

## TERMS AND CONDITIONS OF SALE

Please read these Terms and Conditions of Sale (these “**Terms**”) carefully. These Terms materially affect the parties’ obligations. Structural Concepts Corporation or the direct or indirect affiliate providing the Offerings (the individual applicable entity, “**Seller**”) is bargaining for and will do business only pursuant to these Terms. Seller’s acceptance of orders for the purchase of any goods (“**Goods**”) and/or services (“**Services**” and together with any Goods, the “**Offerings**”) is expressly subject to and conditioned on the buyer of the Offerings (“**Buyer**”) agreeing to these Terms.

- 1. ACCEPTANCE.** Any offer by Seller is expressly limited to these Terms, and any price quotation referencing these Terms expires if not accepted by Buyer within ten (10) days after the date of the quotation, unless otherwise stated by Seller in such quotation. Seller may revoke an offer at any time prior to its acceptance by Buyer. All orders are subject to Seller’s written acceptance of such order. If Buyer’s order is accepted, such acceptance is made only pursuant to these Terms, and Seller’s acceptance of any order is limited to these Terms and conditional on Buyer’s agreement to these Terms. If any of these Terms are not acceptable to Buyer, Buyer shall promptly notify Seller thereof. If Seller does not receive Buyer’s written objection to these Terms within forty-eight (48) hours after Buyer receives the document referencing these Terms from Seller, or if Buyer receives delivery of any Goods or performance of any Services, these Terms shall be deemed irrevocably accepted in their entirety by Buyer.
- 2. ENTIRE AGREEMENT.** These Terms, together with the email, price quotation, order acknowledgement, or other similar form issued by Seller and referencing or relating to these Terms (together, this “**Agreement**”), are intended by the parties to be the final expression of their agreement, and are intended also as a complete and exclusive statement of the terms and conditions thereof. For the avoidance of doubt, the provisions of any purchase order or other writing inconsistent with these Terms will not constitute a part of the contract of purchase and sale, and Seller’s failure to object to provisions contained in any purchase order or communication from Buyer shall not be construed as an acceptance of any such provision or as a waiver of any term of these Terms. WITHOUT LIMITING THE FOREGOING, SELLER HEREBY EXPRESSLY OBJECTS TO ALL TERMS THAT ARE ADDITIONAL, INCONSISTENT OR CONTRADICTORY TO THESE TERMS, REGARDLESS OF WHETHER SUCH TERMS ARE SPECIFIED IN ANY OTHER EMAIL, ACKNOWLEDGEMENT, PURCHASE ORDER, CONFIRMATION, OR OTHER DOCUMENT SUPPLIED BY BUYER, INCLUDING WITHOUT LIMITATION THOSE TERMS AND CONDITIONS REGARDING WARRANTY, LIABILITY AND INDEMNITY. No additional or contradictory terms will be effective unless expressly agreed to in a writing hand-signed by Seller. Buyer’s order will be non-cancellable by Buyer unless Seller consents thereto in a writing hand-signed by Seller. No online or electronic terms or conditions will be binding upon Seller even if such terms are “accepted” in order to access or use a system.
- 3. PRICE.** Unless Seller specifically agrees to hold prices open for a length of time on Seller’s price quotation, all prices are subject to change without notice to Buyer and all Offerings will be invoiced to and paid by Buyer at Seller’s prices in effect at the time of delivery or performance. Without limiting the foregoing, Seller may change prices from time to time based upon changes in raw materials costs based upon any methodology and/or index determined by Seller, and based upon other factors, including without limitation freight charges and surcharges, changes in cost of labor, and force majeure events. Unless otherwise specified in this Agreement, all prices for Goods are exclusive of freight, shipping, drayage, boxing, and crating charges, both to and from Seller’s facility, and return freight charges for any reusable dunnage materials, and all such charges are the responsibility of, and will be paid by, Buyer. Unless otherwise specified in this Agreement, prices stated in this Agreement do not include any manufacturers, sales, use, excise or VAT taxes, charges or duties, or any other tax, fee, or charge of any nature whatsoever imposed by any governmental authority on or measured by any transaction between Seller and Buyer, and Buyer shall pay all such amounts. In the event Seller is required to pay any of the foregoing amounts, Buyer shall reimburse Seller therefor. Prices may be increased by any increase in any of the foregoing amounts, as well as any increase in tariffs, duties, or other similar amounts, regardless of whether any such amounts were specifically included in quoted prices. Prices

