already available to the one of us receiving the information on a non-confidential basis; or

iii) information we both agree in writing is not confidential information.

**Contingency Plans** means your plans from time to time for contingency arrangements to ensure that if, for whatever reason, you are unable during any period of time to provide the Goods and/or Services or any of them in all respects in accordance with this Agreement that through the implementation of those contingency arrangements we nonetheless are provided with the Goods and/or Services to that standard during that period of time.

**Control** means the beneficial ownership of more than 50% of the issued share capital of a company or the legal power to direct or cause the direction of the management of the company and **Controls** and **Controlled** shall be interpreted accordingly.

**Controller** shall have the meaning given to it in applicable Data Protection Laws from time to time.

**Data Protection Laws** means any Applicable Laws relating to the processing, privacy, and/or the use of Personal Data, as binding on either of us or the supply of the Goods and/or Services, including:

- i) the General Data Protection Regulation (EU) 2016/679 (GDPR);
- ii) the Dutch Implementation Act of the GDPR (Uitvoeringswet Algemene verordening gegevensbescherming - UAVG);
- iii) any laws which implement, supplement, or are made under any such laws;
- iv) any laws that replace, extend, re-enact, consolidate, or amend any of the foregoing; and
- v) guidance, guidelines, codes of practice, or rules issued by a Supervisory Authority (Autoriteit Persoonsgegevens) relating to the use, access, and processing of Personal Data relating to the use, access and processing of Personal Data.

**Data Protection Supervisory Authority** means any regulator, authority or body responsible for administering Data Protection Laws.

**Data Subject** shall have the meaning given in applicable Data Protection Laws from time to time.

**Delivery Date** has the meaning set out in clause 4.2.1.

**Developed IPR** means all Intellectual Property Rights in any country that are created by you and/or your sub-contractors in the course of the creation, development or provision of the Goods and/or Services but excluding Your Retained IPR.

**End Customer** means the customer to whom boxxe will ultimately be supplying the Goods and/or Services to in its capacity as

reseller, as originally provided by you.

**Goods** means the goods (or any part of them) set out in the Order or otherwise agreed between us in writing to be supplied by you to us.

**Hardware** means any Goods to be supplied by you to us which are physical equipment and/or components.

**Insolvency Event** means if you:

- i) stop carrying on all or a significant part of your business, or indicate in any way that you intend to do so;
- ii) are unable to pay your debts within the meaning of the Dutch Bankruptcy Act (Faillissementswet);
- iii) become the subject of a scheme of arrangement or suspension of payments (surséance van betaling) under the Dutch Bankruptcy Act (Faillissementswet);
- iv) have a receiver, manager, administrator or administrative receiver appointed over all or any part of your undertaking, assets or income;
- v) have a resolution passed for your winding up;
- vi) have a petition presented to any court for your winding up or an application is made for an administration order, or any winding-up or administration order is made against you;
- vii) are subject to any procedure for the taking control of your goods that is not withdrawn or discharged within 7 days of that procedure being commenced;
- viii) have a freezing order made against you; or
- ix) are subject to any events or circumstances analogous to those in i) to viii) in any jurisdiction.

**Intellectual Property Rights** means any trademark, service mark, trade and business name, patent, copyright (including software), database right, design right, community design right, registered design, right in Confidential Information, internet domain name, moral right and know-how, or any similar right in any part of the world and any applications for registering any of these rights that can be registered in any part of the world are also included.

**International Organisation** shall have the meaning given to it in applicable Data Protection Laws from time to time.

**IPR Claim** has the meaning set out in clause 14.5.

**Location** means the address(es) for delivery of the Goods set out in the Order or otherwise agreed between us in writing.

**Losses** means all losses, claims, damages, liabilities, fines, interest, penalties, costs, charges, sanctions and expenses.

