

PLEASE READ THESE CUSTOMER TERMS OF SERVICE CAREFULLY.

Last Modified: January 22, 2026.

This is a contract between you (the Customer) and us (CNB Media LLC, herein referred to as “Cannabiz” or “Cannabiz Media”). It describes the services we will provide to you, how we will work together, and other aspects of our business relationship. It is a legal document so some of the language is necessarily “legalese”, but we have tried to make it as readable as possible. These terms are so important that we cannot provide our products and services to you unless you agree to them. By using the Subscription Service or receiving the Consulting Services, you are agreeing to these terms.

We periodically update these terms. If you have an active Cannabiz subscription, we will let you know when we do via an email or in-app notification.

Finally, we know legal terms can sometimes be difficult to navigate, so we wanted to give you a roadmap of the Agreement:

A. DEFINITIONS. This is where we provide the detail on what the key defined terms in the Agreement mean. You can think of this kind of like a contractual dictionary.

B. GENERAL COMMERCIAL TERMS. Here’s where you can find the basics about how our Subscription Service and Consulting Services are provided. For example, you can find information on access and acceptable use. These terms apply to all of our products and service offerings.

C. SUBSCRIPTION TERMS. Customers of ours subscribe to use our software (yep, it’s SaaS), and there are some fundamental terms that apply to each subscription. There are some differences between the different types of subscriptions, and here’s where you can find that detail.

D. GENERAL LEGAL TERMS. As we mention above, this is a contract, and contracts are filled with legal terms. In this section, we’ve collected legal terms that make up the remainder of our Customer Terms of Service.

A. DEFINITIONS

"Affiliate" means any entity which directly or indirectly controls, is controlled by, or is under common control with a party to this Agreement. For purposes of this definition, control means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity. However, the term “Affiliate” shall not include an entity that is a direct competitor of Cannabiz.

"Agreement" means these Customer Terms of Service and all materials referred or linked to in here.

"Agreement Term" has the meaning set forth in the "Agreement Term, Subscription Term, Termination, Suspension" section below.

"Billing Period" means the period for which you agree to prepay fees under an Order Form, which will be the same as or shorter than the Subscription Term as specified in the Order Form. For example, if you subscribe to the Subscription Service for a one (1) year Subscription Term, with a twelve (12) month upfront payment, the Billing Period will be twelve (12) months.

"Cannabiz Content" means all information, including for example, data, text, messages, software, sound, music, video, photographs, graphics, images, and tags that we incorporate into the Subscription Service or Consulting Services, including License Data.

"Communication Services" means third-party forums, online communities, blogs, personal web pages, calendars, and/or other social media communication facilities (such as Facebook, Twitter and LinkedIn) linked to or from the Subscription Service that enable you to communicate with the public or with a private group.

"Confidential Information" means all confidential information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential, including all information concerning Disclosing Party's customers and potential customers, past, present or proposed products, marketing plans, engineering and other designs, technical data, business plans, business opportunities, finances, research, development, or which should otherwise reasonably be considered confidential by Receiving Party. Confidential Information shall not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party. Subject to the foregoing exclusions, Customer Data shall be Confidential Information under this Agreement regardless of whether or not it is designated as confidential.

"Contact" means a single individual (other than a User) whose Contact Information is stored by you in the Subscription Service.

"Contact Information" means the name, email address, phone number, online user name(s), telephone number, and similar information entered or uploaded by you to the Subscription Service.

"Consulting Services" means the professional services provided to you by us, which may include training services, installation, integration or other consulting services, the scope of which is set forth in an applicable Order and/or Statement of Work.

"Customer Data" means all information that you submit or collect via the Subscription Service, through such features as Notes, Tasks, Deals, Email messages, Imports and custom-added contacts. Customer Data includes all materials that you provide or post, upload, input or submit for public display through the Subscription Service and in connection with receiving Consulting Services. Customer Data does not include Cannabiz Content.

"Email Send Limit" means the number of emails that you may send in any given one month period based on the start date of your Subscription Service. Please see the Product and Services Catalog for email limits.

"License Data" means the information we make available to you as part of the Subscription Service obtained from public (Federal or State) or third party sources, or from the license holders directly. This may include information such as license name, license location, company name, company location, company address and contact information.

"Order", "Order Form" or "Invoice" means the Cannabiz-approved form or online subscription process by which you agree to subscribe to the Subscription Service and purchase Consulting Services. Most Orders are completed through our online payment process or via a Quickbooks Invoice. The Order may be referred to as a "Statement of Work" if you are purchasing only Consulting Services.

"Personal Information" means any information and data relating to an identified or identifiable individual where such information is contained within Customer Data and is protected similarly as personal information or personally identifiable information under applicable data privacy or data protection laws.

"Product and Services Catalog" means Cannabiz's Product and Services Catalog available at <https://cannabiz.media/pricing/>, as updated by us from time-to-time.

"Sensitive Information" means (a) credit or debit card numbers; personal financial account numbers or wire instructions; including any information subject to the Payment Card Industry Data Security Standards, and other regulations, laws or industry standards designed to protect similar information, and (b) passwords, log-in credentials, API keys, one-time-passwords, and other materials used to secure access to an online services account.

"Subscription Fee" means the amount you pay for the Subscription Service.

