

Restolution General Terms and Conditions for Products and Services

1 Scope of Application

1.1 Application of General Terms and Conditions

These Restolution General Terms and Conditions for Products and Services ("General Terms") apply to products and services provided by Restolution Oy (business ID: 2927511-2) and/or its wholly-owned subsidiaries ("Restolution") to the customer and/or the customer's group companies, unless otherwise agreed in writing between the Parties. The Restolution entity acting as contracting party is identified in the Order Document.

1.2 Definitions

"Agreement" means the Order Document and its appendices, including Restolution's written amendments and/or additions thereto, Restolution's current service descriptions and price lists, Restolution's binding instructions for the customer and these General Terms.

"Card Association" means organisations (such as Mastercard, Visa, Japan Credit Bureau (JCB), UnionPay International, Diners Club, American Express and/or Discover) that define international rules for payment systems and have granted licenses to payment service providers for handling payments with payment cards.

"Cardholder" means a person to whom a Payment Card has been issued.

"Card Payment" means a payment transaction between a Cardholder and the customer, as a result of which an agreed amount is transferred to the customer using a Payment Card.

"Cloud Service" means software, application or other system offered by Restolution as a service (excluding, for the avoidance of doubt, Software and RestoPay Payment Solution), which is specified in more detail in the Order Document.

"Customer Material" means information and materials stored by the customer in the Cloud Service.

"Identification Data" means the customer's user credentials to the Cloud Service and/or Software, such as phone numbers, addresses and other identifiers.

"Order Document" means an offer, order confirmation, invoice or similar order document sent by Restolution or its reseller to the customer, in which Restolution describes the Cloud Services, Software and/or Products provided to the customer.

"Other Service" means any other service provided by Restolution under the Agreement other than the Cloud Service, including, for example, Product rental, training, consulting, installation and/or maintenance services.

"Party" means Restolution and/or the customer.

"Payment Card" means international payment cards (such as Mastercard, Maestro, Visa, Visa Electron, VPAY, Japan Credit Bureau (JCB), UnionPay, Diners Club and/or Discover) for which the customer has entered into an agreement with a payment service provider to accept card payments.

"Payment Service Provider" means a third party that provides the card payment service, and with whom the customer enters into an agreement when implementing the RestoPay Payment Solution.

"Products" means cash registers, self-service checkouts, tablets, payment terminals and/or other hardware as well as related supplies and/or accessories offered by Restolution, which are specified in more detail in the Order Document.

"Restolution Material" means user manuals, reports, testing materials and other information, materials and content that are available in connection with the Cloud Service, Software, Product or other Service or that Restolution otherwise provides to the customer regarding the features, operation or use of the Cloud Service, Software, Product or other Service.

"RestoPay Payment Solution" means the payment solution offered by Restolution together with the Payment Service Provider.

"Software" means software, application or other system offered by Restolution to be installed in the Customer's environment (excluding RestoPay Payment Solution), which is specified in more detail in the Order Document.

"Transition Period" is defined in Section 14.7.2 of the General Terms.

2 Conclusion and Transfer of the Agreement

2.1 Conclusion of the Agreement

The Agreement is concluded when the Parties sign the Agreement or the Order Document or when Restolution accepts the customer's order or at the latest when the customer starts using the Cloud Service, Software and/or Product. The customer and the signatory of the Agreement is responsible for ensuring that a person with sufficient authority in its organisation has given approval for the use of the Cloud Service, Software

and/or Product and for the conclusion of the Agreement and that the Agreement is signed by a person authorised to sign on behalf of the customer.

Information presented in marketing materials is not binding on Restolution.

2.2 Transfer of the Agreement

A Party shall not have the right to transfer the Agreement in whole or in part to a third party without the prior written consent of the other Party. However, Restolution has the right, without the customer's consent, to transfer its rights and obligations under the Agreement in whole or in part to a company belonging to the same group or to a third party to whom the business referred to in the Agreement is transferred. Restolution shall notify the customer of such transfer in writing in advance. If the transferred Agreement is for a fixed term, it shall, unless otherwise agreed, continue after the expiry of the fixed term until further notice between the transferee and the other Party. In addition, Restolution has the right to transfer its receivables under the Agreement to a third party. Following notification of the transfer of receivables, payments can only be validly made to the transferee.

3 Delivery of Cloud Service, Software or Product

3.1 Delivery Time

Restolution shall start providing the Cloud Service and/or deliver the Software and/or Product at the agreed time or, if no delivery time has been expressly agreed, within reasonable time after the conclusion of the Agreement.

3.2 Acceptance of Delivery

The customer shall inspect the Product immediately after delivery. The delivery is deemed to be accepted when the customer pays the invoice related to the delivery of the Product, or at the latest two (2) weeks after delivery, unless the customer makes a complaint before that. Any complaints must be submitted to Restolution in writing. The risk of loss for the Product transfers to the customer when the Product has been handed over to the customer's possession or is otherwise available for the customer's use. The customer is responsible for testing the Product and its compatibility with the customer's intended uses, environment and requirements, and for inspecting the Products and testing the operating environment as well as for related costs. The customer is responsible for ensuring that the customer's equipment, connections, software and information systems comply with the requirements specified by Restolution for the operating environment.

3.3 Customer's Obligation to Contribute

Unless otherwise agreed in writing, the customer is responsible for installing the Product and/or Software. If the Parties have expressly agreed that Restolution will install the Product and/or Software, the customer shall, within the agreed schedule, but in any case, at least two (2) weeks before the installation date, provide Restolution with pre-installation information as requested by Restolution. The customer shall notify well in advance of any changes in the information provided and of any other matters relevant for the installation. The customer is responsible for the information it provides to Restolution and for the accuracy of such information.

3.4 Customer's Delay

Restolution has the right to charge fees for the Cloud Service, Software and/or Product also for the period during which the Cloud Service, Software and/or Product cannot be delivered due to a reason attributable to the customer. If Restolution may start providing the Cloud Service and/or deliver the Software or Product only after the agreed delivery date due to a reason attributable to the customer, Restolution has the right to choose a new delivery date.

4 Intellectual Property and Usage Rights

4.1 Intellectual Property Rights

Ownership and intellectual property rights to Restolution's Cloud Service, Software, Products and other services as well as Restolution Material belong exclusively to Restolution or a third party (such as Restolution's subcontractor or licensor). Restolution reserves all rights to the Cloud Service, Software, Products, Restolution Material and other services, unless otherwise agreed in writing.

