

CUSTOMER TERMS

1. **Parties.** These terms represent the agreement (“**Agreement**”) that governs the purchase of products and services from the Sensority entity identified in the signature section below (“**SENSORITY**”) by the Customer entity identified below (“**Customer**”).
2. **Orders.** “**Order**” means the accepted order including any supporting material which the parties identify as incorporated either by attachment or reference (“**Supporting Material**”). Supporting Material may include (as examples) product lists, hardware or software specifications, standard or negotiated service descriptions, data sheets and their supplements, and statements of work (SOWs), published warranties and service level agreements, and may be available to Customer in hard copy or by accessing a designated SENSORITY website.
3. **Scope and Order Placement.** These terms may be used by Customer either for a single Order or as a framework for multiple Orders. In addition, these terms may be used on a global basis by the parties’ “**Affiliates**”, meaning any entity controlled by, controlling, or under common control with a party. The parties can confirm their agreement to these terms either by signature where indicated at the end or by placing Order responding to SENSORITY’s offer referencing these Terms. Affiliates participate under these terms by placing orders which specify product or service delivery in the same country as the SENSORITY Affiliate accepting the Order, referencing these terms, and specifying any additional terms or amendments to reflect local law or business practices.
4. **Order Arrangements.** Customer may place orders with SENSORITY through our website, by letter, or e-mail. Where appropriate, Orders must specify a delivery date as proposed or pre-agreed with SENSORITY. Order can be cancelled by one party only based on agreement with the other party.
5. **Prices and Taxes.** Prices will be as quoted in writing by SENSORITY or, in the absence of a written quote, as on SENSORITY published list price at the time an order is submitted to SENSORITY. Prices are exclusive of taxes, duties, and fees (including installation, shipping, and handling) unless otherwise quoted. If a withholding tax is required by law, please contact the SENSORITY order representative to discuss appropriate procedures. SENSORITY will charge separately for reasonable out-of-pocket expenses, such as travel expenses incurred in providing professional services.
6. **Invoices and Payment.** Customer agrees to pay all invoiced amounts within fourteen (14) days of SENSORITY’s invoice date. SENSORITY may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.
7. **Title.** Risk of loss or damage and title for hardware products will pass upon delivery to Customer or its designee. Where permitted by law, SENSORITY retains a security interest in products sold until full payment is received.
8. **Delivery.** SENSORITY will use all commercially reasonable efforts to deliver products in a timely manner. SENSORITY may elect to deliver software and related product/license information by electronic transmission or via download.
9. **Installation.** If SENSORITY is providing installation with the product purchase, SENSORITY’s site guidelines (available upon request) will describe Customer requirements. SENSORITY will conduct its standard installation and test procedures to confirm completion.
10. **Support Services.** SENSORITY’s support services will be described in the applicable Supporting Material, which will cover the description of SENSORITY’s offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer systems supported.
11. **Eligibility.** SENSORITY’s service, support and warranty commitments do not cover claims resulting from:
 1. improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material;
 2. Modifications or improper system maintenance or calibration not performed by SENSORITY or authorized by SENSORITY;
 3. failure or functional limitations of any non-SENSORITY software or product impacting systems receiving SENSORITY support or service;
 4. malware (e.g. virus, worm, etc.) not introduced by SENSORITY; or
 5. abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond SENSORITY’s control.
12. **Professional Services.** SENSORITY will deliver any ordered IT consulting, training or other services as described in the applicable Supporting Material.
13. **Professional Services Acceptance.** The acceptance process (if any) will be described in the applicable Supporting Material, will apply only to the deliverables specified, and shall not apply to other products or services to be provided by SENSORITY.
14. **Dependencies.** SENSORITY’s ability to deliver services will depend on Customer’s reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services.
15. **Change Orders.** We each agree to appoint a project representative to serve as the principal point of contact in managing the delivery of services and in dealing with issues that may arise. Requests to change the scope of services or deliverables will require a change order signed by both parties.
16. **Product Performance.** All SENSORITY-branded hardware products are covered by SENSORITY’s limited warranty statements that are provided with the products or otherwise made available. Hardware warranties begin on the date

of delivery or if applicable, upon completion of SENSORITY installation, or (where Customer delays SENSORITY installation) at the latest 30 days from the date of delivery. Non-SENSORITY branded products receive warranty coverage as provided by the relevant third party supplier.