"Subscription Service" means all of our web-based email marketing and sales CRM applications, tools and platforms that you have subscribed to by an Order Form or that we otherwise make available to you, and are developed, operated, and maintained by us, accessible via <http://app.cannabiz.media> or another designated URL, and any ancillary products and services, that we provide to you. The Subscription Service may also include the products and services made available by Cannabiz's Affiliate and

parent company Emerald Intelligence, Inc (“Emerald Intel”) at <http://app.emeraldintel.ai> (the “Emerald Intel Service”). Your use of the Emerald Intel Service shall be governed by the terms of this Agreement as well as any terms of use applicable to the Emerald Intel Service that appear on Emerald Intel’s website. In the event there is a direct conflict between these Terms of Service and any terms of use appearing on Emerald Intel’s website, these Terms of Service shall prevail.

"Subscription Term" means the initial term of your subscription to the applicable Subscription Service, as specified on your Order Form(s), and each subsequent renewal term (if any).

"Third-Party Products" means non-embedded products and professional services that are provided by third parties which interoperate with or are used in connection with the Subscription Service. These products and services include non-Cannabiz apps available from, for example, the following: links made available through the Subscription Service.

"Third-Party Sites" means third-party websites linked to from within the Subscription Service, including Communications Services.

"Users" means your employees and Exclusive Contractors (defined below), who are authorized by you to use the Subscription Service for your benefit, who have unique user identifications and passwords for the Subscription Service, and for whom access to the Subscription Service has been purchased pursuant to this Agreement. An “Exclusive Contractor” is as an individual person working solely for you and not also for themselves or another company and performing substantially the same services for you as your employees perform. If a User ceases to meet the foregoing qualifications, you shall immediately notify us, and such User’s access shall be terminated or reassigned.

"Cannabiz", "we", "us" or “our” means the applicable contracting entity as specified in the ‘Contracting Entity and Applicable Law’ section.

"You", "your" or “Customer” means the person or entity using the Subscription Service or receiving the Consulting Services and identified in the applicable account record, billing statement, online subscription process, or Order Form as the customer.

B. GENERAL COMMERCIAL TERMS

1. Access. During the Subscription Term, we will provide you access to the Subscription Service as described in this Agreement and the applicable Order. Users may access and use the Subscription Service or receive the Consulting Services purchased under this Order; provided that, all such access, use and receipt by Users is subject to and in compliance with the Agreement and you shall at all times remain liable for all Users’ compliance with the Agreement.

2. Additional Features. You may subscribe to additional features of the Subscription Service by placing an additional Order or activating the additional features from within your Cannabiz account (if this option is made available by us). This Agreement will apply to all additional Order(s) and all additional features that you activate from within your Cannabiz account.

3. Service Uptime Commitment. For the purposes of this 'Service Uptime Commitment' section, the following definitions shall apply:

"Priority 1" means a critical full outage/severe issue that constitutes a catastrophic problem that causes complete inability to use the Subscription Service across a significant portion of the production environment (e.g. crash or hang), resulting in production downtime and where there is no workaround or solution to the problem.

"Excluded" means the following: (i) unavailability caused by circumstances beyond our reasonable control, including, without limitation, act of God, epidemic or pandemic, acts of government, emergencies, natural disasters, flood, fire, civil unrest, acts of terror, strikes or other labor problems (other than those involving our employees), or any other force majeure event or factors; (ii) any problems resulting from Customer's combining or merging the Subscription Service with any hardware or software not supplied by us or not identified by us in writing as compatible with the Subscription Service; (iii) interruptions or delays in providing the service resulting from telecommunications or internet service provider failures outside of our control as measured by our third party website availability monitoring provider; and (iv) any interruption or unavailability resulting from the misuse, improper use, alteration, or damage of the Subscription Service.

"Service Uptime" means
$$\frac{\text{total hours in calendar month} - \text{unscheduled maintenance which causes unavailability} - \text{Priority 1 issue durations} - \text{scheduled maintenance} - \text{Excluded}}{\text{Total hours in calendar month} - \text{scheduled maintenance} - \text{Excluded}} \times 100\%.$$

We will use commercially reasonable efforts to meet a Service Uptime of 99% for our Subscription Service in a given calendar month. All availability calculations will be based on our system records. Notwithstanding anything to the contrary in this Agreement, as Customer's sole and exclusive remedy for failure to meet availability or support commitments, in the event there are two (2) or more consecutive calendar months during which the Service Uptime falls below 99% in a given calendar month, Customer will be entitled to receive a credit equal to the pro-rated amount of fees applicable to the downtime as measured within two (2) or more consecutive calendar months during which the Service Uptime fell below 99%, which credit shall be applied against an invoice or charge for the following renewal Subscription Term, provided Customer requests such credit within twenty (20) days of the end of the relevant calendar month.

4. Consulting Services. You may purchase Consulting Services by placing an Order with us. Unless we otherwise agree, the Consulting Services we provide are described

in the Product and Services Catalog and will be delivered in English. Fees for these Consulting Services are in addition to your Subscription Fee. If you purchase Consulting Services that recur, they will be considered part of your subscription and will renew in accordance with your subscription.

All Consulting Services are performed remotely, unless you and we otherwise agree.

For Consulting Services performed on-site, you will reimburse us our reasonable costs for all expenses incurred in connection with the Consulting Services. Any invoices or other requests for reimbursements will be due and payable within thirty (30) days of the date of the invoice.