4.2 Customer's Right to Use the Cloud Service, Software and Restolution Material

Subject to the customer paying the fees as provided under Section 12 in full and on time, Restolution grants the customer a limited, non-exclusive,

non-transferable and revocable right to use the Cloud Service, Software and/or delivered Restolution Material in the customer's business operations during the term of the Agreement. The customer may use the Cloud Service, Software and/or Restolution Material only for lawful purposes and in accordance with this Agreement, any instructions that may be given by Restolution and applicable local laws. The customer may not use or allow a third party to use the Cloud Service, Software and/or Restolution Material contrary to the Agreement. Without Restolution's prior written consent, the customer has no right to copy (including making copies for text and data mining purposes), translate or modify the Cloud Service, Software or Restolution Material, or to transfer, license, sublicense, distribute, sell or offer them for use by a third party, or to use them for the development of artificial intelligence or for providing services to third parties, unless otherwise provided in the mandatory legislation. Upon termination of the Agreement, the customer's right to use the Cloud Service, Software and Restolution Material shall terminate. The customer shall then, at its own expense, return or, at Restolution's request, destroy the Restolution Material and the original and copies of the Software it has in its possession.

4.3 Use of Trademarks

All rights to trademarks in Cloud Service, Software, Products and Restolution's other services belong to Restolution (or its third-party licensor). The customer shall have a limited, non-exclusive, non-transferable, revocable and royalty-free right to display these trademarks (logos) in its premises to the extent necessary for the intended use of the respective Cloud Service, Software, Product or other service in the customer's own operations during the term of the Agreement in accordance with the Agreement. The use of trademarks must not infringe Restolution's right to the trademarks or give the impression that Restolution sponsors, produces, offers, sells or otherwise supports the customer's business, including without limitation its products and/or services.

4.4 Limitation of Customer's Rights to Use

Restolution does not grant the customer any rights to Restolution's intellectual property rights other than what is explicitly set out in Sections 4.2 and 4.3.

4.5 Customer-Specific Material

Notwithstanding the above, the customer and third parties acting on behalf of the customer shall have the right to use, also after the termination of the Agreement, customer-specific material created during the customer's use of the Cloud Service and/or Software in accordance with the Agreement, such as receipt and reporting material and customer loyalty register information. The customer is responsible for the potential costs related to the transfer of such customer-specific material to another system, unless mandatory legislation provides otherwise. Restolution shall have the right to use customer-specific material for the purposes of the Agreement, such as providing services to the customer. In addition, Restolution and third parties acting on behalf of Restolution shall have the right to use customer-specific material in their internal business operations, for example, to develop or to improve quality of their business, including products and services, or to form business understanding, also after the termination of the Agreement, provided that the material is in a form that does not allow identification of an individual customer.

4.6 Customer Material

The customer is responsible for its use of the Cloud Service and for the Customer Material. The customer is also responsible for the users to whom it has granted access to the Cloud Service. The customer undertakes to use the Cloud Service in a way that does not cause harm or damage to Restolution or third parties. The customer is responsible for and has an obligation to verify that the Customer Material complies with Finnish law and does not violate or infringe the rights of third parties, e.g. by including information or materials that may be considered offensive or contrary to good practice, such as materials containing hostile, threatening or pornographic content or that encourage violence or agitation against a population group. The customer is responsible for ensuring that the Customer Material does not contain viruses or other harmful features. The customer grants Restolution and its subcontractors the right to use, copy, store, present, transmit and otherwise process the Customer Material for the purpose of providing the Cloud Service to the customer in accordance with the Agreement. Restolution has the right to remove the Customer Material in whole or in part if it appears that the Customer Material is contrary to law or these General Terms. The customer is responsible, at its own expense, for any consequences and related costs that may be associated with the Customer Material stored

in the Cloud Service, such as damages, administrative payments, legal costs and criminal consequences. If a claim is brought or demands are made against Restolution and/or its group companies and/or their subcontractors on the grounds that the Customer Material or the customer's activities in the Cloud Service infringe the rights of a third party and/or the law, the customer shall indemnify Restolution, its group company and/or their subcontractors for all costs arising from such claim or demand, including without limitation any legal costs and/or compensation and reimbursement ordered to be paid. In addition, Restolution reserves the right to terminate the Agreement immediately in the above-mentioned situation.

4.7 Third-Party Services

At the customer's request and if it is technically possible, Restolution may via an interface connect the Cloud Service or Software to a third-party service selected by the customer. Restolution does not maintain or monitor third-party services and is not responsible for their content or operation, including without limitation the lawfulness or accuracy of information transmitted through them or whether there is an appropriate legal basis for any processing of personal data that may take place in this context. Restolution may provide an interface to the customer, but the customer is not obliged to use the interface, and the provision of the interface does not mean that Restolution approves or has any connection with such third parties. The customer uses third-party services at its own risk and Restolution is not responsible for any losses or damages (regardless of their causes) that may be caused to the customer by using third-party services or connecting them to the Cloud Service or Software. The customer must agree on the use of the third-party service, including the processing of personal data, separately with the third party. The customer must address questions and complaints related to third-party services directly to the third party in question. The customer must notify Restolution if it wishes to remove the interface to a third-party service.

5 Information Security and Standards

5.1 Cloud Services and/or Software that Process Card Data

Restolution undertakes that if payment card data is processed in the Cloud Service and/or Software, the Cloud Service and/or Software meets the mandatory security specifications and standards in force in the payment card industry.

5.2 Payment Terminals Rented to the Customer

Restolution undertakes that the payment terminals it rents to the customer meet all mandatory security regulations and standards in force in the payment card industry throughout the contract period. Restolution's obligations regarding defects or malfunctions of the payment terminal are defined in Section 16.1.

5.3 Payment Terminals Sold to the Customer

Restolution undertakes that the payment terminals it sells to the customer meet the mandatory security regulations and standards in force in the payment card industry at the time of sale. Restolution's obligations regarding defects or malfunctions of the payment terminal are defined in Section 15.4.

5.4 The Customer's Responsibilities Related to Information Security

The customer is responsible for ensuring that the Products, Software, Cloud Service and other services delivered by Restolution are not exposed to information security risks in the customer's use. If the customer notices that an external party has gained unauthorised access to the Products, Software, Cloud Service and/or other services offered by Restolution, the customer must notify Restolution immediately and use reasonable means to prevent and correct the security threat. The customer is responsible for taking backups of the Customer Material and other own data and files and for checking their functionality, unless otherwise agreed in writing between the Parties.

