

Import.io Master Subscription Agreement

This Import.io Master Subscription Agreement (this “MSA”) is between Import.io Corporation (“Import.io”) and the Import.io customer signing below (the “Customer”). This MSA governs any Order that Import.io and Customer may elect to enter into for the provision of Services. The individual accepting this MSA on behalf of Customer represents that they have the authority to bind Customer to this MSA. If the individual does not have such authority, or if the individual does not agree with the terms and conditions of this MSA, such individual must not accept this MSA and may not use the Services.

1. Definitions

Capitalized terms used in the Agreement have these meanings.

- **Acceptable Use Policy** means the Import.io Acceptable Use Policy published at <https://www.import.io/legal/acceptable-use> on the effective date of the Order, as it may be updated from time to time in accordance with Section 15.16 (Changes to Online Terms).
- **Advanced Analytics and Predictive Outputs** means any predictive modeling, pricing suggestions, automated forecasts, algorithms, or artificial intelligence insights provided through the Services.
- **Agreement** means this MSA, each Order, the Acceptable Use Policy, the Code of Conduct, the DPA (if applicable), and each other document that may be attached to or incorporated by reference in any of them.
- **Data Service or Data Services** means access to: (i) Import.io’s general release version of its online application service for the collection and processing of data from online data sources, and (ii) any custom extractors prepared by Import.io for Customer’s use with the Data Service.
- **Documentation** means Import.io’s general release version of online user manuals, Help files, FAQ, knowledge base articles, and other specifications, descriptions, instructions, and support materials for the Data Service, not including any marketing materials.
- **DPA or Data Processing Agreement** means the Import.io Data Processing Agreement published at <https://www.import.io/legal/data-processing> on the effective date of the Order as it may be updated from time to time in accordance with Section 15.16 (Changes to Online Terms).
- **Order** means either (i) an online request to buy services that is submitted by Customer on the Import.io website, or (ii) a transactions document that that has been signed by the authorized representatives of each of Import.io and Customer, and in either case that specifies the details of the services to be provided by Import.io, associated fees, initial service term, and other services details. A service plan description or document described by the prior sentence is an “Order” as that term is used in this MSA even if titled as “Starter,” “Standard,” “Advanced,” “Custom,” “Service Order,” “Service Order Form,” “Statement of Work,” or other name.
- **Privacy Policy** means the Import.io Privacy Policy published at <https://www.import.io/legal/privacy-policy> on the effective date of the Order as it may be updated from time to time in accordance with Section 15.16 (Changes to Online Terms).
- **Professional Services** means implementation assistance, training, customization, and other services that are not the Data Service or Support.
- **Sensitive Data** has the meaning given in Section 6.2 (Sensitive Data).
- **Services** means the Data Service described in an Order and related Support and Professional Services, if any. Service Technology has the meaning stated in Section 5 (Ownership of Intellectual Property).
- **Services Warranty** means the warranty explicitly defined in Section 2.
- **Support** means access to Import.io’s online Documentation and Import.io’s technical assistance for the use of the Services at the level specified in the applicable Order.
- **Target Data** means the online data collected or to be collected by Customer by means of the Data Services. Term has the meaning given in Section 12 (Term, Termination).

2. Services

Import.io shall provide the Services described in each Order in accordance with the terms of the Order and subject to the terms, conditions and restrictions stated in the Agreement. Import.io warrants that the Services will conform to the description of the Services in the applicable Order and relevant Documentation, will be performed by the times stated in the applicable Order, and will be performed in a good and professional manner by individuals having sufficient experience, skill, and training to provide the Services (the "Services Warranty").

3. Target Data Availability

Import.io warrants that it has used commercially reasonable efforts to design the Data Service to deliver Target Data in accordance with the Documentation. If the publisher of the data sets from which the Target Data is collected modifies its data structure Import.io may require Customer to purchase reasonable Professional Services at Import.io's then-current hourly rates for the creation of custom data extractors; or if the publisher changes the data structure in a way that makes collection of the Target Data technically infeasible or commercially unreasonable Import.io may terminate the applicable Order without liability except to refund prepaid fees for Services not provided. Customer is responsible for promptly testing the Data Service when it is made available and notifying Import.io of any issues with the collection of the Target Data. Any such testing must be completed by the Customer within 5 days after the Data Service is made available. Customer is responsible for creating a backup of Target Data once collected. If Target Data is lost due to Import.io's error, Import.io shall permit Customer to use the Data Services without charge to attempt to re-collect Target Data if and as available, but shall have no other obligation or liability.