stated in this Agreement may not include reasonable travel or other out-of-pocket expenses incurred by Seller in connection with the performance of any Services, and Buyer shall reimburse Seller for all such expenses.

- 4. PAYMENT.** All payments are due in accordance with the payment terms agreed upon in writing between Buyer and Seller. If no such payment terms have been agreed upon, all payments are due in full net 30 days from the date of Seller's invoice. Seller reserves the right to require full cash payment in advance or at the time of delivery whenever Seller, in its sole discretion, develops doubt as to Buyer's financial responsibility; Seller will not in such event be liable for non-performance. Buyer shall incur a service charge if Seller receives payment after the due date, calculated as follows: one and one-half percent (1.5%) of the invoice amount if Seller receives the payment between one (1) and thirty (30) days after the due date; three percent (3%) if Seller receives the payment between thirty-one (31) and sixty (60) days after due date; four and one-half percent (4.5%) if Seller receives the payment between sixty-one (61) and ninety (90) days after due date; and so on. In addition to all other remedies available under this Agreement or at law (which Seller does not waive by the exercise of any rights hereunder), Seller may suspend the delivery or performance of any Offerings if Buyer fails to pay any amounts when due. If Buyer requests any additional processing regarding invoices beyond Seller's normal procedures (such as third-party sites, web-based portals, customer-specific processes or other special requests), such requests must be approved in writing by Seller and shall be subject to an additional surcharge as determined by Seller.
- 5. SHIPMENT; RISK OF LOSS.** Unless otherwise specified in this Agreement, all shipments of Goods are EXW (Incoterms 2020) Seller's facility. Risk of loss will pass to Buyer at the time Goods are tendered for shipment. Buyer is responsible for arranging for shipment of Goods; provided, however, that in the absence of agreed upon shipping instructions, Seller may use its discretion as to the selection of shipping services and routes, at Buyer's risk and expense. Risk of loss or damage to the Goods shall remain with Buyer notwithstanding Buyer's participation in any program pursuant to which Seller bears the cost of freight. Seller assumes no responsibility in connection with the shipment of the Goods to Buyer. Title to Goods will remain with Seller until Seller receives full payment therefor. All shipping dates, or dates for performance of Services, are estimates only. Seller will use reasonable efforts to meet the estimated shipping or performance date, subject to Buyer's prompt provision of all necessary, complete and correct specifications, information and data, but Seller may not be held responsible for failure to meet such estimated date. If Seller delivers up to ten percent (10%) more or less than the quantity of Goods ordered by Buyer, Buyer shall not be entitled to object to or reject the Goods or any portion of them by reason of the surplus or shortfall, and shall pay for such Goods the price set forth in this Agreement, adjusted pro rata.
- 6. CHANGES; CANCELLATION.** Requests by Buyer for cancellation, termination, modification, suspension, or delay in shipment of Buyer's order are subject to acceptance or rejection by Seller in its sole discretion. Without limiting the foregoing, such requests will not be accepted on terms that do not fully indemnify, reimburse, and make Seller whole from and against any loss associated therewith. Such indemnity must include recovery of all costs incurred, including normal indirect and overhead charges, and a normal profit. Seller reserves the right to make safety changes to Offerings without Buyer approval to address any actual or potential safety defect in any Offerings or changes in governmental regulations or standards, notwithstanding any previously accepted open purchase orders. Seller shall provide notice to Buyer of any material change impacting any previously accepted open purchase orders within a reasonable period of time thereafter.
- 7. TERMINATION.** In addition to any remedies that may be provided to Seller under these Terms or applicable law, Seller may terminate this Agreement or any Order, in whole or in part, without liability and with immediate effect upon notice to Buyer for any reason or no reason at all; provided, however, that any termination without cause shall require at least twenty-four (24) hours' notice to Buyer (email or verbal notice being sufficient). Without limiting the foregoing, Seller may terminate this Agreement or any Order, in whole or in part, without liability and with immediate effect upon notice to Buyer if Buyer (a) fails to pay any amount when due to Seller, whether or not under this Agreement, (b) has

