



This Agreement is made as of \_\_\_\_\_ (the "Effective Date"), between:

**Name and Address of Supplier:**

**Name and Address of Customer:**

Club Caddie Holdings Inc., ("Supplier"), a Delaware Corporation. With offices at

Casa Blanca Golf Course ("Customer") with its principal place of business at

18720 Mack Ave, Suite 210

3900 Casa Blanca Lake Road

Grosse Pointe, MI

Laredo, TX

48236

78041

This Agreement includes and incorporates the below Order Form, as well as the Terms and Conditions.

This Agreement represents the complete agreement between Supplier and Customer concerning Customer's use of the Subscription Services (as defined herein) and supersedes all prior agreements, negotiations, or understandings between Supplier and Customer in any way relating to these matters.

This Agreement may not be modified except by a later written agreement signed by both parties.

By executing a copy of this Agreement or by using or accessing the Subscription Services through any means, Customer acknowledges and agrees that: (i) it has reviewed and understands this Agreement; (ii) it agrees to be legally bound by the terms and conditions of this Agreement; and (iii) its use of the Subscription Services and any related products or services will be governed by this Agreement.

**Supplier**

**Customer**

By: JASOU PEARSAU

By: [Signature]

Name: [Signature]

Name: Tano E. Tijenna

Position: CEO

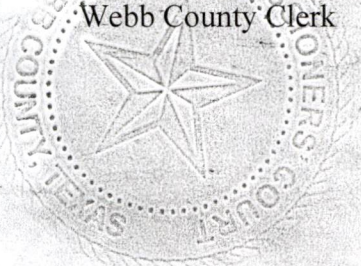
Position: County Judge

FILED 7/25 20 23  
MARGIE RAMIREZ IBARRA  
COUNTY CLERK, WEBB COUNTY, TEXAS @2:30 pm  
BY mg DEPUTY

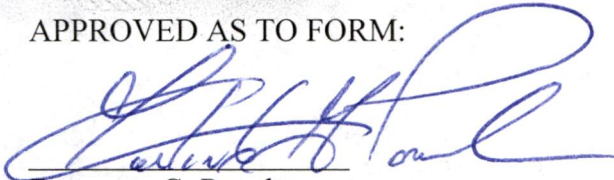
ATTEST:

  
Hon. Margie Ramirez Ibarra

Webb County Clerk



APPROVED AS TO FORM:



Fortunato G. Paredes

Assistant General Counsel

Webb County Civil Legal Division

\*The General Counsel, Civil Legal Division's Office, may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval and should seek review and approval of their own respective attorney(s).

## ORDER FORM TO MASTER SERVICES AGREEMENT

### 1. CUSTOMER INFORMATION

**Customer:** Casa Blanca Golf Course

**Contact:** Fortunato G. Paredes

**Address:** 3900 Casa Blanca Lake Road, Laredo, TX 78041

**Phone:** 956-523-4420

**Email:** [foparedes@webbcountytx.gov](mailto:foparedes@webbcountytx.gov)

### 2. SUBSCRIPTION SERVICES

Services: In accordance with this Agreement, the proprietary golf facility management solutions listed below will be made available to Customer by Supplier as a "Subscription Service."

| Module   | Included | Fee Per Facility |
|--|----------|------------------|
| <b>Basic Public Course Suite:</b> Retail/Snack Bar point-of-sale, Gift Card, Raincheck/Refund Vouchers, Credit Book, Tee Sheet with Online Booking Engine, Profiles with Customer Classes, CRM with e-mail marketing through Mailchimp, Inventory Management, Reports and Accounting, Customizable Settings. | Yes      | Included         |
| <b>Starter Sheet Add-On:</b> Real-time view of tee-sheet enables Starters to record start times, turn times, and end times.  | Yes      | Included         |
| <b>Semi / Private Course Member Module Upgrade:</b> All features included in the above Basic Public Course Suite with member charge accounts, minimums, discounts, automated customer/member invoicing, automated customer/member billing, sub-members, and online Members Portal website.                   | Yes      | Included         |
| <b>Food and Beverage Add Ons:</b><br>Bev Cart App<br>Table Management<br>Kitchen/Bar Fire Printer Ordering<br>Kitchen Display System (Available at \$100 monthly add-on)   | Yes      | Included         |
| <b>Activities, Simulators, and Courts:</b> Reservation System with Online Booking Engine and Activity Classes.   | Yes      | Included         |
| <b>Events and Venue Management:</b><br>Digital and Exportable Event Calendar<br>Online Event Registration<br>Banquet Manager<br>Golf Outing Manager<br>Golf League Manager<br>Venue Manager  | Yes      | Included         |

|  |   |   |
|--|---|---|
| <b>Employee Management</b><br>Time Clock - Payroll Tracking  | <b>Yes</b>                                      | Included  |
| <b>Standard Marketing Package:</b><br>Bulletin Board<br>Online Event Promotion<br>Email Marketing Integration with Mailchimp   | <b>Yes</b>                                      | Included  |
| <b>Enhanced Marketing Add-Ons:</b><br>Enhanced CRM with Automated Email Marketing<br>Managed Marketing by Golfback   | <b>No</b>                                       | Integration Included - Billed through Golfback  |
| <b>Managed Revenue Services:</b><br>Dynamic Pricing Powered by Golfback  | <b>No</b>                                       | Integration Included - Billed through Golfback  |
| <b>Mobile App:</b> White Label Mobile Application with Course Information, Rangefinder, Weather, Scorecard, Messaging, Tee Times, Event Registration, Bulletin Board, Digital ID Cards, <b>F&amp;B Ordering</b> , Push Button Notifications and Membership Portal & Directory (if semi/private suite is selected above). | <b>Optional (\$100/month)</b>                   | Preferred App Name:<br>1. _____<br>2. _____   |
| <b>Web Connect Apps:</b><br>Online Reservation Engine(s)<br>Online Gift Cards and Voucher Balances<br>Online Membership Sales<br>Online Merchandise / Hardgoods Sales<br>Online Event Registration<br>Online Customer Portal   | <b>Yes</b>                                      | Included  |
| <b>Websites:</b><br>Custom website, integration of iFrame webapps, backend editor  | <b>OPTIONAL</b>                                 | <b>Non-Strategic</b>  |
| <b>Email Marketing:</b> Club Caddie Marketing (CCM)<br>Up to 10k emails - \$50<br>Up to 15k emails - \$75<br>Up to 20k emails - \$100<br>Every additional 5k emails - \$25   | <b>Yes</b>                                      | Club Caddie Marketing   |
| <b>Provided by Customer:</b> Minimum Specifications: Windows 10 or 11, Ryzen 5 or Core i5/8GB / WIFI/ SSD Computers, Receipt Printers, Optional: Bar Code Scanners, Gift Card Readers, and EMV Credit Card Processing Machines.  | <b>Yes</b>                                      | Included - Can also use existing hardware in lieu of purchasing hardware in most cases. Have also provided our Recommended Hardware List. |
| <b>MONTHLY RECURRING SUBSCRIPTION SERVICE FEE:</b>   | <b>\$649.00 USD</b><br>Customer Initials: _____ |   |

**PROFESSIONAL IMPLEMENTATION AND TRAINING SERVICES**

| Function   | Service                   | Standard Service  | Upgrade Available  | Upgrade Fee                            | Included / Upgrade Fee | Total             |
|------------|---------------------------|---|--|--|------------------------|-------------------|
| Setup      | Remote Implementation     | Includes standard services identified below.  |  | \$1,500.00                             | \$450                  | Discounted: \$450 |
| Setup      | Onsite Implementation     | Includes standard services identified below an on site training and set up at \$1,250.00/day + the actual cost of travel.   |  | \$1,250.00 Day + Actual Cost of Travel | Number of Days: 2      | Not selected.     |
| Accounting | Chart of Accounts         | Club Caddie will provide training and guides for how to import and set up your chart of accounts.   | Customer will provide a spreadsheet or matrix of chart of accounts information. Club Caddie shall create Customer's chart of accounts in Club Caddie for Customer. | \$250                                  | Standard Service       |                   |
| All        | Data Export Services      | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data in excel or CSV format. Customer shall review and sign off on data and afterward Club Caddie shall import the data into Club Caddie's database.                                       | Club Caddie will remotely log into Customer's Computer with Customer's assistance and extract available data from Customer's old system.                           | \$250                                  | Standard Service       |                   |
| All        | Terminal Management Setup | Club Caddie will work with Customer to create locations and terminals and to configure pin lock and lock screen settings for each terminal.   |  | Included                               | Standard Service       |                   |
| All        | Customer Data - Up to 25K | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its customer database in excel or CSV format. Customer shall review and sign off on data and afterward Club Caddie shall import the data into Club Caddie's database. |  | Included                               | Standard Service       |                   |
| All        | Customer Data -           | Custom Upload   |  | Custom                                 |                        |                   |