4. Predictive Models and AI Insights

4.1 No Guarantee of Accuracy. The Services may include predictive modeling, pricing suggestions, automated forecasts, algorithms, or artificial intelligence insights ("Advanced Analytics" or "Predictive Outputs"). Such Advanced Analytics and Predictive Outputs are provided for informational purposes only. Customer acknowledges that Advanced Analytics and Predictive Outputs are based on probabilistic calculations and may contain errors, omissions, or incorrect predictions. The Company makes no guarantees regarding the financial outcome, accuracy, completeness, or market suitability of these outputs. All Advanced Analytics and Predictive Outputs are provided "AS IS" without warranty of any kind.

4.2 Customer Responsibility. Customer is solely responsible for the use and consequences of any business decisions made in reliance on Advanced Analytics or Predictive Outputs, and such decisions are made at the Customer's sole risk. Company shall have no liability for any damages, including but not limited to financial loss, regulatory penalties, loss of profit, revenue, or data resulting from Customer's reliance on the results or outputs of these models.

5. Ownership and Feedback

5.1 Ownership of Intellectual Property. Import.io shall own all right, title and interest in and to: (i) its Data Services software and all software and technology used to provide the Data Services or other Services including any dashboards, consoles, interfaces (including APIs), reporting tools, reporting formats, designs, methods, and processes, to include any custom extractors prepared as part of the Services, (ii) all improvements, modifications, or derivatives of the foregoing, (iii) all Documentation related to any of the foregoing, and (iv) all related rights in intellectual property worldwide (the "Service Technology"). Import.io may use any feedback or suggestions that Customer may elect to provide regarding the Services to improve its services offerings generally without payment of any compensation to Customer and Customer shall not assert any claim of intellectual property infringement or

misappropriation based on Import.io's use of the feedback or suggestions. Except for the rights and licenses stated in this MSA each of Customer and Import.io reserves all rights in intellectual property and no rights in intellectual property may arise by implication or estoppel.

5.2 Feedback. Import.io shall have a royalty-free, worldwide, transferable, sublicensable, irrevocable, perpetual license to use or incorporate into its products and services any Feedback. Import.io shall have no obligation to use Feedback, and Customer shall have no obligation to provide Feedback.

6. Target Data Legal Compliance

6.1 Data Risk. Customer shall not use the Services to collect or process data in violation of law or the rights of any person. Customer must comply with the Import.io Code of Conduct and Acceptable Use Policy. For example, Customer may not use the Services to collect data in violation of any website terms of use, intellectual property rights, or the privacy rights of any individual. Customer represents and warrants to Import.io as of the effective date of each Order and on each date that Customer uses the Data Services that it has evaluated the legality of the collection and processing of the Target Data and either (i) determined that the data collection does not violate any legal requirements, or (ii) obtained consents or taken other actions necessary to avoid violation of any legal requirements. Customer shall promptly notify Import.io if a legal claim based on the collection or processing of Target Data is asserted against Customer or if Customer discovers or determines that the collection or processing of the Target Data could present a legal issue.

6.2 Sensitive Data. Customer may not use Data Services to collect or process Sensitive Data. Import.io makes no representation or warranty whatsoever regarding the use of the Services to collect or process Sensitive Data. "Sensitive Data" means categories of data covered by laws or regulations that impose special protections such as protected health information, consumer financial data, and data about an individual's religious or political beliefs.

6.3 Suspension. Import.io may suspend the Data Services and access to Target Data without liability if it discovers or reasonably suspects that: (i) Customer is in breach of this Section (including a breach of a representation or warranty), or (ii) the collection or use of the Target Data otherwise exposes Import.io to a risk of a legal claim. Import.io shall give notice of suspension, which shall be reasonably in advance of the suspension if feasible under the circumstances. Import.io's reasonable interpretation of its Code of Conduct, AUP and the law shall control in the event of a dispute, even if Customer's interpretation is also reasonable.