**Order** means our order for the Goods and/or Services.

**Our Materials** has the meaning set out in clause 13.1.

**Personal Data** shall have the meaning given to it in applicable Data Protection Laws from time to time.

**Personal Data Breach** shall have the meaning given to it in applicable Data Protection Laws from time to time.

**Policies** means any of our, our customer's or HM Government policies, rules, codes and procedures made available by us to you in writing or via a URL notified by us to you including the policies specified at <https://boxxe.com/about-boxxe/general-terms-and-policies> (as updated by us, our customer's or HM Government from time to time). **Processing** shall have the meaning given to it in applicable Data Protection Laws from time to time (and related expressions, including process, processing, processed, and processes shall be construed accordingly).

**Processor** shall have the meaning given to it in applicable Data Protection Laws from time to time.

**Protected Data** means Personal Data received from us or on our behalf in connection with the performance of your obligations under this Agreement.

**Public Framework Agreement** means the overarching framework agreement between Boxxe and the public authority.

**Representatives** means employees, officers, representatives or advisers.

**Service** means the services set out in the Order or otherwise agreed between us in writing to be supplied by you to us.

**Service Credits** means the credits which become payable to us where a Service Level is not achieved.

**Service Levels** means the agreed minimum level of performance you will provide in connection with the supply of the Goods and/or Services, as set out in Annex D, the Order, a SOW or otherwise agreed between us in writing from time to time.

**Software** means any software set out in the Order or otherwise agreed between us in writing to be supplied by you to us, including any Updates and Upgrades of the same.

**Specification** means in relation to the Goods and/or Services, the specifications of those Goods and/or the documents detailing the requirements of the Services as set out or referred to in the Order, a SOW or as otherwise agreed between us in writing.

**Statement of Work** means a statement of work agreed between us in writing setting out details of the Goods and/or Services to be supplied and any other agreed matters.

**Standard Terms** means our terms and conditions of purchase set out in this document (but excluding its Annexes).

**Special Terms** means special terms and conditions set out in the Annexes to the Standard Terms. Where we purchase: (i) Hardware from you, the Special Terms set out in Annex A shall apply; and/or (ii) Software (whether alone or as part of any Goods) from you, the Special Terms set out in Annex B shall apply. Where we agree Service Levels and (where applicable) Service Credits will apply to the purchase of the Goods and/or Services, the special Terms in Annex C shall apply. If any terms are set out in Annex D, those Special Terms shall apply to this Agreement.

**Sub-Processor** means any agent, sub-contractor or other third party (excluding its employees) engaged by you for carrying out any processing activities on your behalf in respect of the Protected Data.

**Supervisory Authority** means any local, national or multinational agency, department, official, parliament, public or statutory person or any government or professional body, regulatory or supervisory authority, board or other body responsible for administering Applicable Laws.

**Supplier Code of Conduct** means our Supplier Code of Conduct (as updated by us from time to time) which shall be made available by us to you in writing or via a URL notified by us to you.

**Supply Chain** has the meaning set out in clause 18.2.

**Updates** means all Software releases except those constituting an Upgrade.

**Upgrades** means a major new version of software intended to have new or improved functionality.

**VAT** means value added tax under the Value Added Taxes Act 1994 or any other similar sale or fiscal tax applying to the sale of the Goods and/or Services.

**Viruses** means any viruses, disabling code (including code intended to limit or prevent use of any software) or malicious software (including spyware).

**You, Your** means the person or firm with whom we place the Order for the Goods and/or Services.

Goods and/or Services.

**Your Retained IPR** means your or a third party's pre-existing Intellectual Property Rights which have not been developed for us in the course of the creation, development or provision of the

## ANNEX A – HARDWARE SPECIAL TERMS

### 1. GENERAL

1.1 These Special Terms will apply when any Goods you supply to us include Hardware.

1.2 Words that are capitalised but have not been defined in these Special Terms have the meanings given to them in the Standard Terms.

1.3 In case of any conflict between any of the terms in these Special Terms and the Standard Terms, the terms in these Special Terms will take priority.

### 2. LOCATION PREPARATION

2.1 You shall supply to us, in reasonable time before delivery of the Hardware, such information and assistance as may be necessary to enable us to prepare the Location or such other premises designated by us for the delivery and installation of the Hardware and to provide proper environmental and operational conditions for the efficient working and maintenance of the Hardware.

2.2 You shall at our request, during the lead up to the Delivery Date, provide the advice of a suitably qualified consultant or engineer to us for the purposes described in paragraph 2.1.