If there are a specific number of hours included in the Consulting Services purchased, those hours will expire as indicated in the applicable description, which expiration period will commence upon purchase (the "Expiration Period"). If there are deliverables included in the Consulting Services purchased, it is estimated that those deliverables will be completed within the time period indicated as the delivery period in the applicable description, which delivery period will commence upon purchase (the "Delivery Period"). If there is no Expiration Period or Delivery Period indicated, then it will be one hundred and eighty (180) days from purchase. If the Consulting Services provided are not complete at the end of the Delivery Period due to your failure to make the necessary resources available to us or to perform your obligations, such Consulting Services will be deemed to be complete at the end of the Delivery Period. If the Consulting Services provided are not complete at the end of the Delivery Period due to our failure to make the necessary resources available to you or to perform our obligations, the Delivery Period will be extended to allow us to complete such Consulting Services.

We might provide some or all elements of the Consulting Services through third party service providers. Consulting Services are non-cancellable and all fees for Consulting Services are non-refundable.

5. Fees and Payments

a. **Subscription Fees.** The Subscription Fee will remain fixed during the initial term of your subscription unless (i) you upgrade products, (ii) you subscribe to additional features or products, or (iii) we agree otherwise in the Order. You can learn more about how your fees may be otherwise adjusted in the remainder of this 'Fees and Payment' section below.

b. **Fee Adjustments During a Billing Period.**

For our Subscription Services, if you reach your Email Send Limit, you will not be able to send any more emails until the start of the next calendar month, including emails pre-scheduled to go out after reaching the Email Send Limit. For our Subscription Services you may increase your Email Send Limit by upgrading to the next product level.

c. Fee Adjustments at Renewal. Upon renewal, we may increase your fees up to our then-current list price set out in our Product and Services Catalog. If this increase applies to you, we will notify you at least thirty (30) days in advance of your renewal and the increased fees will apply at the start of the next renewal term. If you do not agree to this increase, either party can choose to terminate your subscription at the end of your then-current term by giving the notice required in the 'Notice of Non-Renewal' section below.

d. Payment by credit or debit card. If you are paying by credit or debit card, you authorize us to charge your credit card or bank account for all fees payable during the Subscription Term and for the next renewal term. You further authorize us to use a third party to process payments, and consent to the disclosure of your payment information to such third party.

e. Payment against invoice. If you are paying by invoice, we will invoice you no more than forty-five (45) days before the beginning of the Subscription Term and each subsequent Billing Period, and other times during the Subscription Term when fees are payable. All amounts invoiced are due and payable within thirty (30) days from the date of the invoice, unless otherwise specified in the Order Form.

f. Payment Information. You will keep your contact information, billing information and credit card information (where applicable) up to date. Changes may be made on your Billing Page within your Cannabiz account. All payment obligations are non-cancelable and all amounts paid are NON-REFUNDABLE, except as specifically provided for in this Agreement. All fees are due and payable in advance throughout the Subscription Term.

g. Sales Tax. All fees are exclusive of taxes, which we will charge as applicable. You agree to pay any taxes applicable to your use of the Subscription Service and performance of Consulting Services. You shall have no liability for any taxes based upon our gross revenues or net income.

h. Auditing Rights. You agree to maintain complete and accurate records in accordance with generally accepted accounting principles during the Agreement Term and for a period of two (2) years after the termination or expiration of this Agreement with respect to matters necessary for accurately determining amounts due hereunder. Cannabiz may, at our own expense, on reasonable prior notice, periodically inspect and audit your records with respect to matters covered by this Agreement, provided that if such inspection and audit reveals that you have underpaid Cannabiz with respect to any amounts due and payable during the Agreement Term, you shall promptly pay the amounts necessary to rectify such underpayment. An audit taken under this section will be at Cannabiz's sole expense unless the audit reveals a material violation of this Agreement, in which case you shall reimburse Cannabiz for the reasonable cost of the audit. Such inspection and auditing rights will extend throughout the Agreement Term and continue for a period of two (2) years after the termination or expiration of this Agreement.

6. Use and Limitations of Use

a. **Acceptable Use.** You, Affiliates, and all Users will comply with our Acceptable Use Policy at <https://cannabiz.media/acceptable-use> ("AUP"), as well as the terms and conditions of this "Use and Limitations of Use" section, as if each were you.

b. **Permitted Use.** Your Users may access and use the Subscription Service solely in connection with your sales, marketing and business development practices. Your Users use of the Subscription Service shall be limited to the following: (a) to view the License Data; (b) to communicate with persons or institutions appearing within the License Data; (c) to download and print selected information from the License Data for internal research purposes in the ordinary course of your business; and (d) in connection with any Consulting Services we provide, which may be used for your internal purposes only. Subject to the provisions set forth below, you may incorporate information from the License Data within a customer relationship management database or marketing automation software ("CRM"), so long as the level of such information being incorporated is reasonably tailored for your purposes, insubstantial and used in compliance with this Section 6.

c. **Prohibited and Unauthorized Use.** You will not (i) use or launch any automated system, including, "robots," "spiders," or "offline readers," that sends requests to our servers without human interaction for any purposes, including but not limited to, scraping, downloading, or otherwise copying data displayed in our services; (ii) use the Subscription Service in any manner that damages, disables, overburdens, or impairs any of our websites or interferes with any other party's use of the Subscription Service; (iii) attempt to gain unauthorized access to the Subscription Service; (iv) access the Subscription Service other than through our interface; or (v) use the Subscription Service for any purpose or in any manner that is unlawful or prohibited by this Agreement.