17. **Software Performance.** SENSORITY warrants that its branded software products will conform materially to their specifications and be free of malware at the time of delivery. SENSORITY warranties for software products will begin on the date of delivery and unless otherwise specified in Supporting Material, will last for ninety (90) days. SENSORITY does not warrant that the operation of software products will be uninterrupted or error-free or that software products will operate in hardware and software combinations other than as authorized by SENSORITY in Supporting Material.
18. **Services Performance.** Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and SENSORITY will re-perform any service that fails to meet this standard.
19. **Services with Deliverables.** If Supporting Material for services define specific deliverables, SENSORITY warrants those deliverables will conform materially to their written specifications for 30 days following delivery. If Customer notifies SENSORITY of such a non-conformity during the 30 day period, SENSORITY will promptly remedy the impacted deliverables or refund to Customer the fees paid for those deliverables and Customer will return those deliverables to SENSORITY.
20. **Product Warranty Claims.** When we receive a valid warranty claim for an SENSORITY hardware or software product, SENSORITY will either repair the relevant defect or replace the product. If SENSORITY is unable to complete the repair or replace the product within a reasonable time, Customer will be entitled to a full refund upon the prompt return of the product to SENSORITY (if hardware) or upon written confirmation by Customer that the relevant software product has been destroyed or permanently disabled. SENSORITY will pay for shipment of repaired or replaced products to Customer and Customer will be responsible for return shipment of the product to SENSORITY.
21. **Remedies.** This Agreement states all remedies for warranty claims. To the extent permitted by law, SENSORITY disclaims all other warranties.
22. **Intellectual Property Rights.** No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants SENSORITY a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for SENSORITY and its designees to perform the ordered services. If deliverables are created by SENSORITY specifically for Customer and identified as such in Supporting Material, SENSORITY hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.
23. **Intellectual Property Rights Infringement.** SENSORITY will defend and/or settle any claims against Customer that allege that an SENSORITY-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. SENSORITY will rely on Customer's prompt notification of the claim and cooperation with our defense. SENSORITY may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. SENSORITY is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that SENSORITY is not responsible for claims resulting from deliverables content or design provided by Customer.
24. **License Grant.** SENSORITY grants Customer a non-exclusive license to use the version or release of the SENSORITY-branded software listed in the Order. Permitted use is for internal purposes only (and not for further commercialization), and is subject to any specific software licensing information that is in the software product or its Supporting Material. For non-SENSORITY branded software, the third party's license terms will govern its use.
25. **Updates.** Customer may order new software versions, releases or maintenance updates ("**Updates**"), if available, separately or through an SENSORITY software support agreement. Additional licenses or fees may apply for these Updates or for the use of the software in an upgraded environment. Updates are subject to the license terms in effect at the time that SENSORITY makes them available to Customer.
26. **License Restrictions.** SENSORITY may monitor use/license restrictions remotely and, if SENSORITY makes a license management program available, Customer agrees to install and use it within a reasonable period of time. Customer may make a copy or adaptation of a licensed software product only for archival purposes or when it is an essential step in the authorized use of the software. Customer may use this archival copy without paying an additional license only when the primary system is inoperable. Customer may not copy licensed software onto or otherwise use or make it available on any public external distributed network. Licenses that allow use over Customer's intranet require restricted access by authorized users only. Customer will also not modify, reverse engineer, disassemble, decrypt, decompile or make derivative works of any software licensed to Customer under this Agreement unless permitted by statute, in which case Customer will provide SENSORITY with reasonably detailed information about those activities.
27. **License Term and Termination.** Unless otherwise specified, any license granted is perpetual, provided however that if Customer fails to comply with the terms of this Agreement, SENSORITY may terminate the license upon written notice. Immediately upon termination, or in the case of a limited-term license, upon expiration, Customer will either

destroy all copies of the software or return them to SENSORITY, except that Customer may retain one copy for archival purposes only.