6 Error in the Cloud Service and/or Software; Maintenance of the Cloud Service and Error Correction

6.1 Provision of Cloud Services and Modifications

Restolution provides the Cloud Service "as is" and when necessary, may use subcontractors for providing the Cloud Service. A Party is responsible for the performance of its subcontractors as for its own. Restolution has the right to make changes that affect the technology and use of the Cloud Service. Restolution shall notify the customer of significant changes to the Cloud Service affecting the customer at least two (2) months before the change takes effect. If such changes require changes to the customer's equipment or software, the customer shall, at its own expense, make necessary changes to other equipment or software. Restolution may, at

its discretion, implement changes requested by the customer to the Cloud Service for a separate fee determined by Restolution.

6.2 Third-Party Services

Restolution may incorporate third-party services, applications or integrations into its service offering. Restolution shall notify the customer in writing of the addition of such a third-party service at least two (2) weeks prior to its activation.

Third-party services are subject to the terms and conditions of the respective service provider, and Restolution bears no responsibility for the content, availability or operation of any third-party service. If the customer does not wish to adopt a third-party service, the customer must notify Restolution's customer service in writing before the announced activation date. Failure to notify shall be deemed the customer's tacit acceptance of the third-party service. With regard to new paid third-party services, the customer cannot be required to pay for their use unless the customer has separately accepted the new costs in writing.

6.3 Customer's Equipment, Software and Telecommunications Connections

The customer is responsible for acquiring and maintaining the equipment and software that are not included in the Products, Cloud Service and/or Software under the Agreement. The customer acquires all telecommunications connections required by the Cloud Service and/or Software for its premises and is responsible for all related costs and risks. In addition, the customer is responsible for ensuring that the customer's equipment, connections, software and information systems comply with the operating environment requirements provided by Restolution.

6.4 Use of Payment Terminal

The customer is responsible for ensuring that only Payment Cards of companies with which the customer has entered into an agreement on the use of Payment Cards, are used in the payment terminal.

6.5 Error in the Cloud Service and/or Software

There is an error in the Cloud Service and/or Software if it materially deviates from what is defined in the Agreement and the deviation has a material adverse effect on the use of the Cloud Service and/or Software. Restolution does not guarantee that the Cloud Service and/or Software is available without interruption and does not guarantee that the correction of an error or interruption will be implemented within any specific time limit.

6.6 Maintenance of the Cloud Service and Error Correction

Restolution maintains the Cloud Service and/or Software available in accordance with the Agreement and corrects errors in the Cloud Service and/or Software without undue delay. Restolution has the right, without prior notice, to temporarily suspend the provision and/or use of the Cloud Service and/or Software due to a serious risk or threat related to information security, in order to comply with law or regulatory requirements, or due to force majeure event. Restolution shall inform the customer of the situation as soon as possible. Restolution has the right, with at least one (1) week's prior notice, to temporarily suspend the production and/or use of the Cloud Service and/or Software if necessary for development, repair or maintenance. Restolution aims to ensure that the interruption remains short-term and causes as little inconvenience as possible to the customer. Prior notice is given either in the user interface of the Cloud Service, on the Restolution.eu website, or according to as separately agreed. Restolution's liability for errors in the Cloud Service and/or Software is limited to as set out in Section 6.

6.7 Maintenance Limitations

The maintenance service for the Cloud Service and/or Software does not include the correction of an error caused by a reason beyond Restolution's control or for which the customer is responsible. Restolution charges the customer for the costs of correction work related to such an error, including errors that are due to:

6.6.1 Incorrect use of the Cloud Service and/or Software, negligence or failure to comply with instructions concerning the use or maintenance of the Cloud Service and/or Software or the environmental requirements of the Cloud Service and/or Software, or

6.6.2 Equipment, data connections, software or specifications not covered by the Cloud Service and/or Software, or changes or repairs made by a party other than Restolution.

6.8 Correction of Defects in Products

Restolution's liability for defects in Products is limited to the obligations set out in Sections 15.4 and 16.1.

7 Infringements of Intellectual Property Rights

7.1 Restolution's Responsibility for Intellectual Property Rights

Restolution is responsible for ensuring that the Cloud Service or Software it delivers does not infringe intellectual property rights in force in Finland during the term of the Agreement.

7.2 Indemnity

Restolution shall indemnify and hold the customer harmless against a third party claim made against the customer that the Cloud Service or Software provided by Restolution infringes a third party intellectual property rights in the agreed country of use, provided that the customer notifies Restolution of the claim in writing immediately upon receiving information about it, permits Restolution to assume and control the defence of the claim and provides Restolution with the information and assistance necessary for handling the matter. The customer shall not enter into an agreement or otherwise settle the matter with the third party making the claim or demand without Restolution's prior written consent.

7.3 Correction of Established Infringement

If an infringement of intellectual property rights as referred to in Section 7.2 has been confirmed by a final and binding court decision or if Restolution considers such an infringement likely, Restolution shall, at its discretion, (i) obtain at its own expense the right to continue using the Cloud Service or Software or part thereof; (ii) replace the Cloud Service or Software with another equivalent system the use of which does not infringe the rights referred to above; and/or (iii) modify the Cloud Service or Software so that the infringement no longer occurs. Restolution also has the right in such a case to terminate the Agreement immediately without a notice period. Restolution's liability for infringement of intellectual property rights is limited to the measures set out in Section 7.

7.4 Limitation of Liability

Restolution shall not be liable for any claim or demand that (i) results from the Cloud Service or Software having been modified or used for a purpose for which it was not designed or approved; (ii) results from the Cloud Service or Software being used in connection with a product or service delivered by another supplier or produced by the customer, or contrary to Restolution's instructions, the Agreement or law; (iii) is made by a party that controls, is controlled by, or is under common control with the customer, or that belongs to the same corporate group as the customer, as determined in accordance with applicable accounting or corporate laws; or (iv) could have been avoided by the use of a product or service equivalent under the Agreement to the Cloud Service or the Software and that is published and provided by Restolution to the Customer without charge.

8 Identification Data in the Cloud Service

8.1 Customer's Identification Data

Restolution shall have the right, after consulting the customer, to determine the Identification Data included in the Cloud Service and/or the Software and intended for the Customer's use, such as user credentials, phone numbers, addresses, and other identifiers.