|        |                                 |   |                      |                  |  |
|--------|---------------------------------|---|----------------------|------------------|--|
|        | 25K+                            |   |                      |                  |  |
| All    | Gift Card Balances              | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its gift card balance database in excel or CSV format. Customer shall review and sign off on data and afterward, Club Caddie shall import the data into Club Caddie's database. | Included             | Standard Service |  |
| All    | Tax Management                  | Club Caddie shall work with Customer to create tax list and tax groups.   | Included             | Standard Service |  |
| All    | Department/Sub-Department Setup | Club Caddie will work with Customer to create custom departments, sub-departments and item categories for Customer.   | Included             | Standard Service |  |
| All    | Register Setting Review         | Club Caddie will review Register setting and options with Customer for Customer's optimal configuration. Club Caddie will also work with Customer to create Custom Payment Methods and/or Custom Discounts to be applied in the Register.   | Included             | Standard Service |  |
| All    | General Course Info             | Customer shall review General Course Info and input basic information about Customer's operation into Club Caddie. This information will populate in I-frames and Customer's mobile app, if applicable.   | Included             | Standard Service |  |
| All    | Communication Center Setup      | Configure sent from e-mail addresses and webhook integrations with 3P tools.  | Included             | Standard Service |  |
| All    | Course User Setup               | Club Caddie will provide training for how to set up golf course users. Customer shall create course users and distribute usernames and temporary passwords.   | Included             | Standard Service |  |
| All    | Configure Roles                 | Club Caddie will provide training for how to configure Employee Roles. Customer shall set up Employee Roles within Club Caddie as per Customer's unique role requirements.  | Included             | Standard Service |  |
| Events | Venue Center Configuration      | Club Caddie will provide training for how to manage Venue Center. Customer shall create Venue Types and Venues.   | Included with Module | Standard Service |  |
| Events | Event Management Setup          | Club Caddie will provide training for how to manage the Club Caddie event calendar, how to create an online event, how to create a banquet, how to create a golf outing and how to create a golf league. Customer will be responsible for creating all event types within Club Caddie.  | Included with Module | Standard Service |  |

|                   |                     |  |   |                      |                  |  |
|-------------------|---------------------|--|---|----------------------|------------------|--|
| Food and Beverage | F&B Inventory       | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its customer database in excel or CSV format. Customer shall review and sign off on data and afterwards Club Caddie shall import the data into Club Caddie's database. |   | Included with Module | Standard Service |  |
| Food and Beverage | Table Management    | Club Caddie will provide training for how to create a floor plan. Customer shall create its floor plans and floor plan templates.  |   | Included with Module | Standard Service |  |
| Food and Beverage | On-Demand F&B Setup | Club Caddie will provide training for how to enable/disable delivery, set up order cancellation settings, and to select which menus are available for on-demand ordering. Customer will set up an on-demand menu.  |   | Included with Module | Standard Service |  |
| Food and Beverage | KDS Setup           | Club Caddie will provide training for how to select KDS item timers. Customer will set up KDS item timers.   |   | Included with Module | Standard Service |  |
| Golfshop          | Retail Inventory    | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its F&B inventory in excel or CSV format. Customer shall review and sign off on data and afterward Club Caddie shall import the data into Club Caddie's database.      |   | Included with Module | Standard Service |  |
| Golfshop          | Golf Rack Rates     | Club Caddie will provide training and guides for how to create golf rates. Customer will create all golf rates.  | Customer will provide a spreadsheet or matrix of golf rates. Club Caddie shall create a golf rate in Club Caddie for Customer.            | \$250                | Standard Service |  |
| Golfshop          | Golf Class Rates    | Club Caddie will provide training and guides for how to create class golf rates. Customer will create all class golf rates.  | Customer will provide a spreadsheet or matrix of class golf rates. Club Caddie shall create class golf rates in Club Caddie for Customer. | \$250                | Standard Service |  |
| Golfshop          | Activity Rack Rates | Club Caddie will provide training and guides for how to create activity  | Customer will provide a spreadsheet or  | \$250                | Standard Service |  |

|                 |                           |   |  |                      |                  |  |
|-----------------|---------------------------|---|--|----------------------|------------------|--|
|                 |                           | rates. Customer will create all activity rates.   | matrix of of golf rates. Club Caddie shall create a golf rates in Club Caddie for Customer.  |                      |                  |  |
| Golfshop        | Activity Class Rates      | Club Caddie will provide training and guides for how to create activity class rates. Customer will create all activity class rates.   | Customer will provide a spreadsheet or matrix of of activity class rates. Club Caddie shall create activity class rates in Club Caddie for Customer. | \$250                | Standard Service |  |
| Golfshop        | Credit Book Balances      | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its Credit Book Balances in excel or CSV format. Customer shall review and sign off on data and afterwards Club Caddie shall import the data into Club Caddie's database. |  | Included with Module | Standard Service |  |
| Golfshop        | Rainchecks                | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its Gift Card Balances in excel or CSV format. Customer shall review and sign off on data and afterwards Club Caddie shall import the data into Club Caddie's database.   |  | Included with Module | Standard Service |  |
| Golfshop        | Text Integration          | Club Caddie shall configure Text Message Communications from Tee Sheet.   |  | Custom               | N/A              |  |
| Golfshop        | Tee Sheet Settings Review | Club Caddie will review Tee-Sheet settings and policies Customer for Customer's optimal configuration. Customer will be responsible for inputting Billing Policy, Cart Agreement Receipt Input and Tee Time Booking Policies.   |  | Included with Module | Standard Service |  |
| Human Resources | Payroll Center Settings   | Club Caddie will review Payroll Period, Overtime and Double Time Settings with Customer for optimal Configuration.  |  | Included             | Standard Service |  |
| Membership      | Member Data - Up to 1K    | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its Member database in excel or CSV format. Customer shall review   |  | \$500                | Standard Service |  |



|                        |                                       |   |                      |                  |              |
|------------------------|---------------------------------------|---|----------------------|------------------|--------------|
|                        |                                       | and sign off on data and afterwards Club Caddie shall import the Member data into Club Caddie's database.   |                      |                  |              |
| Membership             | Member Data - Up to 2.5K              | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its Member database in excel or CSV format. Customer shall review and sign off on data and afterwards Club Caddie shall import the Member data into Club Caddie's database. | \$1,000              | N/A              |              |
| Membership             | Member Data - Up to 5K                | Club Caddie shall provide templates to Customer and Customer shall provide a final version of all applicable golf course data with respect to its Member database in excel or CSV format. Customer shall review and sign off on data and afterwards Club Caddie shall import the Member data into Club Caddie's database. | \$1,500              | N/A              |              |
| Membership             | Member Data - 5K+                     | Custom Upload   | Custom               | N/A              |              |
| Membership             | Membership Settings Review            | Club Caddie will review Membership settings and policies Customer for Customer's optimal configuration. Customer shall be responsible for inputting an Autopay Billing Policy, Building Late Fee Types and Configuring Customer's Member Portal.  | Included with Module | Standard Service |              |
| Hardware Configuration | Computer and Credit Card Reader Setup | Customer and or Customer's IT department is responsible for setting up computer work stations, tablets, printers and credit card processing stations. Third-party IT referrals are available.   | Excluded             | N/A              |              |
| Network Configuration  | Wired and Wireless Internet Access    | Customer and or Customer's IT department is responsible for setting up all Wired and Wireless Internet Access. Third-party IT referrals are available.  | Excluded             | N/A              |              |
|                        |                                       |   | <b>TOTAL</b>         |                  | <b>\$450</b> |

(a) **On-Site Implementation:** If Customer requests for Supplier to offer professional services on-site or at another Customer designated location ("On-Site Services"), the fee agreed for travel and related expenses incurred by Supplier shall be \$1,250 per facility, per day a one-time at **\$2,500** per facility, 3-day minimum + travel, lodging and meals, for in-person implementation. If Customer cancels a scheduled and confirmed session within thirty (30) days prior to a session, then Licensee will be responsible for any airline ticket penalties that Licensor incurs, as well as any other purchased travel expenses.

(b)

**Remote Training and Implementation: \$450.00**

(a) Remote Implementation: Customer will pay a one-time Professional Services fee of \$450.00. Remote Implementation- Cloud Server Provisioning, Software Environment Setup including Custom Setting Optimization, Department, Sub-Department and Category Creation, Location/Terminal Creation, Staff User Account Creation, Role Creation for Users, Customer Class Creation, Tax Rate Creation, Merchant Service / Payment Processing Integration, credit card readers, and Basic User Training.