not performed or complied with any term of this Agreement, in whole or in part, or (c) becomes insolvent, files a petition for bankruptcy, or commences or has commenced against it proceedings relating to bankruptcy, receivership, reorganization, or assignment for the benefit of creditors.

- 8. SURVIVAL; STATUTE OF LIMITATIONS.** The parties' rights and obligations that by their nature would continue beyond the expiration or termination of this Agreement, including but not limited to those regarding indemnification, compliance with laws, warranties, limitations on liability, confidentiality, and non-solicitation of employees will survive any termination or expiration of this Agreement. Notwithstanding any right under any applicable statute of limitations, to the maximum extent permitted by law, no action, proceeding, litigation, or claim of any type or nature, civil, criminal, administrative, regulatory, or otherwise, and whether at law, in equity or otherwise (collectively, "**Claims**"), based upon or arising in any way out of this Agreement or the Offerings, may be brought by Buyer more than twelve (12) months after the date of delivery of the applicable Offerings or, if such Claim does not relate to specific Offerings, more than twelve (12) months after the cause of action has accrued, and Buyer waives the right to file or otherwise bring any such Claim after the expiration of such period.
- 9. DUNNAGE REPLENISHMENT.** In the event Seller utilizes any returnable dunnage in connection with the transportation of the Goods, Seller may invoice Buyer for damaged and/or missing dunnage based upon a periodic reconciliation of dunnage shipments versus dunnage returns. The reimbursed cost for such dunnage shall be Seller's actual cost to replace such dunnage, plus a reasonable service charge determined by Seller.
- 10. CERTAIN BUYER OBLIGATIONS.** Buyer shall (a) cooperate with Seller in all matters relating to the Offerings and provide access to Buyer's premises, and to such office accommodations and other facilities as Seller requests for the purpose of performing or delivering any of the Offerings; (b) respond promptly to any Seller request to provide direction, information, approvals, authorizations, or decisions that Seller deems necessary in order to complete and provide the Offerings in accordance with this Agreement; and (c) provide in a timely manner such customer materials or information that Seller requests in order to complete and provide the Offerings, and Buyer shall ensure that such customer materials and information are complete and accurate in all respects.
- 11. COMPLIANCE WITH LAWS.** Buyer shall comply with all applicable federal, state and local laws, regulations, orders, and ordinances. Buyer represents and warrants that Buyer is and shall at all times remain in compliance with all laws administered by the U.S. Treasury Office of Foreign Assets Control or any other governmental entity imposing economic sanctions and trade embargoes ("**Economic Sanctions Laws**") against designated countries, entities, and persons ("**Embargoed Targets**"). Buyer is not an Embargoed Target or subject to any Economic Sanctions Law, and Buyer shall not (a) directly or indirectly export, re-export, transship, or otherwise deliver Goods or any portion of Goods to an Embargoed Target, or (b) broker, finance, or otherwise facilitate any transaction in violation of any Economic Sanctions Law.
- 12. LIMITED WARRANTY.** Seller's limited warranty is incorporated here and shall be a part of these Terms as if set forth herein in its entirety. Seller's limited warranty can be found online at <https://structuralconcepts.com/warranty>.
- 13. LIMITATION OF REMEDIES AND DAMAGES.** Buyer shall promptly inspect all Goods upon receipt. Any order discrepancies, shipping errors or freight damage must be noted on the bill of lading at the time of receipt, and written notice thereof, together with photographic evidence thereof taken at the time of receipt, must be provided to Seller within twenty-four (24) hours of receipt of the Goods with respect to which the claim is being made, or all of Buyer's claims and rights with respect to such discrepancies, errors and damage are deemed irrevocably waived by Buyer, and Buyer assumes all liability and responsibility therefor. Such written notice must specify the quantity and condition of the Goods that Buyer received, in reasonable detail. If Buyer believes that any Goods are defective, Buyer shall notify Seller of the same in writing within ten (10) days of Buyer's receipt thereof. Buyer shall follow Seller's instructions