8.2 Management of Identification Data

Restolution shall generate only one set of Identification Data for the customer for the use of the Cloud Service and/or Software. The customer shall manage and be responsible for the Identification Data of its users. The customer is responsible for ensuring that its users store their Identification Data with due care and in secure manner, and that the Identification Data is not disclosed to third parties without proper authorization. The customer shall be liable for all use of the Cloud Service and/or Software conducted with the Identification Data of the customer and its users. If any Identification Data of the customer or its users is lost or comes into the possession of an unauthorised third party, the customer shall immediately change the respective user's Identification Data. If the customer suspects misuse of its or its user's Identification Data or the risk thereof, the customer must promptly notify Restolution. Furthermore, the customer shall take immediate action to prevent any unauthorised access to the Cloud Service and/or Software.

8.3 Changing Identification Data at Customer's Request

Restolution may, at the request of the Customer's designated contact person, change the customer's Identification Data for a fee, provided that such change is technically feasible and does not cause unreasonable inconvenience to Restolution or any third party.

8.4 Restolution's Right to Change Identification Data

Restolution shall have the right to change Identification Data if:

8.4.1 Required by regulatory authorities or for service-related or other technical reasons. In such case, Restolution shall notify the customer of the change at least two (2) months prior to its implementation; or

8.4.2 Restolution has reasonable grounds to believe that the security of the Cloud Service, Software or the customer necessitates such a change. In this case, Restolution shall notify the customer of changes made as soon as practicable. The primary means of notification shall be the email address provided by the customer.

9 Customer Information and Its Use

9.1 Providing Information

Prior to the implementation of the Cloud Service and/or Software, the customer shall provide Restolution with all information required by Restolution for the provision of the Cloud Service and/or Software and shall verify the accuracy of the recorded information. The customer shall promptly notify Restolution of any changes to this information. The customer remains solely responsible for the accuracy of the information it provides and for ensuring that it has the right to transfer or disclose to Restolution the Customer Material and/or personal data, including customer or end-user data, that it provides to Restolution.

9.2 Reference Right

Restolution has the right to use the customer's name and a general description of the solution delivered to the customer in its marketing and communications, including on its website, in sales materials, press releases and other marketing channels. Restolution shall not, without the customer's written consent, disclose the customer's confidential business information, detailed technical implementation information, or any other information that the customer has explicitly designated as confidential. The customer may at any time, by written notice, prohibit the use of reference material or request that Restolution remove any already published reference material, after which Restolution shall cease the further use of the customer's name and solution description in its marketing within a reasonable transition period.

10 Data Protection

The customer acknowledges and agrees that, in order to provide the Cloud Service, other service, Software and/or Products, Restolution processes data collected directly from the customer or otherwise through the software interface and/or Products or data otherwise generated in connection with the use of the Cloud Service and/or other services or Software. The data being processed includes information relating to the customer's sales and payment transactions, as well as other information necessary for the provision of the Cloud Service, and/or other services, the delivery or maintenance of Software and/or Products. This may include, for example: (i) information regarding the customer's customer, such as name, contact details, customer loyalty data, purchase/order history, payment method, personal or business/community ID or other customer identifier (e.g. customer number); (ii) payment transaction data, such as charged amount, time and timestamp, place, payment method, partial card number, account numbers and information about refunds; (iii) purchase transaction data, such as purchased products and services as well as prices, discounts and location of the premises; (iv) information collected regarding end users of the Cloud Service, such as user, login data and log records; (v) information relating to the customer's employees or representatives, such as name and employee ID and, as the case may be, other employee-specific information (e.g. number of payment transactions processed by the user and the duration of shifts). The customer acknowledges and agrees that the data described above includes personal data. Where Restolution processes personal data in connection with the Cloud Service, Software, Product and/or other service on behalf of the customer, the customer acts as the controller and Restolution acts as the processor of personal data. The terms of this Section 10 (Data Protection), along with the other provisions of the Agreement apply to such processing of personal data, unless they conflict with the terms of this Section 10.

Unless otherwise required by context, the following words and expressions have the following meanings: (i) "data protection legislation" means applicable data protection or privacy laws and regulations and all decisions, guidelines and orders issued by competent courts or regulatory or supervisory authorities that are binding on a party, including applicable national and EU legislation (as amended from time to time) and may refer to, among others, the Finnish Data Protection Act (1050/2018) and/or the General Data Protection Regulation (as defined below); and (ii) "personal data", "processing", "controller", "processor", "personal data breach" and "data subject" have the same meaning as in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the

protection of natural persons with regard to the processing of personal data and on the free movement of such data ("General Data Protection Regulation"). Other terms referred to in this Section 10 shall have the meaning given to them in the General Data Protection Regulation, where applicable.

The customer shall ensure that it has a valid legal basis for the processing of personal data in connection with the use of the Cloud Service, other service, Software and/or Products and that such processing is and remains in compliance with all applicable laws and data protection legislation. The customer has the right to provide Restolution with instructions on the processing of personal data. Such instructions must comply with applicable laws, regulations and data protection legislation, and shall become binding on Restolution when Restolution has accepted them in writing. Where compliance with such instructions requires more than minor effort or measures from Restolution that exceed the obligations set forth in the Agreement, Restolution shall be entitled to charge a separate fee for the resulting costs. If Restolution considers that it cannot accept the customer's instructions, the customer shall have the right to terminate the Agreement with two (2) months' written notice. The customer shall always be deemed to have instructed Restolution to provide the Cloud Service, Software, Product and/or other service as defined and agreed in the Agreement.

When processing personal data on behalf of the customer in connection with the provision of services, Restolution shall:

(i) process personal data only in accordance with the customer's documented instructions, unless otherwise required by applicable laws, in which case Restolution shall, where applicable, inform the customer of such requirement before processing; (ii) assist the customer, where possible and taking into account the nature of the processing and the information available to Restolution, through appropriate technical and organisational measures, in responding to data subject requests and in fulfilling the controller's mandatory obligations under the General Data Protection Regulation regarding security, personal data breach notifications and data protection impact assessments. However, Restolution shall only be obliged to assist to the extent the customer cannot reasonably fulfil such obligations without Restolution's support; (iii) document its data processing activities and, upon request and to the extent necessary, provides relevant information to the customer to demonstrate Restolution's compliance with the obligations of this Section 10; (iv) permit and participate in audits conducted by the customer or a reliable third party appointed by the customer (provided such third party is not a direct or indirect competitor of Restolution), to the extent agreed in writing; and (v) ensure that persons authorised to process personal data are bound by appropriate confidentiality obligations, whether by law or by written agreement.