You may not (1) access or use the Subscription Service if you are a direct or indirect competitor of Cannabiz or its Affiliates; (2) provide any portion of the Subscription Service to a direct or indirect competitor of Cannabiz or its Affiliates; (3) incorporate any portion of the Subscription Service into your own products and services, or use any portion of the Subscription Service in connection with developing or maintaining any product or service; (4) provide any Passcodes to individuals who are not Users; (5) allow anyone other than a User to access or use any portion of the Subscription Service; (6) distribute, sublicense, transfer, sell, offer for sale or disclose any portion of the Subscription Service to any third party; (7) upload or enter any portion of the Subscription Service into any database, information service or publicly accessible site, network or system; (8) use any portion of the Subscription Service to determine a consumer's eligibility for any purpose under the Fair Credit Reporting Act, or (9) in a manner that would violate any U.S., international, state or local law or regulation that may be applicable.

You shall not integrate any portion of the Subscription Service into any CRM unless such system is available to Users only. Any portion of the Subscription Service that is

downloaded and/or integrated into any CRM system must be maintained with identifying information indicating that such materials originated with Cannabiz, for example, by maintaining a lead source of “Cannabiz Media.”

You may not use the Subscription Service if you are legally prohibited from receiving or using the Subscription Service under the laws of the country in which you are resident or from which you access or use the Subscription Service. The Subscription Service is not designed to comply with industry-specific regulations such as the Health Insurance Portability and Accountability Act (HIPAA) or the Federal Information Security Management Act (FISMA), so you may not use the Subscription Service where your communications would be subject to such laws. You may not use the Subscription Service in a way that would violate the Gramm-Leach-Bliley Act (GLBA). Nothing contained herein shall limit the usage restrictions specific to Sensitive Information under the Agreement.

You will notify us right away of any unauthorized use of your Users' identifications and passwords, API Keys or your account by following the instructions at <http://help.cannabiz.media>.

d. No Sensitive Information. YOU ACKNOWLEDGE THAT THE SUBSCRIPTION SERVICES HAVE NOT BEEN DESIGNED TO PROCESS OR MANAGE SENSITIVE INFORMATION AND ACCORDINGLY YOU AGREE NOT TO USE THE SUBSCRIPTION SERVICE TO COLLECT, MANAGE OR PROCESS SENSITIVE INFORMATION. WE WILL NOT HAVE AND WE SPECIFICALLY DISCLAIM ANY LIABILITY THAT MAY RESULT FROM YOUR USE OF THE SUBSCRIPTION SERVICE TO COLLECT, PROCESS OR MANAGE SENSITIVE INFORMATION.

e. Use of Communication Services. You agree to use Communication Services only in compliance with any terms of use specified by each Communication Service. We do not control the content, messages or information found in the Communication Services. We will not have any liability with regards to the Communication Services and any actions resulting from your use of the Communication Services.

f. Third-Party Sites and Products. Third-Party Sites and Products are not under our control. Third-Party Sites and Products are provided to you only as a convenience, and the availability of any Third-Party Site or Product does not mean we endorse, support or warrant the Third-Party Site or Product.

7. Agreement Term, Subscription Term, Termination, Suspension

a. Term and Renewal. The Agreement Term begins on the effective date of your initial subscription period as specified in your initial Order for Subscription Services. Unless expired or terminated earlier in accordance with this section, the Agreement Term shall continue until expiration of all Subscription Terms or termination of all Orders and shall be deemed renewed on the acceptance of any Order that references this

Agreement. Unless otherwise specified in your Order, your subscription will automatically renew for the shorter of the Subscription Term, or one year. To prevent renewal of the subscription, the required notice must be provided within the timeframe as specified in the "Notice of Non-Renewal" section below.

b. Early Cancellation. You may choose to cancel your subscription early at your convenience provided that, we will not provide any refunds of prepaid fees or unused Subscription Fees, and you will promptly pay all unpaid fees due through the end of the Subscription Term.

c. Termination for Cause. We may terminate this Agreement for cause on ten (10) days' notice if we determine that you are acting, or have acted, in a way that has or may negatively reflect on or affect us, our prospects, or our customers. This Agreement may not otherwise be terminated prior to the end of the Subscription Term.

d. Suspension for Prohibited Acts. We may suspend any User's access to any or all Subscription Services without notice for: (i) any suspected material violation of this Agreement, (ii) use of the Subscription Service in a way that violates applicable local, state, federal, or foreign laws or regulations or the terms of this Agreement, (iii) use of the Cannabiz email send service that results in excessive hard bounces, SPAM complaints via feedback loops, direct spam complaints (to our abuse desk), or requests for removal from a mailing list by recipients, or (iv) repeated instances of posting or uploading material that infringes or is alleged to infringe on the copyright or trademark rights of any person or entity. Although we reserve the right, without notice, to review and to delete any Customer Data that we determine in good faith violate these terms or the AUP, you acknowledge and agree that we have no duty to prescreen, control, monitor or edit your Customer Data.

e. Suspension for Non-Payment. We will provide you with notice of non-payment of any amount due. Unless the full amount has been paid, we may suspend your access to any or all of the Subscription Services two (2) days after such notice. We will not suspend the Subscription Service while you are disputing the applicable charges reasonably and in good faith and are cooperating diligently to resolve the dispute. If a Subscription Service is suspended for non-payment, we may charge a re-activation fee to reinstate the Subscription Service.