with respect to any such defective Goods, including, without limitation, making such Goods available for Seller's inspection or promptly returning such Goods to Seller, at Buyer's sole cost and expense. Buyer will provide full cooperation and support to Seller in determining the root cause of any alleged defect.

With respect to defective Goods, Seller's liability and Buyer's sole and exclusive remedy hereunder will be limited to repair, replacement, or credit, at Seller's option, for any Goods that Seller determines in its reasonable discretion are actually defective. With respect to defective Services, Seller's liability and Buyer's sole and exclusive remedy hereunder will be limited to re-performance or credit, at Seller's option, for any Services that Seller determines in its reasonable discretion were actually defective. Seller will not be liable for a breach of warranty if (a) the defect arises because Buyer fails to follow Seller's oral or written instructions relating to the applicable Offering, including without limitation with respect to the storage, installation, commissioning, use, or maintenance, (b) Buyer or a third party alters or repairs the applicable Goods without the prior written consent of Seller, or (c) the applicable Goods becomes defective or inoperative due to normal use, accident, misapplication, abuse, or misuse; and any of the foregoing will immediately render the warranties provided by Seller null and void.

NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THE AGREEMENT, (a) IN NO EVENT SHALL SELLER BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ENHANCED DAMAGES, LOST PROFITS OR REVENUES, DIMINUTION IN VALUE, COSTS OF SUBSTITUTE GOODS OR SERVICES, MACHINE WORK, OR LABOR COSTS, ARISING IN CONNECTION WITH OR RELATING TO THIS AGREEMENT, THE GOODS, OR THE SERVICES; (b) SELLER'S TOTAL LIABILITY ON ANY CLAIM OF ANY KIND IS LIMITED TO AND WILL IN NO EVENT EXCEED THE PRICE OF THE SPECIFIC GOOD OR SERVICE WHICH GIVES RISE TO THE CLAIM; AND (c) SELLER'S AGGREGATE LIABILITY FOR ALL CLAIMS, DAMAGES, LOSSES AND LIABILITIES OF ANY NATURE ARISING UNDER OR IN ANY WAY RELATING TO THIS AGREEMENT IS LIMITED TO AND WILL IN NO EVENT EXCEED THE LESSER OF (1) TEN PERCENT (10%) OF THE TOTAL AMOUNTS PAID TO SELLER BY BUYER FOR THE GOODS AND SERVICES SOLD HEREUNDER DURING THE TWELVE MONTHS IMMEDIATELY PRECEDING THE DATE ON WHICH SUCH LIABILITY ARISES, AND (2) \$1,000,000. THE FOREGOING LIMITATIONS SHALL BE VALID AND ENFORCEABLE REGARDLESS OF: (i) WHETHER SUCH DAMAGES WERE FORESEEABLE, (ii) WHETHER SELLER WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, (iii) ANY ADVICE OR REPRESENTATIONS THAT MAY HAVE BEEN RENDERED BY SELLER CONCERNING THE SALE, USE, OR INSTALLATION OF THE GOODS OR SERVICES, (iv) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE) UPON WHICH THE CLAIM IS BASED, AND (v) THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

**14. EXCLUSION OF TORT REMEDIES.** All sales of Goods hereunder are commercial sales transactions, and the parties intend for them to be governed by Article 2 of the Uniform Commercial Code (as adopted by the state set forth in Section 29 below) and related commercial legal principles. NEITHER PARTY WILL HAVE ANY NEGLIGENCE OR OTHER TORT LIABILITY TO THE OTHER, OR TO ANY THIRD PARTY, ARISING FROM ANY BREACH OF THIS AGREEMENT.