Restolution shall have the right to charge fees for assistance measures requested by the customer under subsections (ii), (iii) and (iv) above, in accordance with its price list in force.

Restolution shall implement and maintain appropriate technical and organisational measures to protect personal data against accidental, unauthorised or unlawful destruction, loss, alteration, disclosure or access.

If Restolution becomes aware of a personal data breach affecting personal data processed on behalf of the customer, Restolution shall notify the customer of the personal data breach without undue delay. Restolution shall be entitled to engage sub-processors in the processing of personal data. When Restolution outsources tasks related to the processing of personal data, Restolution shall enter into written agreements with each sub-processor imposing on them obligations similar to those imposed on Restolution under this section 10. Should the customer have justified reasons to object to the appointment of a new sub-processor, the customer shall have the right to terminate, with thirty (30) days' written notice, the part of the Agreement relating to the processing to be performed by the new sub-processor. The customer grants general authorisation for Restolution to engage its subsidiaries, affiliates, partially owned entities, offices, and other group companies as sub-processors when processing personal data.

Restolution may, at its discretion, transfer personal data that it processes for the provision of Cloud Services and/or for the use or maintenance of Software outside the EU or EEA. Any such transfer shall be carried out in accordance with the Agreement and data protection legislation.

Unless applicable laws require otherwise or otherwise agreed in writing between the parties, Restolution shall cease collecting and processing personal data on behalf of the customer after the provision of Cloud Services and/or the use of Software has ended.

The customer acknowledges and agrees that the customer is responsible for ensuring transparency of the processing, including informing data subjects of the processing of their personal data in accordance with the General Data Protection Regulation.

11 Compensation for Costs and Damages

11.1 Liability for Damages

Each Party shall be liable to compensate the other Party for direct damages caused by a breach of contract. The total liability of the Party shall be limited to an amount equivalent to the average monthly invoicing, exclusive of value added tax, for the part of the service subject to the breach, calculated based on the preceding six (6) months prior to the occurrence of the damage. If the Agreement has been in effect for less than six (6) months before the damage occurred, the total liability shall be calculated based on the average monthly invoicing during the effective term of the Agreement. Where a Party is obligated under the Agreement or otherwise due to a breach to pay a contractual penalty, compensation, or other agreed fixed sum, the Party's liability for damages is limited to the amount of such penalty or fixed sum. In any event, a Party's total aggregate liability for damages incurred during a calendar year shall be limited to an amount equal to six (6) times the average monthly invoicing amount, excluding value added tax, accrued during that calendar year or, if the Agreement has been in effect for less than a year, during the period the Agreement has been in force.

11.2 Limitations of Liability for Damages

Neither Party shall be liable for indirect or consequential damages, nor for damages which could not reasonably have been foreseen. A Party shall not be liable for damages resulting from matters within the responsibility of the other Party or a third party (such as damages caused by the actions of a customer, user, other telecommunications company, or service provider, or their equipment, data connections, or software), or for damages resulting from circumstances beyond the Party's control (such as damages resulting from voltage disturbances, lightning, electrical network issues, fire, water damage, or other accidents). In the event of malfunction of a payment terminal or cash register leading to loss of payment card transactions or receipt data stored in its memory, the Party shall not be obligated to compensate for the resulting loss. Neither Party shall be liable for damages arising from the exercise of its rights under this Agreement, including issues caused by temporary interruptions in service provision as referred to in section 6.6. The limitations and exclusions of liability set forth in this Section 11 constitute the Parties' entire liability for damages.

11.3 Liability Related to Payment Card Data

Restolution's liability for incorrect or undelivered payment card data shall cease once the company receiving the payment card data refuses to accept expired payment card data pursuant to its agreement with its customer. Restolution shall not be liable for any damages or costs resulting from the expiry of payment card data, including failure to transmit payment card data from the payment terminal to the card processor or other recipient.

11.4 Claiming Compensation

Any claims for compensation must be made within a reasonable time after the breach giving rise to the claim was discovered or ought reasonably to have been discovered, and in any event no later than one (1) year from the date on which the alleged breach occurred. With respect to Products, claims must be submitted within one (1) year of delivery.

11.5 Faults in Customer-Controlled Equipment

If the customer connects defective or disruptive devices, configurations, or software to the Cloud Service, Software, or Product, or if a fault reported by the customer is caused by devices, data connections, configurations, or software under the customer's control, the customer is obligated to compensate Restolution for the damages and costs incurred from fault detection.

11.6 Exceptions

The limitations of liability for damages in sections 11.1, 11.2, and 11.4 shall not apply in respect of damages caused by breaches of sections 4.2, 4.3, 4.4, 5.4, 8.2, and/or 24.1 of the General Terms.

12 Payments and Billing

12.1 Payments for Cloud Services and/or Software

The customer shall pay Restolution the fees specified in the Agreement in accordance with the billing periods defined therein. If no fees are specified in the Agreement, the customer shall pay Restolution for the Cloud Services and/or Software, their use, and any other services in accordance with Restolution's applicable price list.

12.2 Payments for Products

The customer shall pay Restolution the fees for Products as specified in the Agreement. Where no fees are specified in the Agreement, the customer shall pay Restolution for the Product in accordance with Restolution's applicable price list. Products shall be invoiced at the time of delivery.

12.3 Payment Due Dates

The payment term shall be fourteen (14) days net. Payments must be made no later than the due date indicated on the invoice. If the customer exceeds the agreed credit limit or if payments accumulate unusually during the billing period, Restolution may send an invoice to the customer deviating from the normal billing cycle. Restolution has the right to charge reminder and collection fees, as well as handling fees, in addition to the applicable annual interest for late payment in accordance with the current Finnish Interest Act (633/1982) from the due date of the invoice. If the customer fails to pay overdue invoices despite reminders, all other outstanding amounts for the service will become immediately due and payable. Restolution shall additionally have the right to suspend the delivery of services or withhold new deliveries if the customer has overdue unpaid receivables that have not been paid despite a written payment reminder.

12.4 Advance Payment or Security

Restolution reserves the right to check the customer's credit information and to require an advance payment or security agreed upon if Restolution deems it necessary to secure its receivables due to the customer's credit information, payment behaviour, or other justified grounds. No interest shall accrue on, or be payable by Restolution in respect of, any advance payments or securities. Restolution shall be entitled to offset overdue receivables, including late payment interest and collection fees, from the security or advance payment.