f. Suspension of Exports. We reserve the right to suspend your use of the export function of the Subscription Services, without notice, upon receipt of a non-renewal notice. We may also suspend your use of the export function of the Subscription Services during the final thirty (30) days of your Subscription Term. For the elimination of any doubt, the suspension rights described in this section are in addition to, and do not waive, the deletion requirements set forth below in the "Effect of Termination or Expiration" section.

g. Suspension for Present Harm. If your use of the Subscription Service: (i) is being subjected to denial of service attacks or other disruptive activity, (ii) is being used to

engage in denial of service attacks or other disruptive activity, (iii) is creating a security vulnerability for the Subscription Service or others, (iv) is consuming excessive bandwidth, (v) is violating anti-SPAM regulations, or (vi) is causing harm to us or others, then we may, with electronic or telephonic notice to you, suspend all or any access to the Subscription Service. We will try to limit the suspension to the affected portion of the Subscription Service and promptly resolve the issues causing the suspension of the Subscription Service. Nothing in this clause limits our right to terminate for cause as outlined above, if we determine that you are acting, or have acted, in a way that has or may negatively reflect on or affect us, our prospects, or our customers.

h. Effect of Termination or Expiration. If your paid subscription is terminated or expires, you may request the deletion of your Cannabiz account after expiration or termination of your subscription by sending a request to privacy@cannabiz.media or by following the instructions found here. You will continue to be subject to this Agreement for as long as you have access to a Cannabiz account.

Upon termination or expiration of this Agreement, you will stop all use of the Subscription Service and Cannabiz Content, and delete, destroy, or return all data you downloaded, copied, scraped, exported, or otherwise acquired while using the Subscription Service, and you shall certify to Cannabiz in writing that you have fully complied with this requirement. We may or may not provide you the opportunity to retrieve Customer Data after termination or expiration, depending on the type of applicable subscription as specified in the 'Retrieval of Customer Data' section below. If we terminate this Agreement for cause, you will promptly pay all unpaid fees due through the end of the Subscription Term. Fees are otherwise non-refundable.

C. SUBSCRIPTION TERMS

1. Limits. The limits that apply to you will be specified in your Order Form, this Agreement or in our Product and Services Catalog, these limits may also be designated only from within the product itself. You must be 18 years of age or older to use the Subscription Service.

2. Modifications. We modify the Subscription Service from time to time, including by adding or deleting features and functions, in an effort to improve your experience. In the event that we decide to discontinue all or any portion of the Subscription Service, we may upon thirty (30) days' written notice substitute the Emerald Intel Service for the Subscription Service, provided that the Emerald Intel Service is of comparable or superior quality or functionality.

3. Customer Support. If you pay us a Subscription Fee for our products, email and in-app support is included at no additional cost and is available during business hours Monday through Friday, with reduced hours during holidays and certain company events or meetings in the US. We accept email and in-app support questions 24 hours

per day x 7 days per week. Email and in-app questions can be submitted through the help widget in the lower right hand corner of your account or by following the link at <https://help.cannabiz.media>. Email and in-app responses are provided during support hours only. We attempt to respond to email and in-app support questions within one business day; in practice, our responses are generally even faster. We do not promise or guarantee any specific response time. We may limit or deny your access to support if we determine, in our reasonable discretion, that you are acting, or have acted, in a way that results or has resulted in misuse of support or abuse of Cannabiz representatives. Issues resulting from your use of API's or your exports in the Subscription Service may be outside the scope of support.

4. Notice of Non-Renewal. Your subscription will automatically renew according to the 'Term and Renewal' section above.

Unless otherwise specified in your Order, to prevent renewal of a Subscription, you or we must give written notice of non-renewal and this written notice must be received thirty (30) days before the next renewal period begins.

If you decide not to renew, you may send a non-renewal notice to us at sales@cannabiz.media, or by indicating that you do not want to renew by accessing the billing details information in your Cannabiz account and turning auto-renew off, or by following the steps here, as applicable. Upon a notice of non-renewal, we reserve the right to turn off the export functionality in the Subscription Service.

5. Retrieval of Customer Data. If you make a written request within thirty (30) days after termination or expiration of your subscription, we will provide you with temporary access to the Subscription Service to retrieve, or we will provide you with copies of, all Customer Data then in our possession or control. If we provide you with temporary access to the account, we may charge a re-activation fee. Thirty (30) days after termination or expiration of your Subscription, we will have no obligation to maintain or provide you the Customer Data. We will delete all Customer Data in our systems or otherwise in our control, unless we are legally prohibited, within 1 year of your subscription expiration.

D. GENERAL LEGAL TERMS

1. Customer Data

a. Limits on Cannabiz. We will not use, or allow anyone else to use Customer Data to contact any individual or company except as you direct or otherwise permit. We will use Customer Data only in order to provide the Subscription Service and Consulting Services to you and only as permitted by applicable law, this Agreement, and our Product Privacy Policy.

b. Data Practices. We may monitor use of the Subscription Service by all of our customers and use the information gathered in an aggregate and anonymous manner.