6.4 Personal Data Privacy. Import.io shall not process any personal data that is included in the Target Data other than: (i) in accordance with Customer's instructions, (ii) for reasonable administrative purposes related to the provision of the Services, (iii) internally for purposes of testing and improving its services offerings, or (iv) as may be required by law. Import.io shall cooperate with Customer's reasonable requests in connection with personal data privacy legal compliance, such as requests by a data subject to delete or modify their data, or a request by a regulatory authority for information. Import.io shall require its sub-processors to comply with data privacy protections consistent with those applicable to Import.io under this Section. If the Target Data includes personal data covered by the European Union's General Data Protection Regulation or comparable regulation in the United Kingdom, Switzerland or any country that is a member of the European Economic Area, then the DPA is part of the Agreement.

6.5 No Data Exclusivity. Import.io shall not provide the Target Data collected by Customer by means of the Services to another Import.io customer, but Customer's use of the Data Services does not restrict Import.io or its other customers from using Import.io services to independently collect data that may be the same as or similar to Customer's Target Data so long as Import.io does not use Customer's Confidential Information to do so.

7. License

7.1 Terms. Customer is licensed to use that part of the Services Technology that Import.io provides for Customer's use on a non-exclusive, limited term basis. Customer's license expires on expiration of the Agreement or is terminated prior to expiration on any earlier termination of the Agreement under Section 12 (Term, Termination). Customer's license is world wide subject to applicable export laws. Customer may not assign or transfer the license except as part of an assignment of the Agreement that is permitted by Section 15.7 (Assignment). Customer may

permit use of the Services Technology only by authorized users as described and subject to the restrictions stated in Section 11 (Authorized Users) and may not otherwise sublicense the Services Technology.

7.2 Conditions, Restrictions. Customer may not do any of the following: (i) perform any security scan or load testing of the Services or Services environment without Import.io's prior written approval; (ii) modify or create derivative works of the Services or Services Technology; (iii) access the Services or Services Technology for the purpose of creating a competing service; (iv) use the Services by means of any interface other than an interface provided by Import.io; (v) disassemble, decompile, reverse engineer, or attempt to discover any underlying algorithm or method embodied by the Services or Services Technology; (vi) copy any part of the Services or Services Technology or mirror the Services on any site or system, (vii) remove any proprietary notices displayed on the Documentation or other Services materials; or (viii) publish any benchmarking or other performance analysis of the Services. Notwithstanding these restrictions Customer may download and print copies of Documentation as reasonably necessary for Customer's permitted use of the Services, provided that Customer uses the Documentation in the exact form published, retains all branding and proprietary notices, and does not transfer the documentation to any other person.

8. No Resale

Customer may not re-sell the Services or use the Services to provide services to third parties.

9. Fees and Payments

9.1 Fees. The fees for the Services are stated in the Order. Fees may be stated as fixed amounts or as rates to be applied to the volume of Services used. If Customer uses Services in excess of an agreed metric (such as the number of queries allowed for a specific Data Service plan) Import.io may charge its published then-current overage rate for the excess usage or move the Customer to a different Service plan, in Import.io's sole discretion. The rates and fees for Services may be increased by Import.io each year after the first twelve months of the Initial Term. While Import.io does not intend to increase fees by more than 9% at any time, Import.io reserves the right to increase such fees as they determine and are necessary to stay competitive. Except as expressly stated in the Agreement fees are not refundable, even if Customer does not use the Services. Unless otherwise stated in the Order, fees are stated and must be paid in United States Dollars. Customer may not use the Services in a way that undermines Import.io's ability to correctly calculate its fees.

9.2 Expenses. Unless otherwise specified in the applicable Order, upon invoice from Import.io, Customer will reimburse Import.io for all pre-approved, reasonable expenses incurred by Import.io while performing any Professional Services, including without limitation, transportation services, lodging, and meal and out-of-pocket expenses related to the provision of the Professional Services. Import.io will include reasonably detailed documentation of all such expenses with each related invoice.

9.3 Invoicing and Payment. Customer must pay Import.io's fees when due for the entire Term of each Order. Unless otherwise stated in the Order Import.io may invoice monthly in advance for recurring amounts and monthly in arrears for rate-based usage and overages. Unless otherwise stated in the Order, fees are due on the date of invoice. Customer shall maintain valid and up-to-date payment card information with Import.io and Import.io may charge its fees to Customer's payment card on the date of invoice.

9.4 Taxes. The stated fees and rates do not include any sales, use, VAT or like taxes ("Sales Tax"). Customer must pay any applicable Sales Tax that is properly charged by Import.io on the payment terms applicable to the related fees.

