Last updated October 30, 2026

GALEYO - TERMS AND CONDITIONS FOR SUPPORT

1. General

1.1 These terms and conditions for support (the ”Support Terms”) are applicable for all support services performed by Galeyo to the Customer.

1.2 These Support Terms shall constitute an integrated part of the Agreement between the Parties. Thus, any indemnifications and warranties in these Support Terms are subject to any limitation of liability in the GT&C’s.

1.3 In the event of any conflict between the documents relating to these Support Terms, Galeyo’s General terms and conditions shall prevail.

2. Support – General

2.1 Galeyo’s support services shall cover the licensed program(s) that is/are specified in the Agreement (the “Supported Programs”).

2.2 Galeyo shall provide support availability and support services of the Supported Programs to the Customer as specified in these Support Terms.

2.3 Galeyo will maintain an organization and be prepared with suitably qualified and competent personnel that can carry out Galeyo’s obligations under these Support Terms. Galeyo shall execute the support services in a professional manner. Galeyo may engage subcontractors for the performance of Galeyo’s obligations under these Support Terms, provided that Galeyo is responsible for the results of such subcontractor’s work, as had Galeyo itself acted or omitted to act.

3. Support Services

3.1 Galeyo offers different support levels. The support level differs as regards to included features and agreed response time. Galeyo shall provide the level of

support availability and response time as specified in the Agreement or additional document such as Proposals/Documentation.

3.2 Galeyo shall, subject to the Customer's timely payment of the support fees, provide the Customer with access to qualified and competent personnel provided by Galeyo who will carry out support to the Customer in accordance with the agreed support level.

3.3 Unless otherwise is agreed and specified in the Agreement, the support service desk is operated within office hours local time on regular business days in the country of the applicable Galeyo company. No service is available on weekends, bank holidays or national holidays unless specifically specified in the Agreement.

3.4 Galeyo's support is available for the Customer's registered users of the Supported Programs and all communication and service requests from the Customer shall thus be handled by such registered users.

3.5 When making a support request, the Customer shall identify itself and correctly describe the support matter at issue. Galeyo may, in its sole discretion, reject a support request if the request is not a support matter covered by the Agreement.

3.6 Galeyo shall provide support limited to standard functionality, activation and basic troubleshooting of the Supported Programs. Any support requiring code changes, custom development, integrations, data correction, or advanced configuration shall be treated as Consulting services and charged separately according to Terms and conditions for consulting services.

3.7 The Customer's registered users may contact Galeyo in the ways that are included in the support level that the Customer has chosen, which is specified in the Agreement or relevant documentation such as Proposals.

3.8 The response time is the time until Galeyo acknowledges receipt of the support request. Response time does not include resolution time and shall be measured only during applicable support hours. Any follow-up responses or resolution timelines are not guaranteed unless explicitly agreed in writing.

3.9 Galeyo shall use commercially reasonable efforts to respond to support requests within the agreed response time with the Customer.

3.10 Galeyo does not guarantee that all support requests will be resolved or that any errors or defects will be corrected within any specific time period. The Customer acknowledges that certain issues may not be resolvable or may require substantial development effort subject to separate agreement.

3.11 Support shall be provided in English only, unless otherwise agreed in writing. Galeyo does not guarantee availability of support in any other language.

4. Support Services – Exceptions

4.1 Galeyo shall only provide support on the most current version of the Supported Programs and the three (3) versions immediately preceding it at any time during the term of the Agreement.

4.2 Galeyo's obligations as regards to support under the Agreement does not include: a) error(s) caused by the Customer's use of the Supported Programs together with equipment, accessories or software other than those specified in the relevant documentation from Galeyo or the licensor; b) error(s) caused by the Customer's changes or interference with the Supported Programs or the use of the Supported Programs in a way that deviates from Galeyo's or the licensor's instructions for use; c) error(s) caused by the Customer's use of the Supported Programs by e.g. making the Supported Programs available to unauthorised users; d) error(s) caused by a third party or by circumstances beyond Galeyo's control such as but not limited to faulty equipment or software which are not the Supported Programs; e) error(s) due to the Customer not providing correct information or conditions, or error(s) caused by the Customer or any circumstance for which the Customer is responsible; f) error(s) caused by external attacks such as viruses or similar occurrences; g) error(s) caused by the Customer's use of the Supported Programs outside its intended use or as prescribed for in the license terms and conditions relating to the Supported Programs; (h) errors or issues arising from third-party integrations, APIs, hosting providers, cloud environments

or infrastructure not controlled by Galeyo; or (i) performance issues related to network latency, bandwidth limitations or external systems.

4.3 Galeyo shall not be held liable for any system performance decrease due to changes in the Customer's hardware or software environment or server configurations not accepted by Galeyo or any other defects that are wholly or partly caused by the Customer or its personnel.

4.4 Galeyo's support obligations do not include advanced installation problems, application or solution development or configuration, training, design assistance and education. Galeyo's performance of any such actions is subject to Galeyo's terms and conditions for consulting services.

4.5 The Customer is solely responsible for maintaining complete and secure backups of all data, systems and configurations. Galeyo shall have no liability for any loss or corruption of data, regardless of cause.

4.6 Unless otherwise is agreed between the Parties in writing, the Customer is not entitled to order support on behalf of companies within the Customer's group of companies.

5. Customer's Obligations – Basic Training

5.1. The Customer shall ensure that its personnel have sufficient training and technical competence to use the Supported Programs. Failure to meet this requirement may result in additional charges for support services.

6. Remote Support

Where remote access is required, the Customer shall provide access at its own risk. Galeyo shall not be responsible for any damage, data loss, security breach or unintended consequences arising from such access, except in cases of gross negligence.

The Customer shall ensure that appropriate backups and security measures are in place prior to granting access.

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7. Modifications of Support Services

7.1 If the Customer wishes to modify the nature or scope of the support services the Customer shall submit such request to Galeyo in writing.

7.2 Galeyo shall, within a reasonable period after receiving the request for modification, provide written notification as to whether or not the modification has been accepted, and if so, what conditions in respect of price, quality impact and other factors will be applicable to the modification.

7.3 The Parties shall conclude a written agreement/ or a document concerning modifications with agreed financial changes and other conditions resulting from the modifications.

8. Term and Termination

8.1. The parts of the Agreement relating to Galeyo's provision of support, including these Support Terms, shall be effective for an initial term of one (1) year, unless otherwise is agreed between the Parties in writing. Unless terminated by either Party giving the other Party at least three (3) months written notice or according to the notice period agreed in writing between the Parties, the parts of the Agreement relating to Galeyo's provision of support, including these Support Terms, shall thereafter be automatically renewed for one (1) year at a time with the same notice period, unless otherwise is agreed between the Parties in writing. The Support Terms shall automatically terminate with respect to any Supported Program upon termination of the license for such Supported Program.

8.2. Galeyo's performance of support services is dependent on the Customer's timely cooperation, including provision of accurate information, system access and availability of personnel. Any delays caused by the Customer shall extend any applicable timelines.