### 3. DELIVERY

3.1 You shall, on the Delivery Date, deliver and unload the Hardware, properly packaged and secured, at the Location during our or our customer's normal business hours and shall move it to the place where installation will take place.

3.2 Delivery shall not be deemed complete until an acknowledgement of delivery is signed by our appointed representative.

3.3 You shall make the Documentation available to us on or before the Delivery Date.

### 4. INSTALLATION AND ACCEPTANCE

4.1 You shall submit the Hardware to its standard testing before delivery to us. You shall supply copies of the specification of the testing and a certificate that the Hardware has passed the same upon request by us.

4.2 On the Delivery Date, at our request, you shall, to our satisfaction:

4.2.1 install the Hardware at the Location or such other premises notified by us to you; and

4.2.2 download, install and update the Software on the Hardware (to the extent not already downloaded, installed and updated).

4.3 Following performance by you of the obligations in

paragraph 4.2, we shall on completion of installation, test the Hardware and notify you in writing:

4.3.1 of our Acceptance of the Hardware, where we have not discovered any defects in workmanship or installation; or

4.3.2 where we have discovered a defect in workmanship or installation, the nature of that defect.

### 5. SOFTWARE

5.1 Subject to paragraph 5.2, we shall licence the Associated Software directly from the relevant third-party licensor on the terms provided by you to us prior to the date of our Order.

5.2 In respect of any Associated Software licensed by you to us or any third-party licensed Software in connection with which you have failed to provide us with the relevant licence terms prior to the date of our Order, the licence terms set out in Annex B (Software Special Terms) shall apply.

### 6. YOUR PROMISES

6.1 You warrant and represent to us that:

6.1.1 the Documentation shall enable suitably trained personnel to install, use and maintain the Hardware and Use the Associated Software to a level of competence sufficient for ordinary business purposes and intended utilisation; and

6.1.2 the Hardware and Associated Software shall be free from Viruses when installed.

### 7. DEFINED TERMS

In addition to the defined terms in the Standard Terms, capitalised terms in these Special Terms will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the Standard Terms, these defined terms will take precedence for the purposes of these Special Terms).

**Associated Software** means all firmware, middleware, operating systems and other software required to allow proper use of the Hardware in accordance with the Documentation, together with all Associated Software installed on the Hardware at delivery or otherwise installed on the Hardware by you or on your behalf at any time.

**Documentation** means the documentation required for the installation (where relevant), use, back up (in the case of the Associated Software) and maintenance of the Hardware and the Associated Software.

**Use** means the right to install, use, maintain, make copies of and back up the Associated Software.

## ANNEX B – SOFTWARE SPECIAL TERMS

### 1. GENERAL

1.1 These Special Terms will apply when any Goods and/or Services you supply to us include the supply of Software.

1.2 Words that are capitalised but have not been defined in these Special Terms have the meanings given to them in the Standard Terms.

1.3 In case of any conflict between any of the terms in these Special Terms and the Standard Terms, the terms in these Special Terms will take priority.

### 2. SOFTWARE LICENCE

2.1 Subject to paragraph 2.2, we shall licence the Software directly from the relevant third-party licensor on the terms provided by you to us prior to the date of our Order.

2.2 In respect of any Software licensed by you to us or any third-party licensed Software in connection with which you have failed to provide us with the relevant licence terms prior to the date of our Order, you grant to us, our Affiliates and the Authorised Third Parties an irrevocable (except in the event of termination or expiry of this Agreement), non-exclusive licence to install and use the Software for the Licence Term. Each of our Affiliates and each Authorised Third Party licensed to use the Software under this paragraph 2.2 may exercise each of the rights expressed as applying to us under this Agreement in respect of the Software and User Manual.

2.3 You acknowledge and accept that the Licence Term shall not be subject to any automatic renewal without our prior written consent.

### 3. SCOPE OF USE

3.1 The right to install and use the Software under paragraph 2.2 includes the right to:

3.1.1 make such back-up or archive copies of the Software as we reasonably require;

3.1.2 install and use the Software at any disaster recovery facilities, including those operated by a third-party;

3.1.3 install and use the Software at any help desk or support facilities, including the right to access the Software remotely from any location.