9.5 Suspension/Termination of Service. Import.io may suspend or terminate the Services if Customer's payment card is no longer valid, Import.io charges are rejected, or Import.io's fees are not timely paid for any reason. Import.io may charge interest on overdue amounts at the lesser of 1.5% per month or the highest non-usurious amount permitted by applicable law. If Import.io prevails in a legal action to collect an overdue amount, Customer must also pay Import.io's reasonable costs of collection, such as attorney fees and court costs.

9.6 SLA Credits. The credits stated in any applicable SLA are your sole and exclusive remedy for Import.io's failure to meet those guarantees for which credits are provided. The maximum total credit(s) for failure to meet any

applicable SLA for any calendar month shall not exceed one hundred percent of the then current monthly recurring fee for the Services. Credits that would be available but for this limitation will not be carried forward to future months. You are not entitled to a credit if you are in breach of the Agreement at the time of the occurrence of the event giving rise to the credit until you have remedied the breach. No credit will be due if the credit would not have accrued but for your action or omission.

10. Security

Each of Customer and Import.io shall use commercially reasonable efforts to avoid the transmission of malware or other technology or data designed to disrupt the normal use of technology systems to or from the Services environment, as applicable. Customer shall require its Authorized Users to establish reasonably secure passwords. Each party shall promptly notify the other party on becoming aware of a security issue, such as the transmission of malware, or the compromise of login credentials. Import.io may suspend access to the Services and Target Data to respond to a security breach or threat. Import.io shall give notice of suspension, which shall be reasonably in advance of the suspension if feasible under the circumstances.

11. Authorized Users

Customer may authorize as Services users only: (i) its staff, (ii) staff of Customer's affiliates, and (iii) staff of Customer's contractors who will use the Services to provide services to Customer in support of Customer's internal business operations (each an "Authorized User"). Each Authorized User must be a human being. Customer may not use the Services by means of an automated process. Customer authorizes Import.io to act on the instructions of each Authorized User within the permissions for that Authorized User's role that has been established on the Services management interface. Customer is solely responsible for adding and removing users and maintaining the user permissions and authentication credentials for Customer's account using the Services management interface, such as on termination of the employment of an Authorized User. Customer is responsible for any action taken by a person using an Authorized User's account credentials, even if the action was not authorized by Customer.

12. Term, Termination

The initial term of each Order is defined in the Order. Unless a different renewal term or process is described in the Order each Order will automatically renew on expiration of the initial term for successive renewal terms of the same length as the initial term unless either party has given a notice of non-renewal (i) at least thirty (30) days prior to the expiration of the initial term or then-current renewal term, as applicable, for annual subscriptions or (ii) prior to 11:59 p.m. Central Time on the day before your next recurring billing date for monthly subscriptions. Renewals are subject to rate increased pursuant to section 9.1. The initial term and all renewal terms are referred to as the "Term." Either party may terminate any Order or all Orders on written notice if the other party is in material violation of any term of the Agreement, provided that if the violation is curable the terminating party must first give the other party a written notice describing the violation in reasonable detail and at least ten (10) days to cure the violation. Import.io may terminate an Order for Services that have been suspended as described in Section 6 (Target Data Legal Compliance) without showing an actual violation of the Agreement and provided that if it has not shown an actual violation of the Agreement, Import.io shall refund prepaid fees for Services not provided as of the time of termination. Import.io may terminate the Agreement as provided Section 13.3 (IP Infringement Claims Indemnification) without liability other than to refund prepaid fees for Services not provided as of the time of termination. This MSA shall continue for so long as any Orders remain in effect provided that either party may terminate this MSA for convenience on written notice. Termination of this MSA for convenience does not terminate any Order entered into prior to termination of this MSA, which shall remain in effect as to only those then current Orders; however, no new Order(s) may be entered into after termination of the MSA. The following sections survive expiration or termination of the Agreement: Section 1 (Defined Terms) to the extent defined terms are used in other surviving sections, Section 5 (Ownership of Intellectual Property), Section 6.1 (Data Risk), Section 7.2 (Conditions, Restrictions), Section 9 (Fees and Payment), Section 12

(Term, Termination) Section 13 (Remedies, Disclaimers, Indemnification, Limitation of Liability), Section 14 (Confidential Information), Section 15 (General) and any other terms that by their nature are intended to survive expiration or termination.