12.5 Invoice Disputes

Any dispute regarding an invoice must be submitted in writing at least seven (7) days prior to the due date to Restolution's currently valid official billing email address. Despite the dispute, the customer must pay the undisputed portion of the invoice by the due date. If the dispute is found to be unfounded in an inspection conducted by Restolution, the customer must pay the invoice with late payment interest within two (2) weeks of being notified of the outcome.

12.6 Basic Fee

Restolution shall be entitled to charge a fixed, time-based basic fee in accordance with the price list or the Agreement independently following the delivery of each Product, Software, Cloud Service, or other service part. The basic fee shall be invoiced in advance for each billing period and shall remain payable even during periods in which the Cloud Service or other service is suspended and the Software and/or Product (such as payment terminal or cash register) is not used. If the service agreement ends during the billing period, the basic fee shall be charged for the entire billing period and shall not be refunded.

12.7 Invoice Breakdown

At the customer's request, Restolution shall provide a breakdown of the invoiced charges to the extent technically and legally feasible. If the customer requires grouping that necessitates repeated manual work, Restolution has the right to charge a fee for the breakdown in accordance with the applicable price list.

12.8 Invoice Format

To the extent reasonably possible, invoices issued by Restolution shall be delivered to the customer in electronic invoice format (Finvoice or Peppol). Other invoice formats and any associated costs shall be agreed upon separately on a case-by-case basis.

12.9 Price List Changes

Restolution reserves the right to modify its price lists and fees charged for the use of Cloud Services, Software, and/or Products. For clarity, such price increases also apply to fixed-term Agreements. The customer will be notified of fee increases in writing, sent to the most recent email address provided by the customer.

12.10 Delay

If the customer fails to pay Restolution, on the due date, any fee or portion thereof that is payable under the Agreement, Restolution shall be entitled to charge applicable annual interest for late payment on the unpaid amount in accordance with the current Finnish Interest Act (633/1982), from the due date until full payment is received.

13 Suspension of the Service

13.1 Customer's Right to Request Suspension of Cloud Service

If the customer has an Agreement that is valid until further notice, Restolution may suspend the customer's access to the Cloud Service for a specified period at the customer's request. Restolution shall be entitled to charge a fee for the suspension and reactivation of access to the Cloud Service in accordance with the applicable price list. Where Products have been delivered to the Customer, any temporary return of such Products shall be agreed upon separately.

13.2 Restolution's Right to Suspend the Service

Restolution shall have the right to suspend all services provided to the customer (including, without limitation, the Cloud Service) in any of the following circumstances:

- the customer fails to pay Restolution's overdue receivable despite reminders;
- the customer has provided incorrect information during service onboarding;
- the customer exceeds the credit limit agreed upon separately;
- the customer fails to provide the advance payment or security as required under section 12.4 within one (1) week of Restolution's request;
- the customer has applied for or been subjected to liquidation, restructuring, or bankruptcy proceedings;
- the customer has ceased payments, applied for public summons for creditors, or has otherwise been declared insolvent;
- the customer is subject to enforcement actions;
- the customer has caused disturbances to Restolution's services or other users or continues to use faulty devices or software despite reminders;
- the customer fails to fulfil contractual obligations despite reminders or materially breaches contractual obligations;
- the customer has ceased to exist according to trade register entries or other applicable official register; or
- the customer cannot be reached in order to resolve an issue related to this Agreement.

If the customer submits a written dispute regarding an invoice to Restolution in accordance with section 12.5 and pays the undisputed portion of the invoice, Restolution will not suspend the service due to non-payment of the disputed portion during the dispute inspection and for two (2) weeks thereafter.

14 Termination of Agreement

14.1 Termination of Agreement Without Specific Reason

Either the customer or Restolution may terminate an Agreement that is valid until further notice by providing three (3) month's prior written notice. The customer may terminate a fixed-term Agreement before the expiry of its agreed term by paying Restolution a sum equal to the average monthly billing under the terminated Agreement, calculated based on the average monthly billing of the preceding six (6) months, multiplied by the number of months remaining in the fixed term at the time of termination. If the agreement has been in effect for less than six (6) months before termination, the average monthly billing shall be calculated based on the average monthly billing during the period the Agreement has been in force.

If the Agreement pertains a Cloud Service, the applicable notice period is two (2) months.

14.2 Customer's Right to Terminate the Agreement

The customer shall have the right to terminate the Agreement if the Cloud Service, Software, and/or Product materially deviates from what was agreed upon, and Restolution fails to correct the deficiency or redeliver within a reasonable time after the customer's written notice, or if the delivery of the service is unreasonably delayed due to Restolution's negligence. The customer's right to terminate shall be limited to the defective or delayed part of the Cloud Service and/or Product delivery.

14.3 Restolution's Right to Terminate the Agreement

Restolution may terminate the Agreement in whole or in part if;

- the Cloud Service has been suspended at the customer's request for over a year,
- the Cloud Service has been suspended for one (1) month due to reasons specified in section 13.2, or
- the customer has materially breached its contractual obligations and fails to remedy the breach within fourteen (14) days of Restolution's written notice.

14.4 Termination Notices

Termination notices must be made in writing to the other Party of the Agreement.

14.5 Discontinuation of Service Provision

Restolution reserves the right to discontinue the provision of the Cloud Service, any other service, or related functionalities for a justified reason. In such case, Restolution shall be entitled to terminate the Agreement concerning the discontinued Cloud Service, other service, or functionality by notifying the customer reasonably in advance. Restolution also has a similar right regarding Software, Products, and their parts and components.

14.6 Surviving Provisions

Sections 10, 25.1, 25.2, and 25.6 of these General Terms, along with any other provisions that by their nature or express wording are intended to survive the termination, expiration or assignment of the Agreement, shall remain in effect notwithstanding such termination, expiration, or assignment.

14.7 Restolution's Assistance Obligation Upon Termination of Agreement

Sections 14.7.1 – 14.7.6 shall apply upon termination of the Agreement concerning the use of the Cloud Service on or after 12 September 2025.

14.7.1 If, upon the termination of the Agreement concerning the Cloud Service, the customer wishes to receive support from Restolution for transferring the Customer Material and/or customer-specific data generated during the use of the Cloud Service to another service provider's system or to an information and communications technology infrastructure located on the customer's own premises, the customer shall submit a written request to Restolution regarding this during the notice period of the Agreement.