**15. PRODUCT RECALLS.** Seller expressly retains the right, in its sole discretion, to order and control any recall, repair, replacement or refund program relating to the Offerings, including if mandated by an order of a governmental agency to correct a manufacturing defect affecting the safety of Goods sold. In the event a recall, repair, replacement or refund program is required, (a) Buyer shall fully cooperate with Seller, at Seller's request, in the implementation and administration of any program of recall, repair, replacement or refund, and (b) Buyer shall furnish to Seller such records regarding any program of recall, repair, replacement or refund as Seller shall reasonably request. Subject to the limitations set forth in this Agreement, Seller shall reimburse Buyer for the reasonable and documented out-of-pocket costs and expenses incurred by Buyer in connection with any such recall, repair, replacement or refund program which is caused by Seller's gross negligence, intentional misconduct, or breach of the limited warranties set forth in these Terms, provided that the Warranty Termination Date has not yet occurred with respect to the affected Goods.

Buyer shall notify Seller in a timely manner of any condition known to it that may affect the safety of the Goods, and Buyer shall consult with Seller about any such condition prior to notifying any governmental agency. In no event shall reimbursement under this Section of reasonable and documented out-of-pocket costs include any amounts for lost profits or business goodwill or any other special, consequential, punitive or indirect damages. Nothing in this Agreement shall constitute a waiver or limitation by Seller of any constitutional, statutory, or other right to administrative or judicial review of any request, demand, or order of any governmental agency or body.

- 16. INDEMNIFICATION.** Buyer shall indemnify, defend, and hold Seller, its direct and indirect parent and subsidiary entities and other affiliates, and its and their respective directors, officers, employees, representatives, agents, direct and indirect customers and product users, and each of the foregoing's respective successors and assigns, harmless from and against any and all claims, demands, actions, proceedings, damages, losses, liabilities, costs, and expenses, of any kind whatsoever, including all attorneys' fees, arising from or relating to any actual or alleged claim whatsoever, including without limitation any claim of infringement of a patent, copyright, trademark, trade secret, or other proprietary right, and claims of product liability, personal injury, property damage, and product defect, which arises out of or is related to Buyer's (or its direct or indirect customers') use of the Offerings, negligence, willful misconduct, violation or breach of any term of this Agreement, fraud, or violation of law, or from Buyer's specifications for the Offerings, except, in each case, to the extent arising from the gross negligence or willful misconduct of Seller.
- 17. INTELLECTUAL PROPERTY OWNERSHIP.** All intellectual property rights, including copyrights, patents, patent disclosures, inventions (whether patentable or not), trade dress, trade names, logos, corporate names, domain names, trademarks, service marks, trade secrets, know-how, specifications, and other confidential information, together with all derivative works and all goodwill associated therewith, and all other rights in and to all the Offerings, documents, work product, drawings, and other materials (whether or not copyrightable) that are delivered to Buyer under this Agreement or prepared by or on behalf of Seller in the course of performing under this Agreement, shall be exclusively owned or otherwise licensed by Seller. No license, transfer, or assignment of proprietary rights from Seller to Buyer will occur as a result of this Agreement or any order. Buyer warrants that any trademarks Buyer requests Seller to affix to any Goods are owned or authorized for use by Buyer. In the event Buyer provides any feedback, suggestions, improvements or ideas pertaining to any Offerings or any other Seller goods or services (collectively, "**Feedback**"), Buyer hereby irrevocably and unconditionally assigns to Seller all of Buyer's right, title and interest in and to such Feedback, and any intellectual property rights relating thereto. Buyer shall not contest, or assist others in contesting, the validity or ownership of Seller's intellectual property.
- 18. TOOLING.** All dies, tools, molds, patterns and the like involved in the manufacture of the Goods are and will remain the property of Seller, except that any dies, tools, molds, patterns and the like specifically ordered and paid for by Buyer, and specifically identified on the applicable Buyer order and Seller invoice as tooling to be owned by Buyer ("**Buyer Tooling**"), will remain the property of Buyer. Seller will return any Buyer Tooling to Buyer upon request after all amounts owed to Seller have been paid in full; provided, however, that if Buyer does not request in writing and accept delivery of the Buyer Tooling within thirty (30) days following the earlier of (a) the expiration or termination of this Agreement, (b) the conclusion of the project requiring the use of the Buyer Tooling, or (c) Seller's written request, then Seller shall thereafter own the Buyer Tooling free and clear of all liens or encumbrances, and Seller may use or dispose of the Buyer Tooling in Seller's sole discretion, and all of Buyer's rights in and to the Buyer Tooling shall cease and be of no further effect. Buyer is responsible for insuring and replacing all Buyer Tooling.
- 19. SECURITY INTEREST.** Buyer hereby grants to Seller and Seller hereby retains a lien on and a security interest in and to all of the right, title, and interest of Buyer in, to, and under the Goods sold by Seller to Buyer and all accessories and additions thereto, wherever located, whether now existing or hereafter acquired, as well as all spare parts and components therefor, and all proceeds of the sale or other disposition thereof, including, without limitation, cash, accounts, contract rights, instruments, and chattel paper ("**Subject Assets**"). If requested by Seller, Buyer shall