13. Remedies, Disclaimers, Indemnification, Limitation of Liability

13.1 Warranty Remedies. If Import.io materially fails to meet the Services Warranty stated in Section 2 (Services) Import.io will attempt to cure the failure or if it is unable to cure the failure through commercially reasonable efforts Customer may terminate the Order for the Services not meeting the Services Warranty. On Customer's termination of an Order for a material breach of the Services Warranty Import.io will refund the fees under that Order for the month during which the failure occurred and any prepaid fees for unused Services. However, to be eligible for a refund remedy under this Section, Customer must give a written notice to Import.io describing the failure no later than ten (10) days following the end of the calendar month in which the failure occurred and cooperate with Import.io's reasonable efforts to cure the failure. The remedies stated in this Section are Customer's sole and exclusive remedy for Import.io's breach of the Service Warranty.

13.2 Warranty Disclaimer. Except for the Services Warranty Import.io makes no representations or warranties regarding the Services. The Service Warranty does not apply to any use of the Services other than as permitted by the Agreement. Import.io does not represent or warrant that Customer will achieve any specific result by means of the Services or that the Services will meet Customer's requirements. Import.io disclaims any implied warranties, such as any implied warranty of merchantability, fitness for a particular purpose, and non-infringement, and any representation or warranty that may arise through a course of dealing. Customer acknowledges that the use of the Services may not be uninterrupted, error free, or completely secure.

13.3 IP Infringement Claims Indemnification. Import.io agrees that if a third party asserts a legal claim against Customer or any of its Authorized Users (the "Customer Persons") asserting that Customer Person's use of the Services Technology as permitted by the Agreement infringes or violates the third party's patent, copyright, trade secret or other intellectual property right recognized in the United States (excluding claims to the extent arising from or based on the collection or processing of the specific Target Data), Import.io will defend the claim at its expense, and pay any damages finally awarded to the third party by a court having jurisdiction over the claim or paid to the third party by Import.io as a settlement. Customer agrees that Import.io will have the right to select counsel to defend the claim and control the defense of the claim. Customer may participate in the defense of the claim with counsel of Customer's choice at its option and expense. Customer will cooperate with Import.io's reasonable requests for information and assistance in connection with the defense of the claim. Import.io agrees that it will not settle a claim under this Section without Customer's consent unless it fully resolves the liability of the Customer Persons and does not require any of them to make an admission of liability. Customer agrees that if a Claim covered by Import.io's obligations under this Section is asserted, or is reasonably probable of assertion in Import.io's judgment, Import.io may terminate the Services on reasonable advance notice without liability to Customer except to refund pre-paid fees for unused services. Notwithstanding anything to the contrary in this Section, Import.io's obligations do not extend to Customer's use of the Services in a way that is not reasonably contemplated by the Documentation, to Customer's use of a prior version of the Services if a subsequent version made available by Import.io would have avoided the claim, or to a combination of the Services with information or technology not provided by Import.io and not reasonably contemplated by the nature of the Services.

13.4 Data Claims Indemnification. Customer agrees that if a third party asserts a legal claim against Import.io, its affiliates, or any of its or their officers, members, managers, employees, staff, personnel, agents, licensors or suppliers (each an "Import.io Person") based on Import.io's collection and processing of the Target Data pursuant to this MSA and the Order or arising from a violation of Section 6.1 (Data Risk) (including a breach of any representation or warranty stated in that section), Customer will pay all reasonable costs of defending the claim, including reasonable attorney fees, and pay any damages awarded to the third party or paid to the third party by Import.io as a reasonable settlement. Customer agrees that Import.io may control the defense of the claim at its option or may require Customer to defend the claim directly. If Import.io elects to control the defense of the claim, Customer will reimburse Import.io for its reasonable defense costs and expenses as incurred.

13.5 Limitation of Liability. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF EACH PARTY TOGETHER WITH ALL OF ITS AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNT PAID BY THE CUSTOMER AND ITS AFFILIATES TO IMPORT.IO OR TO AN IMPORT.IO PARTNER HEREUNDER FOR THE SERVICES GIVING RISE TO THE LIABILITY IN THE TWELVE (12)-MONTH PERIOD PRECEDING THE FIRST INCIDENT OUT OF WHICH THE LIABILITY AROSE. THE FOREGOING LIMITATION SHALL APPLY WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY, BUT WILL NOT LIMIT CUSTOMER'S AND CUSTOMER'S AFFILIATES' PAYMENT OBLIGATIONS UNDER THE 'FEES' SECTION ABOVE AND WILL NOT APPLY TO THE EXTENT PROHIBITED BY LAW.