28. **License Transfer.** Customer may not sublicense, assign, transfer, rent or lease the software or software license except as permitted by SENSORITY. SENSORITY-branded software licenses are generally transferable subject to SENSORITY's prior written authorization and payment to SENSORITY of any applicable fees. Upon such transfer, Customer's rights shall terminate and Customer shall transfer all copies of the software to the transferee. Transferee must agree in writing to be bound by the applicable software license terms. Customer may transfer firmware only upon transfer of associated hardware.
29. **License Compliance.** SENSORITY may audit Customer compliance with the software license terms. Upon reasonable notice, SENSORITY may conduct an audit during normal business hours (with the auditor's costs being at SENSORITY's expense). If an audit reveals underpayments then Customer will pay to SENSORITY such underpayments. If underpayments discovered exceed five (5) percent of the contract price, Customer will reimburse SENSORITY for the auditor costs.
30. **Confidentiality.** Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.
31. **Personal Information.** Each party shall comply with their respective obligations under applicable data protection legislation. SENSORITY does not intend to have access to personally identifiable information ("PII") of Customer in providing services. To the extent SENSORITY has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. SENSORITY will use any PII to which it has access strictly for purposes of delivering the services ordered.
32. **Global Trade compliance.** Products and services provided under these terms are for Customer's internal use and not for further commercialization. If Customer exports, imports or otherwise transfers products and/or deliverables provided under these terms, Customer will be responsible for complying with applicable laws and regulations and for obtaining any required export or import authorizations. SENSORITY may suspend its performance under this Agreement to the extent required by laws applicable to either party.
33. **Limitation of Liability.** Customer compensation of damage for which SENSORITY is liable under this Agreement is limited to direct losses (it being understood that direct losses are those that are the immediate and normally foreseeable result of the loss event) up to the amount payable by Customer to SENSORITY for the relevant Order. Neither Customer nor SENSORITY will be required to compensate lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages. This provision does not limit either party's liability for: unauthorized use of intellectual property, death or bodily injury caused by their negligence; acts of fraud; willful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.
34. **Disputes.** If Customer is dissatisfied with any products or services purchased under these terms and disagrees with SENSORITY's proposed resolution, we both agree to promptly escalate the issue to an Operations Director (or equivalent executive) in our respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.
35. **Force Majeure.** Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.
36. **Termination.** Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this Agreement and cancel any unfulfilled obligations. Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both parties' respective successors and permitted assigns.
37. **General.** This Agreement represents our entire understanding with respect to its subject matter and supersedes any previous communication or agreements that may exist. Modifications to the Agreement will be made only through a written amendment signed by both parties. The Agreement will be governed by the laws of the country of SENSORITY or the SENSORITY Affiliate accepting the Order and the courts of that locale will have jurisdiction, however, SENSORITY or its Affiliate may, bring suit for payment in the country where the Customer Affiliate that placed the Order is located. Customer and SENSORITY agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply. Claims arising or raised in the United States will be governed by the laws of the state of California, excluding rules as to choice and conflict of law.

The parties confirm their agreement to these terms either by referencing them in the relevant Order or by executing below:

Signed for SENSORITY:
[Insert signature]

By:
[Insert name]

Title:
[Insert signatory's business title]

SENSORITY Entity:

Date:
[Insert date]

Signed for Customer:
[Insert signature]

By:
[Insert name]

Title:
[Insert signatory's business title]

Customer Entity:

Date:
[Insert date]