**Integrations:**

| <b>Integration</b>     | <b>Brief Description</b>                     | <b>One Time Setup Fee</b> | <b>Included</b> | <b>Total</b>  |
|------------------------|--|---------------------------|-----------------|---------------|
| Barstool Golf          | 3P Distribution.                             | \$250                     | No              |               |
| Golfnow                | 3P Distribution.                             | \$250                     | No              |               |
| Supreme Golf           | 3P Distribution.                             | \$250                     | No              |               |
| Banner                 | Accounting                                   | \$250                     | No              |               |
| Dynamics               | Accounting                                   | \$250                     | No              |               |
| Great Plains           | Accounting                                   | \$250                     | No              |               |
| Munis                  | Accounting                                   | \$250                     | No              |               |
| Oracle                 | Accounting                                   | \$250                     | No              |               |
| Quickbooks             | Accounting                                   | \$250                     | No              |               |
| Tee Time Central       | Call Center Services.                        | \$250                     | No              |               |
| E-Range                | Driving Range                                | \$250                     | No              |               |
| Range Express          | Driving Range                                | \$250                     | No              |               |
| Select-Pi              | Driving Range                                | \$250                     | No              |               |
| Mailchimp              | Email/Text Marketing                         | \$250                     | No              |               |
| ClubCore               | HR/Member Communications                     | \$250                     | No              |               |
| PGA Benchmark/Sagacity | Reports / Benchmarking                       | \$250                     | No              |               |
| GMRC / Pellucid        | Reports / Benchmarking                       | \$250                     | No              |               |
| Metolious BI           | Reports / Business Intelligence              | \$250                     | No              |               |
| Golf Genius            | Scoring/Tournaments                          | \$250                     | No              |               |
| CourseLogix            | Website                                      | \$250                     | No              |               |
| Golfback               | Website, Managed Marketing, Dynamic Pricing. | \$250                     | No              |               |
| 121-Marketing          | Websites and Marketing.                      | \$250                     | No              |               |
| Other: _____           | _____  | \$250                     | No              |               |
| Other: _____           | _____  | \$250                     | No              |               |
|                        |  |                           | <b>TOTAL</b>    | <b>Waived</b> |

### 3. INITIAL SERVICE TERM AND RECURRING SUBSCRIPTION SERVICE FEES

**Initial Service Term:** One Year

**Fees:** \$1,099, payable in advance, subject to the terms of Section 10, "Payment Terms" of the Terms and Conditions and consisting of Implementation Fee and First Month's Monthly Subscription Fee:

- One Time Remote Implementation Fee: \$450
- First Year Recurring Monthly Subscription Fee: \$649

Customer and Supplier expressly agree that the Recurring Monthly Subscription Fee shall increase 5% each calendar year for the Term of this Agreement.

### 4. CURRENCY

USD(\$)

### 5. TECHNICAL SUPPORT SERVICES

**Support:** Including 24/7 level one chat support, remote login, knowledgebase, ticketing, e-mail support, and emergency 24/7 level two phone support.

Supplier will provide Customer with reasonable technical support services which shall include unlimited access to Club Caddie's knowledgebase, 24/7 access to online level one chat support, and reasonable access to phone support during Club Caddie's publicly posted ordinary business hours ("Technical Support"). Customer acknowledges and agrees that Technical Support is intended to address specific problems experienced by Customer relating to the Subscription Services, and is not intended to support third party products ("Other Assistance"). Should the problem reported by Customer to Supplier be the result of a hardware malfunction or other causes external to the Subscription Services, Supplier will advise Customer to have the hardware/network repaired.

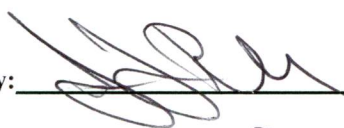
### 7. TERMS AND CONDITIONS

Customer and Supplier expressly acknowledge that this Agreement includes this Order Form and the Terms and Conditions located at: [www.clubcaddie.com/termsconditions](http://www.clubcaddie.com/termsconditions)

This Order Form is only valid and binding on the parties when executed by both parties and is contingent on Supplier and Customer executing Supplier's form of Master Services Agreement, either in connection herewith or previously. This Order Form is subject to the terms and conditions of such Master Services Agreement. This Order Form will become effective when all the parties have signed it. The date this Order Form is signed by the last party to sign it (as indicated by the date stated or under that party's signature) will be deemed the date of this Order Form.

**Supplier**

**Customer**

By:  \_\_\_\_\_

By: \_\_\_\_\_

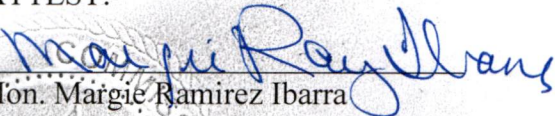
Name: JASON PEARSALL

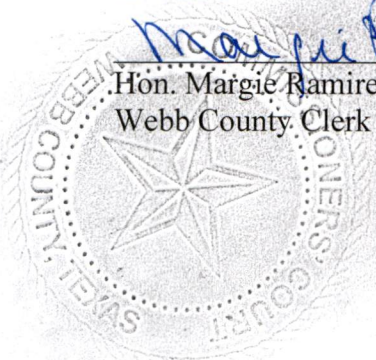
Name: \_\_\_\_\_

Position: CEO

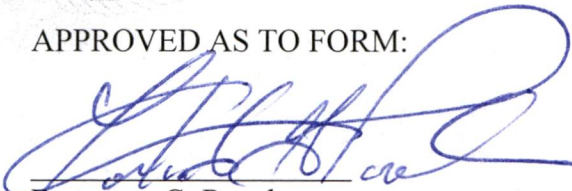
Position: \_\_\_\_\_

ATTEST:

  
Hón. Margie Ramirez Ibarra  
Webb County Clerk



APPROVED AS TO FORM:



Fortunato G. Paredes  
Assistant General Counsel  
Webb County Civil Legal Division

\*The General Counsel, Civil Legal Division's Office, may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval and should seek review and approval of their own respective attorney(s).

## TERMS AND CONDITIONS

IN WITNESS WHEREOF, the parties agree hereto have caused this Agreement to be executed as of the Effective Date. The parties agree as follows:

### 1. Rights Granted & Permitted Use

Upon and subject to receipt of payment by Supplier of the applicable initial subscription, set-up and training fees set out in the Order Form(s), Supplier grants to Customer for use in connection with its internal business operations a limited, non-exclusive, non-transferrable, license to the Software and Documentation, subject to the Permitted Use and the terms set forth in this Agreement. Customer's rights to use the Software and Documentation are limited to the Subscription Term and subject to the payment of the applicable subscription fee. Updates (provided pursuant to Section 7 (Subscription License, Updates and Technical Support)) will be provided as part of the Subscription, will form part of the Software and will be subject to rights granted in this Agreement. Customer may permit its employees, agents and contractors to use the Software for purposes permitted pursuant to this Agreement and Customer will be responsible for their compliance in accordance with the terms of this Agreement. Customer may make a reasonable number of copies of the Software for testing, archival and/or back-up purposes, to be used only when the primary copies of the Software are not operational. All legends, trademarks, trade names, copyright marks and other proprietary notices included in the original copies of the Software must be maintained as part of any and all testing, archival, back-up or other copies of the Software made by Customer. All rights not expressly granted to Customer hereunder are reserved by Supplier. Customer acknowledges that the Software may require activation by way of an activation key on initial installation and from time to time based on certain events, including, without limitation, Updates and changes to hardware on which the Software is installed. Customer acknowledges that the activation keys and internal controls in the Software do not necessarily restrict usage to the Permitted Use and do not necessarily ensure compliance with this Agreement.

### 2. License Restrictions

Customer agrees (a) subject to any non-waivable rights Customer may enjoy under applicable law, not to decompile, disassemble, reverse engineer, or otherwise attempt to derive the Software's source code from the object code; (b) not to modify, enhance, change the data structures for or create derivative works from, the Software, (c) not to rent, lease, sell, sublicense or otherwise transfer the Software to third parties; (d) not to make the Software available in any form to any person other than Customer's employees, agents and contractors whose job performance requires such access; and (e) to use reasonable care and protection to prevent the unauthorized use, copying, publication or dissemination of the Software. Customer shall not allow access to the Software by any service bureau, third party outsourcer, or other similar third party service provider unless Supplier consents to such access in writing.

### 3. Ownership of Intellectual Property; Customer Input

As between Supplier and Customer, Supplier retains all title, ownership, and intellectual property rights in and to the Software and Documentation, and all developments by Supplier in connection with this Agreement. Customer acknowledges and agrees that it is only licensing the right to use Supplier's Software and Documentation and that no sale or other transfer of any title or ownership or any proprietary interest of any kind to such Software or Documentation is contemplated hereunder, other than the sale of the limited licenses as expressly granted herein. Except as specified in Section 1 (Rights Granted & Permitted Use) or as expressly authorized in writing by Supplier and, subject to any non-waivable rights Customer may enjoy under applicable law, Customer shall not allow for any duplicates or reproduction of the Software to be made and, upon the termination of this Agreement, shall promptly (and no later than within thirty (30) days of termination) return to Supplier all originals and copies of the Software or provide validation that the Software has been permanently deleted from all of Customer's systems and destroyed.

Supplier shall have a royalty-free, worldwide, transferable, sub-licensable, irrevocable, perpetual license to use or incorporate into the Software any Customer Input. Supplier shall have no obligation to make Customer Input an Update. Customer shall have no obligation to provide Customer Input.

### 4. Use of Logo for Promotional and Marketing Materials

Unless indicated otherwise in the applicable Order Form, Customer provides Supplier with permission to use its trademark, logo and trade name ("Branding") within Supplier's promotional and marketing materials. Supplier is granted no other right to the Branding and acknowledges that it shall not gain any proprietary interest in the same. Supplier is under no obligation to make use of, or to provide compensation for, the right or permission granted by Customer to the Branding. Supplier shall be the exclusive owner of all right, title, and interest, including copyright in its promotional and marketing materials. The permission to use the Branding may be terminated at any time by Customer by providing thirty (30) days' written notice to Supplier. Upon such termination, Supplier shall refrain from future use of the Branding; however, Supplier may continue to distribute and use the

promotional and marketing materials where Customer's Branding has been previously printed prior to the notice of termination and where such placements cannot be discontinued or altered without Supplier incurring a penalty.