execute one or more financing statements pursuant to the Uniform Commercial Code in a form satisfactory to Seller. In the event Buyer is in default under this Agreement, Seller will have the remedies of a secured party under applicable law, including without limitation the Uniform Commercial Code, and Seller may thereupon enter the premises of Buyer and remove and repossess all Subject Assets. The security interest granted under this Section constitutes a purchase money security interest under applicable law.

**20. SETOFF.** Seller may set off any amount due from Buyer, whether or not under this Agreement, against any amount due Buyer hereunder.

**21. CONFIDENTIALITY.** If the parties have entered into a non-disclosure and/or confidentiality agreement (the “**NDA**”), the terms of the NDA are incorporated herein by this reference and will control the disclosure of any confidential or proprietary information. If there is any conflict between the terms of the NDA and this Agreement, the terms of this Agreement will prevail to the extent of the inconsistency. If the NDA expires prior to the termination of this Agreement, the NDA is hereby deemed renewed and extended until the termination of this Agreement. If the parties have not entered into such an NDA, the parties agree that the remainder of this Section will apply. All non-public, confidential or proprietary information of or relating to Seller or Seller’s direct or indirect affiliates, customers, and suppliers, including without limitation specifications, samples, patterns, designs, plans, drawings, documents, data, business operations, customer lists, pricing, discounts, or rebates disclosed by or on behalf of Seller, whether disclosed orally, visually or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated, or otherwise identified as “confidential,” shall be deemed “**Confidential Information**,” is confidential, solely for the use of performing this Agreement, and may not be disclosed or copied unless authorized by Seller in writing. Buyer agrees to maintain and protect the confidentiality of the Confidential Information, and to not disclose the Confidential Information except as legally required (and then only to the minimum extent legally required), and except to Buyer’s employees who are bound by obligations of confidentiality with respect to such Confidential Information at least as stringent as those set forth herein and who have a need to know such Confidential Information for the purpose of fulfilling Buyer’s obligations under this Agreement. Buyer shall be responsible for any breach of the confidentiality and non-use obligations set forth herein by such employees. Buyer may only use the Confidential Information in the performance of this Agreement, and may not use the Confidential Information for any other purpose. Buyer shall return to Seller, or destroy, with such destruction certified in writing to Seller, within five (5) days of the earlier of a request from Seller or the termination of this Agreement, all Confidential Information, and all written materials, and copies thereof, including materials stored in electronic media, containing, incorporating, or otherwise based upon, in whole or in part, the Confidential Information. This provision shall survive any termination of this Agreement for any reason, and in the event of any breach or threatened breach of this provision, Seller shall be entitled, in addition to any other remedies and damages, to injunctive relief without the necessity of paying bond and without being required to prove the existence, amount or insufficiency of damages.