14.7.2 If the customer has made a request under section 14.7.1, a transition period applies, with a duration of 30 calendar days or another period, up to seven (7) months, as notified by Restolution to the customer ("**Transition Period**"). If the Transition Period is longer than thirty (30) days, Restolution will notify the customer within fourteen (14) days of the request under section 14.7.1 and explain why a 30-day transition period is not technically feasible. The Agreement concerning the use of the Cloud Service shall remain in effect during the Transition Period.

14.7.3 During the Transition Period, Restolution shall:

- provide reasonable assistance to the customer and its authorised third parties in the transition process, such as assisting in extracting the data to be transferred into a machine-readable format;
- act with due diligence to maintain operational continuity and continues to provide the Cloud Service under the Agreement;
- inform the customer of any known risks to the continuity of the Cloud Service;
- ensure that the Cloud Service maintains a high level of security in accordance with the Agreement during the Transition Period; and
- support the customer's exit strategy concerning the Cloud Service.

14.7.4 The customer shall pay Restolution the fee in accordance with the Agreement for the use of the Cloud Service throughout the Transition Period. Additionally, the customer shall pay Restolution transition fees in accordance with Restolution's current price list, covering the costs incurred by Restolution in the transition process.

14.7.5 Restolution will notify the customer of the effective termination of the Agreement (i) when the transition process has been successfully completed, or (ii) if the customer has not made a request to Restolution under section 14.7.1, upon the expiration of the notice period of the Agreement.

14.7.6 After the Transition Period, Restolution shall retain the customer's data and customer-specific data generated during the use of the Cloud Service for retrieval for 30 calendar days.

14.7.7 Restolution will delete the customer's data and customer-specific data generated during the use of the Cloud Service (i) upon the expiration of the retrieval period defined in section 14.7.6; or (ii) if the customer has not made a request to Restolution under section 14.7.1, upon the expiration of the Agreement's notice period. The deletion obligation does not apply to data from which the customer cannot be identified and which Restolution has the right to use under section 4.5 of these General Terms. The deletion obligation also does not apply to data that Restolution has committed to retain on behalf of the customer for a separate fee.

15 Special Conditions for Products Sold to the Customer

The sections 15.1–15.6 apply to the Products sold by Restolution to the customer and the services provided in connection therewith.

15.1 Ownership

Ownership of the Product shall transfer to the customer once the customer has paid full payment of the purchase price to Restolution.

15.2 Services Related to the Product

Where the customer purchases a Product that includes software produced by Restolution or its subcontractor, a maintenance and service agreement must be ordered in connection with it. Restolution shall charge for the service in advance, commencing from the month of implementation (see section 12.6).

The service covers the following:

- The latest software updates, if supported by the Product;
- The right to use Restolution's support services;
- Preservation of specification data that may be stored in the Product; and
- Transmission of payment card data from payment terminals to the entity designated by the customer to receive the payment card data.

15.3 Operating System in the Product

The license for the Windows, Linux, or Android operating system possibly incorporated in the Product shall transfer to the customer along with the Product. Restolution shall not be responsible for the operating system updates of the Products purchased by the customer, their costs, or the costs of resolving any detects or malfunctions caused by them. Restolution shall further not be liable if the manufacturer of the operating system in the customer's Product announces the end of support for the operating system or if a new version of the operating system is not compatible with the customer's Product.

15.4 Warranty

A new payment terminal and cash register have a twelve (12) month material and manufacturing warranty from the date of delivery. All other new Products have a corresponding warranty of six (6) months. All used Products have a warranty of three (3) months. If Restolution's device maintenance finds that the device malfunction is caused by, for example, an accident, an external person, fire, faults or disturbances caused by air conditioning, electricity, or lightning, water damage, or other such reasons, or altered operating conditions, or improper use of the Product or using supplies contrary to instructions (e.g., receipt paper), the maintenance costs of the Product will be charged to the customer. The warranty for portable Products, such as printers and similar Products, requires the use of supplies approved or recommended by Restolution, such as batteries, printing paper, or ink ribbons. Restolution's liability for defects and faults in the Product is limited to the repair and replacement obligation defined in this section 15.4.

15.5 Warranty and Other Maintenance Work

Warranty and other maintenance work is ordinarily performed on business days during regular working hours (9–17) at Restolution's premises. The customer shall bear the delivery costs for transporting the defective Product to and from maintenance location, regardless of whether the fault is covered by warranty. Restolution strives to perform maintenance actions within a reasonable time. Restolution reserves the right to replace a defective Product or component under warranty with a functioning substitute product or component with equivalent features and condition. The warranty repair does not extend the warranty period of the Product. The warranty period of any replacement product or component shall expire at the same time as the warranty of the original Product. Products and components replaced under warranty remain with Restolution, and their ownership transfers to Restolution. The customer shall include a description of the defect and the return address with any Product sent for maintenance. If the described defect cannot be verified, the Product shall be returned to the customer, and one (1) hour labour charge shall apply to cover the unnecessary inspection and handling. If the customer requests that warranty maintenance be performed at the customer's premises, labour hours and travel expenses shall be invoiced in accordance with Restolution's current maintenance price list. All repair work performed outside regular working hours on business days shall be invoiced overtime in accordance with the current maintenance price list. Maintenance services performed after the warranty period shall be subject to labour and travel charges in accordance with Restolution's current maintenance price list.

15.6 Extended Device Protection (Basic Protection)

Basic Protection is an additional service purchased separately for the cash register, covering the cash register device, customer display, receipt printer, and cash drawer.

The service includes the following related to the cash register:

- Spare parts free of charge when the fault is due to normal wear and tear
- Maintenance labour hours on weekdays during business hours at the customer's premises, only travel expenses are charged as incurred
- Remote troubleshooting of issues that prevents sales, available outside business hours (weekdays 17–24 and weekends and holidays 9–24)

16 Special Conditions for Products Rented to the Customer

The sections 16.1–16.4 apply to Products rented by Restolution to the customer as part of a monthly subscription service.