13.6 Excluded Damages. IN NO EVENT WILL EITHER PARTY (OR IMPORT.IO'S THIRD PARTY LICENSORS) BE RESPONSIBLE OR LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT OR TERMS AND CONDITIONS RELATED THERETO UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY FOR ERROR OR INTERRUPTION OF USE, LOSS OR INACCURACY OR CORRUPTION OF DATA, COVER, LOST PROFITS OR REVENUES BUSINESS OPPORTUNITIES, OR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, WHETHER OR NOT A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THE FOREGOING EXCLUSIONS WILL NOT APPLY TO THE EXTENT PROHIBITED BY LAW.

13.7 General. Each party acknowledges that the other party has entered into the Agreement in reliance on the exclusions of damages and limitations of remedies and liability stated in this MSA, and that these limitations reflect an agreed allocation of risk between Customer and Import.io. The limitations stated in this Section shall apply to any liability arising from any cause of action whatsoever, whether in contract, tort, commercial code, strict liability or otherwise, even if a limited remedy fails of its essential purpose. If these limitations as written are not permitted by applicable law, they shall apply to the extent permitted by applicable law.

14. Confidential Information

"Confidential Information" means any non-public information that a party (the "recipient") receives from or learns about the other party (the "discloser") as a result of activities contemplated by the Agreement that the recipient should reasonably understand to be confidential, given the nature of the information or the circumstances of its disclosure, but not including any information that is developed by the recipient independently and without reference to the discloser's Confidential Information, or information that is or becomes available from a source other than discloser so long as the source did not, to recipient's knowledge, acquire the information as a result of a violation of a duty of confidentiality to discloser. For example, non-public information Customer learns about Import.io or its Services as part of the relationship contemplated by this Agreement is Import.io's Confidential Information. Customer's Target Data is Customer's Confidential Information. Recipient agrees not to use or disclose the discloser's Confidential Information except to provide or use the Services, as applicable, to exercise legal rights or obligations in connection with the Agreement. Recipient shall use reasonable care to protect the discloser's Confidential Information from unauthorized use and disclosure. Recipient shall return or destroy the discloser's Confidential Information on termination of the Agreement, except as necessary for reasonable and customary business record-keeping purposes. Recipient is responsible for acts and omissions in violation of this Section by any person to whom it has disclosed the discloser's Confidential Information to the same extent as for its own violation. Notwithstanding the foregoing, (i) recipient may disclose discloser's Confidential Information in response to a subpoena, request from law enforcement, or as otherwise required by law provided that it gives discloser advance written notice of the disclosure (unless notice is prohibited by law), and (ii) Import.io may disclose Customer or its Authorized Users violation or suspected violation of criminal law to law enforcement or regulatory agencies without notice to Customer.

15. General

15.1 Governing Law. The Agreement is governed by and should be interpreted under the laws of the State of Delaware, and the United States of America, as applicable, without giving effect to any conflicts of law principles that would require the application of the law of a different jurisdiction. The parties expressly and irrevocably disclaim and

waive the application of the United Nations Convention on Contracts for the International Sale of Good and the Uniform Computer Information Act.

15.2 Notices. Customer's address for notice purposes is the email address of the individual who serves as its primary business contact and the physical address appearing on the Order. Import.io's address for notice purposes is notice@import.io and the physical address of its principal office in Import.io, 1999 S Bascom Avenue, Suite 700, Campbell CA 95008. Notices under this Agreement must be given by electronic mail with a copy transmitted via first class United States mail (or if Customer is located outside of the United States, a reputable and established international priority mail service) on the date of the electronic mail notice. Notices are deemed given, received and effective as of the time transmitted by electronic mail, or if that time does not fall within a business day, as of the beginning of the first business day following the time transmitted. Notices must be given in the English language. A party may change its address for notice by giving notice in the manner stated in this Section.

15.3 Disputes (Mediation & Arbitration). Except for a request for temporary injunctive or other equitable relief, each party agrees that it shall not begin a legal action in connection with this Agreement unless it has first given the other party written notice of the dispute and attempted to resolve the dispute through good faith negotiation. At the request of either party, the dispute will be submitted for non-binding mediation conducted by a mutually acceptable mediator in Bexar County, Texas.