**22. CYBER ATTACK.** In the event that Buyer or any of its personnel become aware of or suspect a data security breach, an unauthorized access, use, loss, theft, damage or acquisition of Seller’s data, or any other event that compromises the security, confidentiality or integrity of Seller’s data (“**Incident**”), Buyer shall (a) promptly communicate the nature of the Incident to Seller; (b) assist Seller with mitigating the damages resulting from the Incident; and (c) allow Seller to have sole control over the timing, content, and method of providing notification to the impacted individuals and governmental authorities, if applicable. In addition to any other remedies available to Seller under this Agreement, in law or in equity, for any Incident resulting, in whole or in part, from the acts or omissions of Buyer or its personnel, Buyer shall: (i) take any corrective actions necessary to remedy the Incident; and (ii) reimburse Seller for its costs and expenses relating to the Incident such as (1) Seller’s costs incurred in notifying impacted individuals, governmental authorities, and credit bureaus, (2) Seller’s attorneys’ fees and public relations’ fees incurred in response to the Incident; (3) Seller’s costs of obtaining credit monitoring services and identity theft insurance for the benefit of the

impacted individuals; (4) call center support to notify impacted individuals; (5) all fines, penalties or charges assessed by any governmental entity; and (6) forensic IT services and e-discovery services used by Seller relating to the Incident, where (1)-(6) are deemed direct damage and are not subject to any caps on liability or exclusion of damages set forth elsewhere in this Agreement or in any other document or agreement (if any).

**23. FORCE MAJEURE; EXCUSE FROM PERFORMANCE.** Notwithstanding anything to the contrary contained herein, Seller shall not be liable or responsible to Buyer, nor be deemed to have defaulted under or breached this Agreement, for any whole or partial failure or delay in fulfilling or performing any term of this Agreement, and Seller may implement price increases due to increased costs, when and to the extent such failure, delay or cost increase is caused by or results from, in whole or in part, acts, events or circumstances beyond Seller's reasonable control, including, without limitation, the following force majeure events: (a) acts of God; (b) flood, fire, earthquake, epidemic, pandemic, quarantine, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot or other civil unrest; (d) government order, law, or actions; (e) embargoes or blockades in effect on or after the date of this Agreement; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances (whether or not such events are within the reasonable control of Seller); (h) shortage of adequate power or transportation facilities or raw materials from usual sources (whether or not such events are within the reasonable control of Seller); (i) equipment malfunction or downtime (whether or not within the reasonable control of Seller); (j) unforeseen capacity constraints and/or demand increases; (k) data breaches or cyber-attacks; (l) acts or omissions of Buyer; and (m) other events beyond the reasonable control of Seller. If any such event renders Seller's timely delivery or performance of any Offering impracticable, at Seller's option, (x) the date of delivery or performance shall be extended for a period equal to the time lost by reason of the delay, or (y) Seller will be excused from performance and Buyer shall promptly, upon Seller's request, pay Seller for any Offerings then completed (whether fully or partly completed).

**24. INSURANCE.** During the term of this Agreement and for two (2) years thereafter, Buyer shall, at its own expense, maintain and carry insurance in full force and effect in amounts and types customary in Buyer's industry and satisfactory to Seller. All insurance policies must be underwritten by a company with a minimum A.M. Best Rating of A- VII. Certificates evidencing the required coverages must be furnished to Seller prior to the commencement of any work and on an annual basis thereafter, and at any additional times upon Seller's request. Buyer shall provide Seller with thirty (30) days' advance written notice in the event of a cancellation or material change in any of Buyer's insurance policies. If Buyer fails to maintain the insurance required herein, Seller may, in its sole discretion, purchase such insurance on Buyer's behalf and charge back the cost thereof to Buyer, with a reasonable markup.