### 5. Implementation, Training and Consulting

If so indicated in the Order Form(s), Supplier will provide to Customer implementation, training services and/or consulting services to Customer. Unless otherwise specifically noted in the applicable Order Form, training will be held during weekdays. Supplier's installation and training personnel will have expertise and actual experience in the application area designed for installation at Customer's site. Customer acknowledges that Supplier's services are scheduled on a first come, first served basis, and shall be mutually agreed upon by Supplier and Customer subject to Supplier's availability. Should Customer require rescheduling of confirmed installation and training service appointment, Supplier will make commercially reasonable efforts to accommodate Customer's request. If Customer cancels a scheduled and confirmed training session, Customer will be responsible for Supplier's standard cancellation fees and any other charges as specified in the applicable Order Form. If the parties agree that training will be provided on-site at Customer's facility, Customer will: (i) provide and have properly prepared and set up an adequate training room or space; and (ii) at least one (1) week prior to scheduled training, have the hardware loaded with the operating system software and the Software, with all being adequately tested on-site. All travel and related expenses necessitated by training, implementation, and/or consulting services being rendered by Supplier hereunder at Customer designated sites will be reimbursed by Customer to Supplier. Such travel and related expenses will include reasonable coach class airfare, transportation to and from Customer site, lodging, meals and miscellaneous (e.g. tips, tolls, etc.) and may include travel time at Supplier's standard travel rate. Unless otherwise specified in the Order Form, all phases/sessions of training must be completed within six (6) months from receipt of the Software, or all prepaid training fees will be forfeit. Upon Customer's request, Supplier will provide further services to train any additional Customer personnel on the features, operation, and use of the Software, at Supplier's standard price list per diem rates in effect at the time such training is requested by Customer. Additional services that are required as a result of Customer's action, inaction or failure to meet its obligations, including delays or wait time caused by issues related to Customer's hardware and software, shall be billable to Customer and will be invoiced at Supplier's then-current rates.

### 6. Customer Responsibilities

Within a reasonable period of time following the execution of this Agreement, and prior to the commencement of installation of the Software, Customer shall appoint a member of its staff to act as its project lead. The project lead will serve as the main contact for Supplier's personnel in connection with any installation activities, disseminate information from Supplier to the various departments at Customer's operation, as applicable and relay any required information to Customer personnel in a timely manner. If the implementation affects multiple areas of Customer's operations, then it shall also appoint a team comprised of management level staff from those operational areas involved in the installation to act as its project team. The project lead and/or project team, as applicable, shall have primary responsibility for the coordination and execution of the installation. The project lead and/or the project team shall: (a) have a clear understanding of the general manager's or other top-ranking executive's vision and purchasing decision for the installation of the Software and shall communicate this vision to all levels of Customer's staff; (b) be familiar with and involved in Customer's daily operations; (c) be Customer's primary decision-makers, within their respective areas of operational responsibility, for any policies and procedures which may be involved in the implementation of the Software; (d) report to the general manager or other top-ranking manager as it relates to the responsibilities of installation coordination; (e) ensure that the minimum system requirements set forth in the Order Form(s), related Documentation and/or the applicable exhibit have been met or exceeded; (f) serve as liaison with other third party vendors who are involved in the installation process; and (g) be present during all phases of the installation and training process to include attendance at all designated training classes and ensure attendance of staff at scheduled training sessions.

Unless expressly agreed otherwise in the Order Form, Customer shall enter all data required for installation of the Software and shall be responsible for the integrity of such data. Supplier shall not have any liability for any Customer data, including for data that Supplier personnel may enter in an effort to assist Customer or any errors made in such efforts to assist Customer. Supplier reserves the right to refuse to do data entry and Customer agrees that Customer is solely responsible for providing sufficient staff to perform any data entry required for the installation of the Software.

Customer shall assume full responsibility for (i) the content of any database, (ii) the selection and implementation of controls on its access and use of the Software, (iii) the security of stored data and (iv) configuration data associated with the implementation of the Software.

### 7. Subscription License, Updates and Technical Support

During the Subscription Term, and in consideration of the Fees being paid by Customer in accordance with the terms of this Agreement, Supplier will provide, in a timely manner and

without additional charge to the subscription fee, the following to Customer:

- (a) The right to "use" under license, as provided in Section 1 (Rights Granted & Permitted Use), the Software, Documentation, and related materials;
- (b) Commercially reasonable efforts to correct any Errors reported to it by Customer, provided such Errors relate to the proper functioning of the Software and have not been caused by negligence on the part of Customer, a computer malfunction, Third Party Materials or other causes external to the Software; and further provided that Customer acknowledges and agrees that not all Errors are capable of being corrected;
- (c) Updates to the Software that Supplier makes generally available to its Customers, and Documentation as reasonably necessary for the proper function and continued material conformity of the Software with the applicable Documentation. Customer agrees to install all Updates to the Software made available by Supplier within ninety (90) days following such availability. If Customer fails to install any such Update, Supplier reserves the right to stop all implementation, training and support services until Customer installs such Update. Any programs which provides new functionality or expand the function of the Software and are regarded as New Products by Supplier, and for which Supplier separately charges other customers, are not covered by this Agreement, but may be offered to Customer for license on terms consistent with this Agreement; and
- (d) Access to Supplier's technical support hotline during the hours set out in the applicable Order Form, subject to any other terms and conditions indicated in the applicable Order Form.

Outside of the hours set out in the applicable Order Form, non-emergency telephone support will be charged to Customer at Supplier's then-current rates and any additional terms and conditions set forth in the Order Form will apply. Customer acknowledges and agrees that telephone support is intended to address specific problems experienced by Customer relating to the Software, and is not intended to train Customer's employees or to support third party products ("Other Assistance"). Supplier will advise Customer during a telephone support session if Supplier considers such telephone support to constitute Other Assistance. Following such notice, if Customer wishes for the telephone support session to continue, Customer will pay for such Other Assistance based on Supplier's then-current rates. In connection with the provision of technical support, Supplier may be required to access Customer's system to diagnose, and to resolve, certain issues. To the extent Customer supplies remote access facilities, Customer will be responsible to ensure such facilities are secure and readily available. Customer hereby consents and agrees that Supplier may access the Software by way of remote access for such purposes. Unless otherwise provided for in the Order Form, Supplier will not be responsible for providing technical support of Hardware or the related operating system and configuration. Customer agrees that Supplier will not be responsible for providing Hardware installation specifications (including those regarding cabling, power, space, etc.), or for the installation, operation, maintenance or technical support of Hardware.

Supplier's obligation to provide support is subject to the following conditions: (i) Customer uses the Software only in accordance with the terms and conditions of the Agreement; (ii) Software implementation, training, re-implementation, and system audit services must be provided by Supplier's employees or Supplier's Authorized Representatives; (iii) Customer has not modified or altered the Software; (iv) Customer has not authorized independent interfacing of third party components to the Software, or relevant database, particularly third party components that write to the database, without the express prior written consent of Supplier; (v) the Software, and the equipment on which it operates, is operated in accordance with the Documentation; (vi) the equipment on which the Software operates is in good operating condition; (vii) Customer implements all Updates on a timely basis and no later than ninety (90) days subsequent to the availability of the Updates; (viii) Customer obtains, maintains, and updates, as required, third party programs and such other software as is necessary for the proper operation of the Software; and (ix) Customer provides reasonable access to its systems (and, if applicable, such access is to be provided in accordance with the specifications set forth in the Documentation and the applicable exhibits) so as to enable Supplier to provide the technical support services, including, but not limited to, by way of telecommunications, internet or other remote access to the server environment in which the Software resides or such other method reasonably acceptable to Supplier. All time and materials expended by Supplier resulting from Customer's breach of such conditions shall be billed to Customer at Supplier's standard time and materials rates. Support provided pursuant to this Section relates to the Software and the Updates only. Unless, and only to the extent that, Supplier and Customer have expressly agreed for Supplier to provide hardware support pursuant to the Order Form, should the problems that arise be the result of hardware malfunction, Supplier will advise Customer to have the hardware/network repaired. Support resulting from hardware/network problems will be billed to Customer at Supplier's then-current hourly rates.

The subscription fee for the first subscription period is set out in the Order Form.

## 8. Interfaces

Software interfaces to third party vendor systems may be available, as indicated in the Documentation. To the extent such third party vendor system interfaces are available, Supplier shall install the Software interfaces as agreed between the parties on the Order Form. Customer shall act as a liaison between Supplier and any third party vendor(s) with

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which the Software shall interface. Customer shall have its third party vendor available at the time that Supplier is scheduled to install the interface and in order to assist with installation, as required by Supplier. Transactions processed by a third party vendor system may be subject to separate licensing requirements. Customer acknowledges and agrees that it has the sole obligation to obtain, or cause its third party vendor to obtain, any and all such licenses.

## 9. Custom Development and Enhancement Requests

This Agreement does not include any programming services for new software development or software modifications. Such work, if negotiated and agreed to between Supplier and Customer, shall be the subject of a separate agreement for development services between the parties. The fees, payment terms and delivery schedules related to such work shall be as outlined in such agreement for development services, and are independent of Software or services provided under this Agreement. Customer acknowledges that Supplier is not a contract development organization, but rather Supplier is a software developer that licenses its Software within specified industries. As such, Customer further acknowledges that the Software is a major and valuable asset of Supplier's business and, as such, Supplier shall have complete control of the design and development of the Software, including Updates to the Software. Therefore, Supplier has the right, and sole discretion, to reject any request for enhancement or modification to the Software by Customer. Should Customer require modification of any standard forms incorporated into the Software or design of new forms, any such customization work shall be contracted for separately at Supplier's then-current rates.