You agree that we may use and publish such information, provided that such information does not incorporate any Customer Data and/or identify you. For clarity any data provided to other customers or third parties will only be in an aggregated and anonymous manner. We use Customer Data in an anonymized manner for machine learning that supports certain product features and functionality within the Subscription Service.

c. Protection of Customer Data. The terms of the Privacy Policy (<https://www.cannabiz.media/privacy-center/privacy-policy>) are hereby incorporated by reference and shall apply to the extent any Customer Data includes Personal Information as defined in the Privacy Policy. We will maintain commercially appropriate administrative, physical, and technical safeguards to protect Personal Information as described in the Privacy Policy.

d. Customer Data Privacy Representation. Customer agrees and acknowledges that Customer is solely responsible for: (i) obtaining any and all consents required under the applicable data privacy and data protection laws for Cannabiz to collect, handle and store Personal Information contained in Customer Data; and (ii) ensuring that the relevant individuals are notified, to the extent required by the applicable data privacy and data protection laws, of the collection and use of their Personal Information by Cannabiz. Customer warrants and represents that it has sufficient right under applicable law to transmit, store, copy, use and transfer to the Subscription Service Customer Data, including any Personal Information, sent to, from, or stored through the Subscription Service, or otherwise provided by Customer to Cannabiz under this Agreement.

2. Cannabiz's Proprietary Rights. This is an Agreement for access to and use of the Subscription Service, and you are not granted a license to any software by this Agreement. The Subscription Service and Consulting Services are protected by intellectual property laws, they belong to and are the property of us or our licensors (if any), and we retain all ownership rights to them. You acknowledge that Cannabiz and its Affiliates and licensors have and shall retain exclusive ownership of all proprietary rights to the Subscription Service, including but not limited to the content, layout, functions, features, code, appearance, patents, copyrights, derivative works thereof, trademarks, trade secrets and other proprietary rights that form a part of, or are otherwise related to, the Subscription Service and the interface (collectively, the "Cannabiz Intellectual Property"), throughout the world regardless of whether any such rights arise under the laws of the United States of America or any other state, country or jurisdiction, and all derivative works. You do not and will not have any ownership rights in the Subscription Service, the Cannabiz Intellectual Property or any part thereof, nor will you challenge Cannabiz's rights in and to the same. You agree not to copy, rent, lease, sell, distribute, or create derivative works based on the Cannabiz Content, the Subscription Service, or the Consulting Services in whole or in part, by any means, except as expressly authorized in writing by us. You must delete all exported Cannabiz Content upon termination of the Subscription Services. Our trademarks include, but are not limited to, those listed at <https://cannabiz.media/trademarks> (which we may update at any time

without notice to you) and you may not use any of these without our prior written permission.

If we make License Data available to you, then you may only use that License Data in connection with your use of the Subscription Service. We may change what License Data we provide or discontinue providing License Data at any time with or without notice to you.

We encourage all customers to comment on the Subscription Service or Consulting Services, provide suggestions for improving it, and vote on suggestions they like. You agree that all such comments and suggestions will be non-confidential and that we own all rights to use and incorporate them into the Subscription Service or Consulting Services, without payment or attribution to you.

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4. Customer's Proprietary Rights. As between the parties, you own and retain all rights to your Customer Data. This Agreement does not grant us any ownership rights to Customer Data. You grant permission to us and our licensors to use the Customer Data only as necessary to provide the Subscription Service and Consulting Services to you and as otherwise permitted by this Agreement. If you are using the Subscription Service or receiving Consulting Services on behalf of another party, then you represent and warrant that you have all sufficient and necessary rights and permissions to do so.

5. Confidentiality. The Receiving Party shall: (i) protect the confidentiality of the Confidential Information of the Disclosing Party using the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind, but in no event less than reasonable care, (ii) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement, (iii) not disclose Confidential Information of the Disclosing Party to any third party (except those third party service providers used by us to provide some or all elements of the Subscription Service or Consulting Services), and (iv) limit access to Confidential Information of the Disclosing Party to those of its and its Affiliates' employees, contractors and agents who need such access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections no less stringent than those herein.

The Receiving Party may disclose Confidential Information of the Disclosing Party if required to do so under any federal, state, or local law, statute, rule or regulation, subpoena or legal process; provided, however, that (i) Receiving Party will provide Disclosing Party with prompt notice of any request that it disclose Confidential Information, sufficient to allow Disclosing Party to object to the request and/or seek an appropriate protective order or, if such notice is prohibited by law, Receiving Party shall disclose the minimum amount of Confidential Information required to be disclosed under

the applicable legal mandate; and (ii) in no event shall Receiving Party disclose Confidential Information to a party other than a government agency except under a valid order from a court having jurisdiction requiring the specific disclosure.

6. Publicity. You grant us the right to add your name and company logo to our customer list and website. We may also include references to you in written proposals made to our potential customers. To object to this use, please email: sales@cannabiz.media.

7. Indemnification. You will indemnify, defend and hold us and our Affiliates harmless, at your expense, against any third-party claim, suit, action, or proceeding (each, an "Action") brought against us (and our officers, directors, employees, agents, service providers, licensors, and Affiliates) by a third party not affiliated with us or our Affiliates to the extent that such Action is based upon or arises out of (a) unauthorized or illegal use of the Subscription Service by you or your Affiliates, (b) your or your Affiliates' noncompliance with or breach of this Agreement, (c) your or your Affiliates' use of Third-Party Products, or (d) the unauthorized use of the Subscription Service by any other person using your User information. We will: notify you in writing within thirty (30) days of our becoming aware of any such claim; give you sole control of the defense or settlement of such a claim; and provide you (at your expense) with any and all information and assistance reasonably requested by you to handle the defense or settlement of the claim. You shall not accept any settlement that (i) imposes an obligation on us; (ii) requires us to make an admission; or (iii) imposes liability not covered by these indemnifications or places restrictions on us without our prior written consent.