**25. NOTICES.** Any notice relating to this Agreement must be in writing and will be considered given within three (3) days after it is deposited, postage prepaid, with a registered mail service and addressed to the other party at the address given in this Agreement; or, if delivered by hand, when so delivered. Notices to Buyer may be delivered by email to any email address used by an employee of Buyer in communicating with Seller, and will be deemed given when sent to such email address.

**26. ASSIGNMENT; DELEGATION.** Buyer may not assign, whether voluntarily or involuntarily, this Agreement or any of Buyer's rights hereunder nor delegate any of Buyer's obligations hereunder without Seller's prior written consent. Any purported assignment or delegation in violation of this Section will be void. Seller may assign this Agreement and any of Seller's rights hereunder and delegate any of Seller's obligations under this Agreement. If Seller assigns this Agreement or delegates any obligations under this Agreement (whether in whole or in part), Buyer shall, as relates to such part that was assigned or delegated, release Seller from all liability under this Agreement and hold the assignee solely responsible for performance of all such assigned or delegated obligations.

- 27. APPLICABLE LAW.** The validity, construction, and enforcement of this Agreement is governed by and interpreted under the laws of the State of Michigan, including, without limitation, its provisions of the Uniform Commercial Code. The United Nations Convention on Contracts for the International Sales of Goods (CISG) does not apply to this Agreement. Any controversy or claim arising out of or in connection with this Agreement will be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on any award rendered by the arbitrators may be entered in any court having jurisdiction thereof. Any such arbitration will occur in Muskegon County, Michigan, and will be conducted in the English language. Notwithstanding the foregoing, any claim by Seller for collection of unpaid amounts may be pursued through any available method and in any available venue, including without limitation through litigation in the State or Federal courts located in the State in which Seller's headquarters is located, without first proceeding to arbitration pursuant to this Section, and Buyer hereby irrevocably submits to the personal jurisdiction of such courts. Service of process on Buyer may be made through any form permissible for delivering a notice pursuant to Section 27. Buyer shall pay Seller any collection fees and all attorneys' fees incurred by Seller in enforcing this Agreement or defending against any claim for breach of this Agreement.
- 28. AMENDMENT; WAIVER.** No amendment or modification of any term or condition will be valid or binding upon Seller unless approved by Seller in a writing hand-signed by Seller. Unless Seller expressly indicates otherwise in such hand-signed writing, such modification is effective only in that instance and only for the purpose for which it is made and is not to be construed as a modification on any future occasion or of any future order or agreement. Clerical and stenographic errors are subject to correction by Seller. No waiver by Seller of any of the terms of this Agreement is effective unless explicitly set forth in a writing signed by Seller. No failure to exercise, or delay in exercising, any right, remedy, power, or privilege arising from this Agreement operates, or may be construed, as a waiver thereof. No single or partial exercise of any right, remedy, power, or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power, or privilege.
- 29. SEVERABILITY.** If any term of this Agreement is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, such determination will not affect the remainder of this Agreement, which will remain in full force and effect.
- 30. INDEPENDENT CONTRACTORS.** The relationship between the parties is that of independent contractors. Nothing contained in this Agreement may be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, employment, or fiduciary relationship between the parties, and neither party shall have the authority to contract for or bind the other party in any manner whatsoever.
- 31. NO THIRD-PARTY BENEFICIARIES.** This Agreement is for the sole benefit of the parties hereto and their respective successors and permitted assigns, and nothing herein, express or implied, is intended to or shall confer upon any other person or entity any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement.
- 32. INTERPRETATION.** Any rule of construction that requires any ambiguities to be interpreted against the drafter shall not be employed in the interpretation of this Agreement, or any document drafted or delivered in connection with the transactions contemplated by this Agreement.