## 10. Payment Terms

Customer agrees to pay to Supplier all Fees as set out in the Order Form(s). All Fees are payable in accordance with the terms set out in, and in the currency specified in, the Order Form(s). Unless otherwise indicated on the invoice, all invoices are due upon receipt. Fees stated in the Order Form are exclusive of Taxes. Supplier will provide a refund in respect of prepaid Fees in the event that this Agreement is terminated by Customer during the Subscription Term pursuant to Section 18(d). If Customer wishes to decrease its Permitted Use of the Software, Customer must notify Supplier sixty (60) days in advance of the conclusion of the Initial Subscription Term or the then-current Renewal Term. In such case, such reduction in Permitted Use of the Software will take effect upon the next Renewal Term. If Customer wishes to increase its Permitted Use of the Software, Customer must notify Supplier in advance and pay any applicable Fees.

Any invoice disputes must be initiated by Customer in good faith and in writing; Customer will be entitled to notify Supplier of any invoice dispute by the date that is thirty (30) days following the date of the applicable invoice, after which time the invoice shall be deemed to be accepted by Customer and will be due and payable in full. If Customer initiates a dispute with regard to a particular invoice, any undisputed amounts charged on such invoice will continue to be due and payable. Supplier and Customer agree to use reasonable efforts to address and attempt to resolve any invoice dispute within thirty (30) days after Supplier's receipt of Customer's notice to Supplier regarding such dispute.

With regard to any undisputed invoiced amount that is not paid when due, Supplier reserves the right to charge, and Customer agrees to pay, a late payment fee on the unpaid balance from the due date until paid (whether before or after judgment) equal to the lesser of one and one half percent (1.5%) per annum. If it is determined that Supplier properly charged any amount disputed and withheld by Customer, the late fee will be assessed and paid on the disputed, withheld amount.

Customer acknowledges that Supplier reserves the right to suspend or interrupt Customer's use of the Software, cease providing Updates and/or suspend delivery of technical support to Customer for any period during which any Fees due in accordance with the terms of this Agreement remain unpaid for fifteen (15) days after Supplier provides advanced written notice (including by way of email) of such unpaid Fees to Customer. In such event, Supplier shall not be precluded from exercising any additional remedies that might be available to it under the terms of this Agreement or otherwise.

## 11. Taxes; Customs

Customer will be responsible for paying all Taxes (other than taxes associated with Supplier's net income or Supplier's authority to do business in a particular jurisdiction), as well as for obtaining any necessary permissions related to the importation and use of the Software, Third Party Software and/or Hardware. If Supplier has a legal obligation to pay or collect Taxes for which Customer is responsible under this Agreement, the appropriate amount shall be computed based on Customer's address listed in the Order Form and invoiced to and paid by Customer, unless Customer provides Supplier with a valid tax exemption certificate authorized by the applicable governmental authority at least five (5) business days prior to the due date of the applicable Supplier invoice. All Fees are payable in full and without reduction or withholding for Taxes. If, for whatever reason, Customer is required by law to withhold any Taxes from Fees, Customer shall gross up its payments to Supplier so that Supplier receives Fees in full and free of any such deductions. Customer shall, upon request of Supplier, provide to Supplier proof that Taxes have been paid, if such payment is not made to Supplier directly. If Supplier pays any costs or expenses incurred in relation to any import duties, customs, formalities, permissions or other requirements,

then Customer shall promptly reimburse Supplier for all such amounts in full.

#### 12. Hardware Purchase

If Customer so elects, Customer shall purchase Hardware at the price indicated in the Order Form or, if at a later date, at the then-current standard prices in effect at the time the order is placed. All Hardware will be shipped F.O.B. origin. Customer shall be responsible for all Delivery Costs. Payment by Customer of Delivery Costs shall be due and payable upon its receipt of Supplier's invoice.

#### 13. Title to the Products

Subject to the second paragraph of this Section 13, with respect to Third Party Software and/or Hardware purchased from Supplier by Customer hereunder (collectively, the "Products"), and in the case of Third Party Software, the media on which such Products are contained and the license thereto, all risk therein shall pass to Customer upon shipment F.O.B. from the manufacturer's facility. Supplier reserves, and Customer hereby grants to Supplier, a security interest in all Products sold under this Agreement to secure payment of all applicable Fees until the applicable Fees have been paid in full. A copy of this Agreement may be filed, or Supplier may apply for any registration, or give any notification, in connection with the security interest, with, to or on appropriate authorities or registers in any jurisdiction at any time before or after execution by Customer including a financing statement in order to perfect and/or register Supplier's security interest in the Products. Customer agrees to execute and deliver any additional document or instrument and provide all other assistance as Supplier may reasonably request from time to time to establish, perfect, register, give effect to and/or enforce Supplier's security interest in the Products applicable in Customer's place of business. Supplier shall not, unless any requirement or obligation cannot be lawfully excluded, be obliged to comply with any requirement or obligation of any law in connection with the security interest, including without limitation giving to Customer any notice of any form or making any disclosure. Customer shall maintain sufficient insurance and shall bear the responsibility of insurance for Products from the time it leaves the manufacturer's facility until the applicable Fees have been paid in full. For greater certainty, Customer acknowledges and agrees that Supplier never sells but only licenses the right to "use" its Software, Documentation, and related materials, and that no sale or other transfer of any title or ownership or any proprietary interest of any kind whatsoever in or to such Software, Documentation, or related materials is contemplated hereunder.

Where the governing law of this Agreement is that of England and Wales, then this second paragraph of Section 13 shall apply in place of the first paragraph of Section 13. The legal and beneficial title to the Products, or in the case of Third Party Software, legal and beneficial title to the media, shall remain vested in Supplier and shall not pass to Customer until the purchase price for such Products has been paid in full and received by Supplier. Until payment in full has been received by Supplier and title to the Products passes: Supplier may require Customer to deliver up to Supplier all Products in its possession and if Customer fails to do so promptly, Supplier shall have authority to retake, sell or otherwise deal with and/or dispose of all or any part of the Products; Supplier and its agents and employees shall be entitled for such purpose at any time and without the need to give notice enter upon any property upon which the Products or any part are stored, or upon which Supplier reasonably believes them to be kept; Customer shall hold the Products as bailee and store or mark the Products in a manner reasonably satisfactory to Supplier indicating that title to the Products remains vested in Supplier; Customer shall take all reasonable care of the Products; and Customer shall insure the Products to their full replacement value, and arrange for Supplier to be noted on the policy of insurance as the loss payee. Irrespective of whether title to the Products remains vested in Supplier, risk in the Products shall pass to Customer upon delivery.

#### 14. Confidentiality

By virtue of this Agreement, the parties may have access to the other party's Confidential Information. The parties will hold each other's Confidential Information in confidence. With respect to all Confidential Information other than Software and Documentation provided by Supplier, such obligation shall terminate three (3) years after termination of this Agreement. With respect to the Software and Documentation provided by Supplier, such obligation is perpetual. The parties will not make each other's Confidential Information available in any form to any third-party for any purpose except to the extent necessary to exercise its rights under this Agreement and will treat Confidential Information of the other party with the same degree of care with which it would treat its own confidential information of a like nature, and in no case less than a reasonable degree of care. The parties agree that the limitations of liability contained herein shall not apply to any disclosure of Software or Documentation in breach of this provision and that any such breach shall terminate the rights to such Software and Documentation granted to Customer under this Agreement.

Confidential Information may only be disclosed to those employees or agents who are required to access it in furtherance of this Agreement and who are required to protect such Confidential Information against unauthorized disclosure. Supplier and Customer shall each implement and enforce policies and contractual obligations with its employees, agents and subcontractors to ensure its employees, agents and subcontractors protect the

Confidential Information as required pursuant to this Section 14. It shall not be a breach of this Section 14 if Confidential Information is disclosed pursuant to subpoena or other compulsory judicial or administrative process, provided that the party served with such process promptly notifies, to the extent legally permissible, the other party and provides reasonable assistance so that the other party may seek, at its own cost and expense, a protective order against public disclosure.

The parties recognize and agree that monetary damages are an inadequate remedy for breach of the obligations set forth in this Section 14 and further recognize that any breach would result in irreparable harm to the non-breaching party. In the event of such a breach, the non-breaching party may seek injunctive relief from a court of competent jurisdiction to pursue those remedies available to it.

#### 15. Indemnification

Supplier will indemnify, defend and hold Customer Indemnified Parties harmless from, at its expense, any action brought against Customer Indemnified Parties by a third party based upon a claim that Customer's use of the Software within the scope of these Terms and Conditions and the Order Form(s) infringes a United States, Canadian, United Kingdom, European Union, Australian or New Zealand patent or copyright issued to or held by a third party, or misappropriates a trade secret of such third party; provided that Customer notifies Supplier promptly in writing of such claim, provides Supplier with the sole control and authority to defend or settle such action or claim, and gives Supplier the authority, information and assistance necessary to settle or defend such claim.