8. Disclaimers; Limitations of Liability

a. Disclaimer of Warranties. WITHOUT LIMITING OUR OBLIGATIONS IN THE 'PROTECTION OF CUSTOMER DATA' SECTION OF THIS AGREEMENT, WE AND OUR AFFILIATES AND AGENTS MAKE NO REPRESENTATIONS OR WARRANTIES ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, SECURITY OR ACCURACY OF THE SUBSCRIPTION SERVICE, DATA MADE AVAILABLE FROM THE SUBSCRIPTION SERVICE, LICENSE DATA, CANNABIZ CONTENT, OR THE CONSULTING SERVICES FOR ANY PURPOSE. APPLICATION PROGRAMMING INTERFACES (APIs) MAY NOT BE AVAILABLE AT ALL TIMES. TO THE EXTENT PERMITTED BY LAW, THE SUBSCRIPTION SERVICE, LICENSE DATA, CANNABIZ CONTENT AND CONSULTING SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. WE DISCLAIM ALL WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, WITH REGARD TO THE SUBSCRIPTION SERVICE AND THE CONSULTING SERVICES, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

b. No Indirect Damages. EXCEPT FOR DAMAGES ARISING FROM YOUR VIOLATION OF THE 'USE AND LIMITATIONS OF USE' SECTION, YOUR VIOLATION

OF THE 'INDEMNIFICATION' SECTION, OR YOUR VIOLATION OF OUR OWNERSHIP OR INTELLECTUAL PROPERTY RIGHTS, TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL EITHER PARTY OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR LOSS OF PROFITS, REVENUE, DATA OR BUSINESS OPPORTUNITIES ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY.

c. Limitation of Liability. EXCEPT FOR YOUR LIABILITY FOR PAYMENT OF FEES, AND FOR DAMAGES ARISING FROM YOUR VIOLATION OF THE 'USE AND LIMITATIONS OF USE' SECTION, YOUR VIOLATION OF THE 'INDEMNIFICATION' SECTION, OR YOUR VIOLATION OF OUR OWNERSHIP OR INTELLECTUAL PROPERTY RIGHTS, IF, NOTWITHSTANDING THE OTHER TERMS OF THIS AGREEMENT, EITHER PARTY OR ITS AFFILIATES IS DETERMINED TO HAVE ANY LIABILITY TO THE OTHER PARTY, ITS AFFILIATES OR ANY THIRD PARTY, THE PARTIES AGREE THAT THE AGGREGATE LIABILITY OF A PARTY AND ITS AFFILIATES WILL BE LIMITED TO A SUM EQUAL TO THE TOTAL AMOUNTS PAID OR PAYABLE FOR THE SUBSCRIPTION SERVICE IN THE TWELVE MONTH PERIOD PRECEDING THE EVENT GIVING RISE TO A CLAIM.

d. Third Party Products. CANNABIZ MAY DISPLAY, INCLUDE, OR MAKE AVAILABLE THIRD PARTY CONTENT (INCLUDING DATA, INFORMATION, APPLICATIONS, OR OTHER PRODUCTS OR SERVICES). WE AND OUR AFFILIATES DISCLAIM ALL LIABILITY WITH RESPECT TO THIRD-PARTY PRODUCTS THAT YOU USE DURING YOUR USE OF THE SUBSCRIPTION SERVICES. OUR LICENSORS SHALL HAVE NO LIABILITY OF ANY KIND UNDER THIS AGREEMENT. FURTHERMORE, OUR AFFILIATES AND LICENSORS MAKE NO REPRESENTATIONS OR WARRANTIES WITH REGARDS TO THE ACCURACY, COMPLETENESS OR TIMELINESS OF THEIR CONTENT OR SERVICES.

e. Agreement to Liability Limit. YOU UNDERSTAND AND AGREE THAT ABSENT YOUR AGREEMENT TO THIS LIMITATION OF LIABILITY, WE WOULD NOT PROVIDE THE SUBSCRIPTION SERVICE OR CONSULTING SERVICES TO YOU.

9. Miscellaneous

a. Amendment; No Waiver. We may update and change any part or all of these Customer Terms of Service, including the fees and charges associated with the use of the Subscription Service (but, your fees and charges won't change during the Subscription Term except as we explain in the 'Fees and Payments' section above.) If we update or change these Customer Terms of Service, the updated Customer Terms of Service will be posted at <https://cannabiz.media/terms-of-service> and we will let you know via email or in-app notification. The updated Customer Terms of Service will become effective and binding on the next business day after it is posted. When we change these Customer Terms of Service, the "Last Modified" date above will be

updated to reflect the date of the most recent version. For the Product Disclosures page, if we make updates or changes we will provide notice of those changes at our discretion. The updated Product Disclosures page will be effective upon posting. We encourage you to review these Customer Terms of Service periodically.