### 4. DELIVERY AND INSTALLATION

4.1 You shall deliver the Software to us in the manner and on the date specified in the Order or otherwise agreed between us in writing.

4.2 If the Software is to be delivered to us on physical media, you warrant and represent that the media shall be free from defects. Risk in the media shall pass to us on delivery.

4.3 If the Software is to be made available for download by us, you shall notify us when the Software is ready to be downloaded and will provide all reasonable instructions, including any necessary activation codes or licence keys.

4.4 Unless otherwise agreed in writing, we shall be responsible for installing the Software in accordance with the instructions provided by you. You shall at your own cost provide all necessary assistance and support to us in relation to installation.

### 5. USE AND SUPPLY OF AI TOOLS

5.1 Where the Goods and/or Services supplied by you to us include, incorporate, or optionally integrate Artificial Intelligence (AI) technologies (including machine learning models, natural language processing systems, or generative AI tools), you warrant and represent that:

5.1.1 you have all necessary rights, licences, and permissions to grant the rights contemplated in these Standard Terms, including those related to any AI technologies supplied or used;

5.1.2 all such AI components are developed and supplied in accordance with industry best practices and Applicable Law;

5.1.3 the AI functionality has been properly tested and validated for the intended use case and is free from material defects or unintended outputs;

5.1.4 it has implemented a risk management system in relation to the AI tool, taking account of the permitted use.

5.1.5 appropriate human oversight is built into any automated or decision-making systems delivered as part of the AI functionality;

5.1.6 the AI systems do not produce discriminatory, offensive, or unlawful outputs and include appropriate safeguards against such risks.

5.2. In providing the Goods and/or Services, you shall ensure that:

5.2.1 if you use any AI tools, whether proprietary or owned by third parties (including but not limited to services like OpenAI's ChatGPT, Google Gemini, Anthropic Claude, or similar), in connection with these Standards Terms, you will at all times comply with the confidentiality obligations set out in Clause 16 and the data protection obligations set out in Clause 15;

5.2.2 you do not input, upload, or otherwise process any Confidential Information or Protected Data belonging to boxxe or its customers into any generative AI platforms, whether owned by you or by third parties, unless explicitly authorised in writing by boxxe;

5.2.3 any outputs generated using such AI tools are reviewed by suitably qualified personnel before being relied upon or provided to us.

5.3. You warrant and represent that the use or provision of any AI tools, whether supplied or used in connection with the Goods and/or Services, will not result in any actual or potential breaches of Intellectual Property Rights, Confidentiality, or Data Protection Laws.

### 6. UPDATES AND UPGRADES

6.1 We shall be entitled to any Updates that are issued in relation to the Software from time to time at no additional cost. We are not obliged to install the Updates.

6.2 Unless otherwise agreed in writing, we shall not be entitled to receive Upgrades to the Software without the payment of additional Charges at your current rates at the time of release of the Upgrade.

6.3 Any Updates or Upgrades provided to us under this Agreement shall:

6.3.1 result in the Software having at least the same features, functionality, characteristics, performance and compatibility with equipment and systems as the Software as it was immediately

prior to the relevant Update or Upgrade;

6.3.2 not have any adverse effect on the functionality, performance or compatibility of the Software; and

6.3.3 be backwards compatible, interoperable and successfully work and interface with: (i) all files generated by the Software prior to the relevant Update or Upgrade; (ii) all other software, equipment and systems to the same extent as the Software was (or to the extent greater, was contractually obliged to be) immediately prior to the relevant Update or Upgrade.

## 7. USER MANUAL

7.1 On or before the date of delivery of the Software, you shall provide us with such copies of the User Manual in hard copy and/or electronic format as we may reasonably require.

7.2 The User Manual shall be updated by you on a regular basis and whenever appropriate (including on or before the release of any Update to the Software). You will notify us when the User Manual has been updated and provide copies in the manner set out in paragraph 6.1.