In the event a claim of infringement is made, or Supplier believes that such a claim is likely to be made, then Supplier shall at its expense: (a) procure the right for Customer to continue using the Software; (b) replace or modify the Software so that it becomes non-infringing, without materially decreasing the functionality of the Software; or (c) if neither (a) or (b) above is commercially practical, then at Supplier's sole option, terminate this Agreement upon three (3) months written notice, and either issue to Customer a credit equal to, or promptly refund to Customer, the subscription fee for the then-current subscription period, less an appropriately prorated amount for use, reflecting the number of months during which Customer enjoyed uninterrupted use of the Software during that subscription period.

Notwithstanding the foregoing, Supplier shall have no obligation to defend Customer or to pay any costs or legal fees for any action, claim or settlement, based upon: (a) use of a version of the Software that was not, at the time that the claim arose, the current unaltered version of the Software provided by Supplier hereunder, including, without limitation, failure of Customer to install Updates containing modifications to make the Software non-infringing; (b) combination, operation, integration or interfacing of the Software with Third Party Materials, other than Third Party Materials or Third Party Software with which the Software was intended to operate as specified in the Documentation associated with the Software if such claim would not have arisen but for such combination, operation, integration or interfacing (regardless of whether or not Supplier has advised Customer that such use would likely result in a claim of infringement by a third party); (c) use of the Software in a manner other than as authorized by the Documentation, the Order Form(s) or these Terms and Conditions; (d) Supplier's compliance with the designs, plans, or specifications furnished by or on behalf of Customer; (e) modifications to the Software by any person other than Supplier or its authorized agents or subcontractors; or (f) Customer's failure to accept any procured right to continue using the Software.

THE FOREGOING STATES SUPPLIER'S SOLE AND EXCLUSIVE LIABILITY AND THE SOLE AND EXCLUSIVE REMEDY OF CUSTOMER INDEMNIFIED PARTIES WITH RESPECT TO ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS OR PROPRIETARY RIGHTS OF ANY THIRD PARTY.

Unless otherwise prohibited by the Texas Constitution, Customer shall defend, indemnify and hold harmless Supplier Indemnified Parties from and against any and all third party claims, actions, causes of action, liabilities, damages, costs and expenses, including reasonable legal fees, arising from or related to the exclusions (a) through (f) set out in the third paragraph of this Section 15.

#### 16. Warranties; Disclaimer of Warranties

For a period of ninety (90) days after the Go-Live Date, Supplier warrants that the Software will operate substantially in accordance with the specifications set forth in the Documentation, provided that the Software is used on the computer hardware equipment and with third party software programs which meet Supplier's minimum requirements as set forth in the Order Form(s) or exhibit, as applicable. Customer's exclusive remedy and Supplier's sole liability for breach of this warranty shall be for Supplier to use commercially reasonable efforts to modify the Software so that it conforms to the warranty described above. Without limitation, Supplier shall have no liability to Customer or any third party arising out of Customer's failure to back-up the Software and the related data.

Supplier hereby represents that it has the authority of each manufacturer or producer of Hardware and Third Party Software which are, if applicable, subject to this Agreement to sell the same to Customer. Customer acknowledges that Supplier is not the manufacturer or producer and therefore makes no warranties, conditions, representations or guarantees, express or implied, concerning Hardware or Third Party Software, as applicable. So far as possible, Supplier hereby assigns to Customer the manufacturer's and producer's

warranties, if any, applicable to the Hardware and Third Party Software, and Customer hereby accepts such assignment and agrees that its sole remedies are included thereunder. Supplier makes no representations regarding the validity or enforceability of any such manufacturer's or producer's warranty.

EXCEPT FOR THE WARRANTIES PROVIDED IN THIS SECTION 16 AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE, THIRD PARTY SOFTWARE AND HARDWARE, AS APPLICABLE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS", AND SUPPLIER DISCLAIMS ALL OTHER WARRANTIES, REPRESENTATIONS, GUARANTEES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY AND CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE OR THE USE OF REASONABLE SKILL AND CARE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SUPPLIER MAKES NO EXPRESS OR IMPLIED WARRANTIES, REPRESENTATIONS, GUARANTEES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, THE USE OF REASONABLE SKILL AND CARE, NON-INFRINGEMENT, SATISFACTORY QUALITY, ACCURACY, FREEDOM FROM ERROR OR THAT THE SOFTWARE, THIRD PARTY SOFTWARE, SUPPORT, MAINTENANCE OR HARDWARE WILL MEET ALL OF CUSTOMER'S REQUIREMENTS. SUPPLIER MAKES NO EXPRESS OR IMPLIED WARRANTIES, REPRESENTATIONS, GUARANTEES OR CONDITIONS WITH RESPECT TO ANY THIRD PARTY SOFTWARE OR THIRD PARTY SERVICES PROVIDED WITH OR AS PART OF THE SOFTWARE, HARDWARE OR RELATED SERVICES. SUPPLIER'S LIMITED WARRANTIES DO NOT APPLY TO ANY SOFTWARE WHICH HAS BEEN MODIFIED OR ALTERED IN ANY MANNER BY ANYONE OTHER THAN SUPPLIER OR ITS AUTHORIZED AGENT. SOME STATES OR JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OF CERTAIN OR ANY EXPRESS OR IMPLIED WARRANTIES, REPRESENTATIONS, GUARANTEES OR CONDITIONS, SO THE ABOVE EXCLUSION MAY NOT APPLY TO CUSTOMER. IN THAT EVENT, SUCH WARRANTIES, REPRESENTATIONS, GUARANTEES OR CONDITIONS ARE LIMITED IN DURATION TO THE WARRANTY PERIOD TO THE EXTENT LEGALLY PERMISSIBLE.

Nothing in this Agreement excludes, restricts, or modifies any right or remedy, or any guarantee, representation, warranty, condition or other term, implied or imposed by any applicable law which cannot lawfully be excluded or limited. This may include any consumer law which contains guarantees that protect the purchasers of goods and services in certain circumstances. If any guarantee, representation, warranty, condition or other term is implied or imposed concerning this Agreement under any consumer law or any other applicable law and cannot be excluded (a "Non-Excludable Provision"), and Supplier is able to limit Customer's remedy for a breach of the Non-Excludable Provision, then the liability of Supplier for breach of the Non-Excludable Provision is limited to one or more of the following, at Supplier's option: (a) in the case of goods, the replacement of the goods or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods, or the payment of the cost of having the goods repaired; or (b) in the case of services, the supplying of the services again, or the payment of the cost of having the services supplied again.

The parties agree that it is Customer's responsibility to determine whether the Software is suitable for Customer's requirements. No other terms, conditions, representations, warranties or guarantees, whether written or oral, express or implied, will form a part of this Agreement or have any legal effect whatsoever.

#### 17. Limitation of Liability

EXCEPT FOR LIABILITY ARISING (i) FROM CUSTOMER'S BREACH OF SECTION 2 (LICENSE RESTRICTIONS) AND ANY DISCLOSURE BY CUSTOMER OF SOFTWARE OR DOCUMENTATION IN BREACH OF SECTION 14 (CONFIDENTIALITY), (ii) UNDER SECTION 15 (INDEMNIFICATION) OR (iii) FOR PERSONAL INJURY, DEATH, FRAUD OR FRAUDULENT MISREPRESENTATION:

(A) SUPPLIER'S ENTIRE LIABILITY UNDER THIS AGREEMENT OR IN ANY WAY RELATED TO THE SOFTWARE, THE THIRD PARTY SOFTWARE, THE HARDWARE OR ANY RELATED SERVICES WILL BE LIMITED TO DIRECT DAMAGES IN AN AMOUNT EQUAL TO THE FEES PAID BY CUSTOMER TO SUPPLIER PURSUANT TO THIS AGREEMENT DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE FIRST EVENT GIVING RISE TO THE CLAIM; AND

(B) NEITHER PARTY WILL BE LIABLE FOR:

(i) ANY SPECIAL, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATED TO THIS AGREEMENT OR IN ANY WAY RELATED TO THE SOFTWARE, THE THIRD PARTY SOFTWARE, THE HARDWARE OR ANY RELATED SERVICES; OR

(ii) ANY LOSS OF REVENUE, PROFITS, GOODWILL OR DATA, OR DATA USE (INCLUDING AS A RESULT OF A VIRUS), BUSINESS INTERRUPTION, FAILURE TO REALIZE AN EXPECTED SAVING, CORRUPTION OF DATA, OR CLAIMS AGAINST THEM BY ANY THIRD PARTY,

EVEN IF THE PARTIES ARE ADVISED, OR MAY REASONABLY SUPPOSED TO HAVE BEEN AWARE, OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

SUCH LIMITATIONS WILL APPLY REGARDLESS OF HOW THE CLAIM ARISES, WHETHER ARISING BASED ON CONTRACT, TORT, NEGLIGENCE, OR OTHERWISE AND WILL APPLY TO ALL ORDER FORMS, SCHEDULES, ADDENDA, AGREEMENTS AND ATTACHMENTS RELATED TO THIS AGREEMENT.