If you do not agree with a modification to the Customer Terms of Service, you must notify us in writing within thirty (30) days after receiving notice of modification. If you give us this notice, your subscription will continue to be governed by the terms and conditions of the Customer Terms of Service prior to modification for the remainder of your current term. Upon renewal, the Customer Terms of Service published by us on our website will apply.

No delay in exercising any right or remedy or failure to object will be a waiver of such right or remedy or any other right or remedy. A waiver on one occasion will not be a waiver of any right or remedy on any future occasion.

b. Force Majeure. Neither party will be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; epidemic or pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions; or other event outside the reasonable control of the obligated party. Each party will use reasonable efforts to mitigate the effect of a force majeure event.

c. Actions Permitted. Except for actions for nonpayment or breach of a party's proprietary rights, no action, regardless of form, arising out of or relating to this Agreement may be brought by either party more than one (1) year after the cause of action has accrued.

d. Relationship of the Parties. You and we agree that no joint venture, partnership, employment, or agency relationship exists between us.

e. Compliance with Laws. We will comply with all U.S. state and federal laws (where applicable) in our provision of the Subscription Service, the Consulting Services and our processing of Customer Data. We reserve the right at all times to disclose any information as necessary to satisfy any law, regulation, legal process or governmental request. You will comply with all laws in your use of the Subscription Service and Consulting Services, including any applicable export laws. You will comply with the sanctions programs administered by the Office of Foreign Assets Control (OFAC) of the U.S. Department of the Treasury in your use and receipt of the Subscription Service and Consulting Services. You will not directly or indirectly export, re-export, or transfer the Subscription Service or Consulting Services to prohibited countries or individuals or permit use of the Subscription Service or Consulting Services by prohibited countries or individuals.

f. Severability. If any part of this Agreement or an Order Form is determined to be invalid or unenforceable by applicable law, then the invalid or unenforceable provision

will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of this Agreement will continue in effect.

g. Notices. Notice must be sent to the contact address set forth below and will be deemed delivered as of the date of actual receipt.

To CNB Media, LLC, 1 Bay Tree Lane, Bethesda MD 20816.

To you: your address as provided in our Cannabiz Subscription account information for you. We may give electronic notices by general notice via the Subscription Service and may give electronic notices specific to you by email to your e-mail address(es) on record in our account information for you or through the notifications center of the Subscription Service. We may give notice to you by telephone calls to the telephone numbers on record in our account information for you. You must keep all of your account information current.

h. Entire Agreement. This Agreement (including each Order), along with [our Privacy Policy found here](#)), and AUP, is the entire agreement between us for the Subscription Service and Consulting Services and supersedes all other proposals and agreements, whether electronic, oral or written, between us. We object to and reject any additional or different terms proposed by you, including those contained in your purchase order, acceptance or website. Our obligations are not contingent on the delivery of any future functionality or features of the Subscription Service or dependent on any oral or written public comments made by us regarding future functionality or features of the Subscription Service. We might make versions of this Agreement available in languages other than English. If we do, the English version of this Agreement will govern our relationship and the translated version is provided for convenience only and will not be interpreted to modify the English version of this Agreement.

i. Assignment. You will not assign or transfer this Agreement without our prior written consent, except that you may assign this Agreement to a successor by reason of merger, reorganization, sale of all or substantially all of your assets, change of control or operation of law, provided such successor is not a competitor of ours. We may assign this Agreement to any Cannabiz Affiliate or in the event of merger, reorganization, sale of all or substantially all of our assets, change of control or operation of law.

j. No Third Party Beneficiaries. Nothing in this Agreement, express or implied, is intended to or shall confer upon any third party person or entity any right, benefit or remedy of any nature whatsoever under or by reason of this Agreement.

k. Contract for Services. This Agreement is a contract for the provision of services and not a contract for the sale of goods. The provisions of the Uniform Commercial Code (UCC), the Uniform Computer Information Transaction Act (UCITA), or any substantially similar legislation as may be enacted, shall not apply to this Agreement. If you are located outside of the territory of the United States, the parties agree that the United

Nations Convention on Contracts for the International Sale of Goods shall not govern this Agreement or the rights and obligations of the parties under this Agreement.

l. Authority. Each party represents and warrants to the other that it has full power and authority to enter into this Agreement and that it is binding upon such party and enforceable in accordance with its terms. Customer further warrants and represents that it has the authority to procure its Affiliates' compliance with the terms of this Agreement.

m. Survival. The following sections shall survive the expiration or termination of this Agreement: 'Definitions', 'Fees and Payments', 'Prohibited and Unauthorized Use', 'Termination for Cause', 'Suspension for Prohibited Acts', 'Suspension for Non-Payment', 'Suspension for Present Harm', 'Effect of Termination or Expiration', 'Retrieval of Customer Data', 'Cannabiz's Proprietary Rights', 'Customer's Proprietary Rights', 'Confidentiality', 'Publicity', 'Indemnification', 'Disclaimers; Limitations of Liability', 'Miscellaneous' and 'Applicable Law'.

n. Precedence. In the event of a conflict between the terms of the Customer Terms of Service and an Order, the terms of the Order shall control, but only as to that Order.

o. Applicable Law. This Agreement is governed by the laws of the State of Maryland, U.S.A. without reference to conflicts of law principles. Both parties consent to the exclusive jurisdiction and venue of the Maryland federal and state courts for all disputes arising out of or relating to the use of the Subscription Service or the Consulting Services.