7.3 We shall be entitled to use and make such number of copies of the User Manual as we may reasonably require.

## 8. YOUR PROMISES

8.1 You warrant and represent to us that the Software shall:

8.1.1 perform in accordance with, and provide all of the facilities and functions set out in, the Specification;

8.1.2 operate successfully on the equipment and systems specified in the Specification or otherwise agreed between us in writing (if any); and

8.1.3 be supplied on media that is free from defects.

8.2 You warrant and represent to us that:

8.2.1 no Viruses are contained in the Software, the media on which it is delivered, the User Manual (if supplied or made available electronically) or in any software used by you as part of the installation process for the Software;

8.2.2 you have the right to grant the licence to install and use the Software, and to use the User Manual, on the terms set out

in this Agreement;

8.2.3 installation, use or possession of the Software and the User Manual, will not infringe the Intellectual Property Rights of any third party;

8.2.4 the User Manual provides adequate instructions to enable effective installation and use of the Software; and

8.2.5 the Software incorporates encryption technology of commercially reasonable and appropriate standards, consistent with its intended use.

8.3 The warranties and representations in this paragraph 7 and the Standard Terms are granted by you to any of our Affiliates and each Authorised Third Party licensed to use the Software under this Agreement on the same terms as granted to us.

## 9. DEFINED TERMS

In addition to the defined terms in the Standard Terms, capitalised terms in these Special Terms will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the Standard Terms, these defined terms will take precedence for the purposes of these Special Terms).

**Authorised Third Parties** means any third party (including agents and contractors) engaged to provide services to us or to any of our Affiliates (including any supplier to whom we or any of our Affiliates) has outsourced any part of its business and any other third parties (including our customers) agreed between us in writing from time to time.

**Licence Term** means the duration of our licence to use the Software set out in the Order, a SOW or otherwise agreed between us in writing (if no duration is agreed in writing, our licence to use the Software in accordance with the terms of this Agreement shall be perpetual).

**User Manual** means the documentation (including all updates) provided by you setting out step-by-step instructions on how to use all of the features and functionality of the Software and providing any other relevant operational or technical information to assist our use and understanding of the Software.

## **ANNEX C – SERVICE LEVELS SPECIAL TERMS**

### **1. GENERAL**

1.1 These Special Terms will apply when any Service Levels and (where applicable) Service Credits have been agreed between us as applying to a particular supply of Goods and/or Service.

1.2 Words that are capitalised but have not been defined in these Special Terms have the meanings given to them in the Standard Terms.

1.3 In case of any conflict between any of the terms in these Special Terms and the Standard Terms, the terms in these Special Terms will take priority.

### **2. SERVICE LEVELS**

2.1 Unless otherwise agreed between us in writing, you will monitor performance against the Service Levels and, on a monthly basis (within 5 Business Days of the end of each month), provide us with a report verifying your performance and compliance with the Service Levels for the preceding month and shall provide agreed supporting information for each such report to us (including, the applicable Service Levels, any failure to achieve any Service Level, (where applicable) a calculation of all Service Credits due as a result of any failure to achieve any Service Level, and the efforts made by you to ensure compliance with the Service Levels in the future).

2.2 If you fail to comply with a Service Level you will provide notice of the default to us. You agree to also:

2.2.1 investigate the reason for the failure;

2.2.2 advise us of the status of the remedial efforts being undertaken by you with respect to the failure; and

2.2.3 take preventative measures so that the failure does not reoccur.

### **3. SERVICE CREDITS**

3.1 If we have agreed in writing Service Credits will apply when you fail to meet a particular Service Level, you shall credit us the relevant Service Credit in accordance with the terms of that written agreement.

3.2 The payment of Service Credits is without prejudice to any other remedy available to us, whether under this Agreement, under common law, in equity or otherwise.

3.3 You will apply the Service Credits as a deduction against our next invoice for the Charges, or following the final invoice issued under this Agreement or if there are insufficient Charges to deduct from, paid to us directly.

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## ANNEX D – ADDITIONAL SPECIAL TERMS

- 1.1 [None. **OR** Special Terms shall apply to this Agreement: *[insert relevant additional terms]*  
[If the Supplier has a EULA or any specific licence terms this is where the hyperlink should be bedded.]