THE FOREGOING LIMITATIONS OF LIABILITY ALLOCATE THE RISKS BETWEEN SUPPLIER AND CUSTOMER AND FORM A MATERIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

SUPPLIER'S PRICING REFLECTS THIS ALLOCATION OF RISK AND THE LIMITATION OF LIABILITY SPECIFIED HEREIN.

#### 18. Term and Termination

(a) Term. The subscription will continue until the conclusion of the Subscription Term, unless earlier terminated in accordance with Section 18(c) or Section 18(d). This Agreement will automatically renew for additional subscription periods (each being a "Renewal Term" and, collectively, with the Initial Subscription Term, the "Subscription Term") unless either party provides the other party with thirty (30) days written notice prior to the conclusion of the Initial Subscription Term or the Renewal Term, as applicable. All terms and conditions hereof shall remain in effect during any Renewal Term, except as the parties otherwise expressly agree to in writing.

(b) Failure to Pay Subscription Fee. In the event that Customer fails to pay the applicable subscription fee when due, Supplier reserves the right to elect to take one of the following courses of action (without limiting Supplier's other available remedies): (i) notify Customer that this Agreement will immediately expire (or has expired) effective as of the expiration of the then-current Subscription Term; or (ii) allow this Agreement to renew for another renewal period, in which event, the applicable subscription fee for such renewal period will continue to be payable; provided, however, that if Supplier does not affirmatively notify Customer that alternative (i) or (ii) has been selected, then alternative (ii) will apply.

(c) Termination by Supplier. Subject to Section 18(b) (Failure to Pay Subscription Fee), and the remedies set out in the last paragraph of Section 10, Supplier has the right to terminate the license granted under this Agreement if Customer is in default of any term or condition of this Agreement, and fails to cure such default within thirty (30) days after receipt of written notice of such default. Without limitation, it will be deemed a Customer default under this Agreement if Customer fails to pay any amount when due hereunder. Supplier may terminate this Agreement immediately if: (i) Customer breaches Section 2 (License Restrictions); or (ii) Customer becomes insolvent, a receiver, administrator, controller or a liquidator is appointed to Customer, Customer assigns any of its property for the benefit of creditors or any class of them or any proceedings have been commenced by or against Customer under any bankruptcy, insolvency or similar laws.

(d) Termination by Customer. Customer has the right to terminate this Agreement effective immediately upon written notice to the Supplier.

(e) Effect of Termination. Upon termination of this Agreement for any reason, any and all amounts owed to Supplier pursuant to this Agreement will be immediately due and payable, and all license rights granted to Customer hereunder will be immediately revoked and terminated. Following the termination of this Agreement, the Sections titled "Ownership of Intellectual Property; Customer Input," "Payment Terms," "Taxes; Customs," "Confidentiality," "Indemnification," "Warranties; Disclaimer of Warranties," "Limitation of Liability," "Audit," "Governing Law" and "General" will continue in full force and effect in accordance with their terms. Within ten (10) days following termination, Customer will cease using and will securely destroy or return to Supplier all copies of the Software, Documentation and any applicable copies thereof in accordance with Section 3 (Ownership of Intellectual Property; Customer Input; Data) and confirm the same to Supplier in writing by a duly authorized officer.

#### 19. Audit

During the Subscription Term, Customer shall maintain complete and accurate books, records, policies, and procedures (collectively "Books and Records") sufficient to confirm Customer's compliance with these Terms and Conditions and the Order Form(s), including without limitation compliance with Permitted Use, and payment of Fees to Supplier. During the Subscription Term and for a period of one (1) year thereafter, Customer shall permit Supplier (or an independent representative engaged by Supplier), upon thirty (30) days prior written notice, to audit (each an "Audit") Customer's Books and Records and deployment of the Software to the extent reasonably necessary to verify Customer's compliance with the terms, conditions, and restrictions of this Agreement, at such times during Customer's regular business hours as Supplier may reasonably request. Supplier may exercise its right to audit no more frequently than one (1) time each calendar year. If any Audit should disclose any underpayment of Fees, Customer shall promptly pay Supplier such underpaid amount (whether before or after judgment), together with interest thereon at a rate of one and one-half percent (1.5%) per annum during which each such amount was owed and unpaid. The rights and obligations set forth in this Section 19 shall survive termination or expiration of the Subscription Term (as such term is defined in Section 18(a)) for a period of one (1) year from such termination or expiration.

#### 20. Assignment

Neither party may assign any of its rights or obligations hereunder, whether by operation



of law or otherwise, without the other party's prior written consent (not to be unreasonably withheld); provided, however, either party may assign this Agreement in its entirety (including all schedules and Order Forms), without the other party's consent in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets. Notwithstanding the foregoing, if a party is acquired by, sells substantially all of its assets to, or undergoes change of control in favor of, a direct competitor of the other party, then such other party may terminate this Agreement with immediate effect upon written notice. Any purported assignment in violation of this section shall be void and of no effect.

Any permitted assignee shall assume all assigned obligations of its assignor under the Agreement.

## 21. Governing Law

The law that will apply to any question of interpretation regarding this Agreement, any question of the existence of this Agreement, or a lawsuit arising out of or in connection with this Agreement, and which courts have jurisdiction over any such lawsuit, depend on the country of incorporation or organization, as applicable, of Customer, and will be determined as follows:

| Customer Country of Incorporation:   | Governing Law:   | Courts Having Jurisdiction:  |
|--|--|--|
| The United States of America, Mexico or a Country in Central or South America or the Caribbean | The laws of the State of Texas and the federal laws of the United States applicable in that state.               | (a) The United States District Court for the Southern District of Texas (Laredo Division) (to the extent it has subject matter jurisdiction), or<br>(b) the State Courts of Webb Count Texas |
| Canada   | The laws of the Province of Ontario and the laws of Canada applicable in that province.                          | Toronto, Ontario   |
| The United Kingdom or Another Country in Europe, the Middle East or Africa                     | The laws of England and Wales.   | England and Wales  |
| Australia or a Country in Asia or the Pacific Region   | The laws of the State of New South Wales and the laws of the Commonwealth of Australia applicable in that state. | Sydney, Australia  |

Each party agrees to the applicable governing law above without regard to choice or conflicts of law rules, and, subject to the availability of injunctive relief pursuant to Section 14 (Confidentiality) and to Section 22 (Dispute Resolution), to the jurisdiction of the applicable courts above. The parties exclude the operation of the United Nations Convention on Contracts for the International Sale of Goods.

## 22. Dispute Resolution

Upon any dispute, controversy or claim between the parties, each of the parties will designate a representative from senior management to attempt to resolve such dispute. The designated representatives will negotiate in good faith in an effort to resolve the dispute over a period of thirty (30) days. If the dispute is not resolved in this thirty (30) day period, the parties may proceed to litigation in the appropriate Texas federal or state court with venue being in Laredo, Webb County, Texas to resolve said dispute. The foregoing provision shall not limit the ability of a party to seek injunctive relief.

## 23. General.

- (a) **Export Compliance.** The Software, Products and related services, and derivatives thereof may be subject to export laws and regulations. Each party represents that it is not named on any U.S. government denied-party list. Customer shall not permit access or use of the Software or Products in a U.S.-embargoed country, EU-embargoed country, or United Nations-embargoed country or in violation of any other applicable embargo, export law or regulation.
- (b) **Anti-Corruption.** Customer has not received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from any of Supplier's employees or agents in connection with this Agreement. Reasonable gifts and entertainment provided in the ordinary course of business do not violate the above restriction. If Customer learns of any violation of the above restriction, Customer will use reasonable efforts to promptly notify Supplier.
- (c) **Modifications.** This Agreement may not be modified except in writing signed by both parties.
- (d) **Subcontractors.** Supplier reserves the right to make use of subcontractors to provide services and to use such means as Supplier, in its sole discretion, considers appropriate. Supplier's use of subcontractors shall not relieve it of its obligations under this Agreement.
- (e) **Independent Contractor.** The relationship of the parties established by this Agreement is that of independent contractors. This Agreement does not establish an agency, joint venture or partnership relationship between Supplier and Customer.
- (f) **Non-Solicitation.** During the Term of this Agreement and for a period of one (1) year following the termination of this Agreement, each party hereto agrees not to solicit, recruit or employ any employee of the other party without the prior written consent of the Chief Executive Officer, President or Director of the other party. For purposes of this section, the term "employee," shall include any person with such status at any time during the six (6) months preceding any solicitation in question. For the avoidance of doubt, the foregoing restriction shall not apply to the following forms of solicitation (and resulting employment): (i) a party using general bona fide solicitations directed at the public or industry participation in general in publications or internet resources not specifically targeted at employees of the other party, or employing any person who responds to such solicitations; (ii) using search firms, or hiring any persons solicited by such search firms, so long as such firms are not advised

by a party to solicit employees of the other party; or (iii) soliciting any person who has left the employment of the other party prior to the date of this Agreement.

- (g) **Severability.** If any provision contained herein or part thereof is determined to be void or unenforceable in whole or in part by a court of competent jurisdiction, such invalid provision or part thereof shall be deemed not to affect or impair the validity or enforceability of any other provision or part thereof contained herein, all of which remaining provisions or parts thereof shall be and remain in full force and effect.
- (h) **Headings.** The headings and subheadings contained herein are inserted for convenience of reference only and shall in no way be construed to be interpretations of terms.
- (i) **Notices.** All notices under this Agreement shall be in writing and shall be deemed to have been given upon: (i) personal delivery; (ii) the third business day after being sent by pre-paid recorded post; or (iii) the second business day after sending by facsimile with telephonic confirmation of receipt. Notices to Supplier shall be sent to the address shown in the introductory paragraph of this Agreement addressed to Supplier's signatory of this Agreement. Notices to Customer shall be sent to the address shown in the introductory paragraph of this Agreement addressed to Customer's signatory of this Agreement. Each party may modify its recipient of notices by providing notice pursuant to this Agreement.
- (j) **Waiver.** No delay by either party in enforcing any of the terms or conditions of this Agreement will affect or restrict such party's rights and powers arising under this Agreement. No waiver of any term or condition of this Agreement will be effective unless made in writing. The waiver by any party of a breach of this Agreement does not constitute a waiver of a repeat of the same breach or of other breach of rights or obligations under this Agreement.
- (k) **Entire Agreement.** This Agreement constitutes the entire Agreement between the parties with respect to the subject matter of this Agreement and supersedes all proposals, oral and written, and all previous negotiations and communications

between the parties and their representatives with respect to the subject matter of this Agreement. For greater certainty, this Agreement will prevail over terms and conditions of any Customer-issued purchase order, which will have no force and effect, even if Supplier accepts or does not otherwise reject the purchase order. Each party acknowledges that, in entering into this Agreement, it does not rely on any statement, representation, assurance or warranty (whether it was made negligently or innocently) of any person (whether a party to this Agreement or not) other than as expressly set out in this Agreement.

- (l) **Third party rights.** A person who is not a party to this Agreement shall not have any rights to enforce any term of this Agreement.
- (m) **Force Majeure.** Neither party shall be in breach of this Agreement nor liable for delay in performing, or failure to perform, any of its obligations under this Agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control provided that the party affected by such failure or delay gives the other party prompt written notice of the cause and uses commercially reasonable efforts to correct such failure or delay within a reasonable period of time.
- (n) **Counterparts.** This Agreement may be executed in two or more counterparts, each of which together shall be deemed an original, but all of which together shall constitute one and the same instrument. In the event that any signature is delivered by facsimile transmission or by e-mail delivery of a Portable Document Format (PDF), or by using a web-based e-signature platform such as DocuSign or Echosign, such signature shall create a valid and binding obligation of the party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile or ".pdf" signature page or e-signature was an original thereof.

#### 24. Definitions and Interpretation.

The definitions and rules of interpretation in this Section shall apply to this Agreement.

- (a) The following capitalized terms shall have the meanings ascribed to them in this section:

|                                       |  |
|---------------------------------------|--|
| <b>"Affiliate"</b>                    | Includes any entity or association controlled by, controlling or under common control with a party and for the purposes of this definition, the term "control" shall mean (i) the ownership of more than fifty percent (50%) of the voting shares of the subject entity or association; (ii) the right or power, directly or indirectly, to elect or remove directors; or (iii) the right or power to control management.  |
| <b>"Audit"</b>                        | Has the meaning set out in Section 19.   |
| <b>"Branding"</b>                     | Has the meaning set out in Section 4.  |
| <b>"Books and Records"</b>            | Has the meaning set out in Section 19.   |
| <b>"Confidential Information"</b>     | All tangible or intangible information and materials, in any form or medium, including, but not limited to, all of the following, whether or not patentable: information that is clearly designated or identified as confidential by appropriate letter or by a proprietary stamp or legend; all information disclosed orally or visually, or other form of tangible information without an appropriate letter or a proprietary stamp or legend, if it would be apparent to a reasonable person familiar with the party's business and industry in which it operates, that such information is of a confidential nature; Software and the Documentation; documentation and other information related to hardware specifications, components lists, suppliers and the like; any scientific or technical design, drawing, process, technique or procedure; trade secrets; information related to business plans, forecasts, sales and marketing plans, Customers, pricing and finances; Customer data contained in the Software databases; the conduct of the other party in performing this Agreement; and the terms and conditions of this Agreement. Confidential Information will not include information that: (i) is or becomes generally known to the public through no act or omission of the other party; (ii) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (iii) is lawfully disclosed to the other party by a third-party without restriction on disclosure; or (iv) is independently developed by or for the other party without use of or reference to the other party's Confidential Information, as evidenced by files from the time of such independent development. |
| <b>"Customer Indemnified Parties"</b> | Customer and its Affiliates and any of their respective officers, directors, employees, agents, successors and permitted assigns.  |
| <b>"Customer Input"</b>               | Suggestions, enhancement requests, recommendations or other feedback provided by Customer, its employees, contractors and agents relating to the operation or functionality of the Software.   |
| <b>"Customer Sites"</b>               | The physical location or address where Customer utilizes the Software for the Permitted Use, as set out on the applicable Order Form(s).   |
| <b>"Delivery Costs"</b>               | Costs related to the delivery of Hardware or Third Party Software, including insurance, packaging, shipping, freight and other delivery-related costs.   |
| <b>"Documentation"</b>                | Supplier-supplied related hard-copy or electronically reproducible technical and user documents associated and provided with the Software.   |
| <b>"Error"</b>                        | Reproducible error of the Software which prevents the use of the Software substantially as described in the specifications set forth in the Documentation.   |

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| <b>"Fees"</b>                                | Subscription fees, implementation and training fees, amounts payable in respect of Hardware and all other fees due hereunder.   |
| <b>"Go-Live Date"</b>                        | The date on which Customer first uses the Software to process its daily business relative to the functions that the Software automates.   |
| <b>"Hardware"</b>                            | Hardware products produced by third party manufacturers which Supplier buys from such manufacturers or distributors for resale to its Customers (to the extent available), including, but not limited to computer hardware and point of sale devices.   |
| <b>"Initial Subscription Term"</b>           | The fixed term designated on the Order Form beginning on the later of (i) the Effective Date or (ii) the start date of the Subscription Term indicated on the Order Form. If no Initial Subscription Term is indicated on the Order Form, the Initial Subscription Term shall be a period of one (1) year from the Effective Date.  |
| <b>"New Product"</b>                         | Any new feature, module or enhancement to the Software that Supplier markets and licenses for additional fees separately from Updates.  |
| <b>"Order Form"</b>                          | A separate document provided by Supplier, agreed to by the parties to, and governed by, this Agreement, by which Customer orders licenses and services. Additional Order Forms executed by the parties with respect to additional licenses, Products and services will form part of this Agreement.   |
| <b>"Other Assistance"</b>                    | Has the meaning set out in Section 7.   |
| <b>"Permitted Use"</b>                       | The quantity or extent of a license to the Software or particular modules thereof, as specified in the Order Form. The Order Form may specify that the license is measured by number of Users, number of Workstations or limited to specific Customer Sites.  |
| <b>"Products"</b>                            | Has the meaning set out in Section 13.  |
| <b>"Renewal Term"</b>                        | Has the meaning set out in Section 18(a).   |
| <b>"Software"</b>                            | The (i) machine-readable instructions and data, (ii) components, files, and modules, (iii) audio-visual content (such as images, text, recordings or pictures) and (iv) related licensed materials, such as activation keys, as applicable, as further described in the Order Form(s), as well as any Updates.  |
| <b>"Subscription"</b>                        | The agreement for Customer's use of the Software for the Subscription Term pursuant to this Agreement and the commercial terms specified in the Order Form.   |
| <b>"Subscription Term"</b>                   | Has the meaning set out in Section 18(a).   |
| <b>"Supplier Authorized Representatives"</b> | Supplier's authorized representatives who, by written authorization from Supplier, may have authorization to sell, install, or provide training in respect of the Software.   |
| <b>"Supplier Indemnified Parties"</b>        | Supplier and its Affiliates and any of their respective officers, directors, employees, agents, successors and permitted assigns.   |
| <b>"Taxes"</b>                               | Any local, state, provincial, federal or foreign taxes, levies, duties or similar governmental assessments of any nature, including, but not limited to, value-added taxes, excise, use, goods and services taxes, consumption taxes or similar taxes, export and import fees, customs duties and similar charges, in each case, associated with the Software, Third Party Software and/or Hardware, imposed upon the Fees or otherwise arising out of, or in connection with, the transactions contemplated by this Agreement. |
| <b>"Third Party Materials"</b>               | Any software, hardware, data, or other materials or products not provided by Supplier.  |
| <b>"Third Party Software"</b>                | Software owned by third party producers which Supplier distributes or resells to its customers.   |
| <b>"Updates"</b>                             | The latest updates, modifications, improvements to the Software, including corrections of Errors, which relate to the operating performance but do not change the basic functionality of the Software.  |
| <b>"User"</b>                                | A person or machine that utilizes the Software for the Permitted Use, as authorized pursuant to an Order Form, as applicable.   |
| <b>"Workstation"</b>                         | A personal computer or device providing equivalent functionality which is capable of executing the Software and which is linked to a computer network from which the Software is accessible, as authorized pursuant to an Order Form, as applicable.  |

- (b) Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- (c) Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- (d) A reference to a statute or statutory provision shall include all subordinate legislation made as at the date of this Agreement under that statute or statutory provision.
- (e) Any words following the terms including, include, in particular, or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

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