16.1 Product Malfunction and Maintenance

If a Product malfunctions, the customer shall be responsible for delivering the faulty Product to the maintenance location designated by Restolution. The customer shall bear the costs of delivery of the Product to and from maintenance. The customer shall include a description of the defect and the return address with any Product sent for maintenance. Restolution shall repair or replace the Product with a substitute product of equivalent condition within five (5) business days (Monday-Friday) thereafter. If Restolution's maintenance service finds that the defect in the Product is caused by, for example, an accident, an external person, fire, faults or disturbances caused by air conditioning, electricity, or lightning, water damage, or other such reasons, or changed operating conditions, or improper use of the Product or using supplies contrary to instructions (e.g., receipt paper), the maintenance costs of the Product will be charged to the customer. Restolution's liability for defects and faults in the Product is limited to the repair and replacement obligation defined in this section 16.1.

16.2 Maintenance Costs

Following the initial fixed-term contract period, and in any case no later than after thirty-six (36) months, the customer is responsible for the maintenance costs of the rented Products. If the customer requests that the maintenance is performed at the customer's premises, Restolution will charge the customer for labour hours and travel expenses in accordance with the current price list as incurred. All repair work performed outside business hours shall always be charged as overtime in accordance with Restolution's current price list.

16.3 Extended Device Protection (Basic Protection)

Basic Protection is an additional service purchased separately for the cash register, covering the cash register device, customer display, receipt printer, and cash drawer.

The service covers the following related to the cash register:

- Maintenance labour hours on weekdays during business hours at the customer's premises, only travel expenses are charged as incurred
- Remote troubleshooting of issues that prevents sales, available outside business hours (weekdays 17–24 and weekends and holidays 9–24)

16.4 Product Replacement During the Fixed-Term Contract Period

If, during the contract period, the Product model fails to meet the security requirements or standards set by card companies or public authorities, Restolution shall have the right to require the customer to replace the Products in use with a substitute model. Restolution shall notify the customer of the need for replacement once it has become aware of the issue. The customer must replace the Products no later than six (6) months of receiving such notification. The customer shall bear all costs related to the replacement of the Product and the return of the replaced Products.

16.5 Product Return Upon Termination of the Agreement and in Case of Customer Insolvency

Where Restolution rents a Product to the customer as part of a monthly subscription service, ownership of the Product shall remain with Restolution or its subcontractor. The Customer shall have no right to transfer, encumber, or affix the Product to other property, or otherwise dispose of it as if holding ownership. Upon termination of the Agreement concerning the use of the Product, the Customer must return the Product to Restolution at the Customer's expense no later than two (2) weeks after the Agreement ends. If the customer has been filed for bankruptcy or has otherwise been declared insolvent, the customer must immediately return the Product to Restolution at the customer's expense. If the Product is not returned within the specified period and no new agreement has been concluded, Restolution shall have the right to invoice the customer, and the customer is obliged to pay Restolution an amount equivalent to the current purchase price of the Product. The customer is responsible for sending the transactions in the payment terminals and

taking reports and control tapes from the cash registers before returning the Product to Restolution.

17 Special Terms for Short-Term Rental Services

The sections 17.1–17.2 apply to short-term rental services lasting less than six (6) months.

17.1 Return of Rented Products

When Restolution delivers a Product to the customer under rental arrangement, the ownership of the Product remains with Restolution or its subcontractor. The Customer shall have no right to transfer, encumber, or affix the Product to other property, or otherwise dispose of it as if holding ownership. The customer must return the Products to Restolution at customer's expense no later than three (3) business days after the agreed short-term rental service has ended. If the return of the Product is delayed beyond the aforementioned period, Restolution shall have the right to invoice the customer for the rental service in accordance with the price list until all Products are returned. If the Product is not returned within two (2) weeks after the expiry or termination of the original Agreement and no new agreement has been concluded, Restolution shall be entitled to invoice the customer an amount equivalent to the purchase price of the Product. The customer is responsible for sending transactions from payment terminals and taking reports and control tapes from the cash registers before returning the Product to Restolution.

17.2 Damaged Products

If Restolution discovers that a rented Product is damaged and the damage has been caused, for example, by an accident, fire, defects or disturbances caused by air conditioning, electricity, or lightning, water damage, or other similar reasons, or by misuse of the Product, Restolution will charge the customer for the maintenance costs of the Product.

18 Special Terms for Restolution Reporting Services

18.1 Responsibilities Related to Card Data Processing

The customer shall be primarily responsible for investigating any issues detected in the reporting service provided by Restolution and its subcontractors. If the handling of a support request reveals that the issue falls within the responsibility of Restolution or its subcontractor, the customer shall be informed accordingly. If the customer wishes Restolution to automatically respond to issues related to financial transactions, this must be agreed upon separately.

18.2 Investigation of Financial Transaction Issues

Restolution shall be entitled to invoice the customer in accordance with the current price list for investigating financial transaction issues that are not attributable to Restolution. Restolution shall not be responsible for costs incurred due to delays in investigations for which the customer is responsible.

18.3 Transmission of Card Transactions

Restolution shall have the right to choose the technical solutions through which transaction data is transmitted to the card transaction processors chosen by the customer.

18.4 Services Related to Cash Register System Reporting

The customer shall be responsible for determining the value-added tax (VAT) for Products in the cash register system.

18.5. User Credentials for Reporting Services

The customer shall be responsible for maintaining the confidentiality of the user credentials provided to it and for any damage resulting from misuse of thereof.

19 Special Terms for Cash Register Interface

19.1 Customer Responsibilities in Payment Terminal Integration

The customer shall be responsible for the telecommunications between the payment terminal and the cash register if it is implemented using the customer's local network or the customer's wireless local network.

19.2 Restolution's Responsibilities in Payment Terminal Integration

Restolution shall be responsible solely for the interface between the payment terminals supplied by Restolution and the cash register, as well as the functionality of said interface. Restolution shall ensure that the interface is updated to comply with the terms of the Agreement between the customer and Restolution and the security requirements referred to in section 5. If the cash register interface needs to be updated for the aforementioned reasons, Restolution is not liable for any indirect costs incurred by the customer due to the interface update. The customer shall bear any costs related to changing the payment terminal.

20 Special Terms for Restolution Financial Management Integration

20.1 Financial Management Interface Data

Restolution shall not be responsible for the investigation and correction costs caused by data errors, omissions, or delays.

21 Training and Consulting Services

21.1 Cancellation of Training or Consulting Service Appointment

A scheduled training or consulting session must be cancelled no later than two (2) business days prior to the agreed date. Restolution shall have the right to charge the customer half of the agreed training fee if the customer cancels the session without a valid reason and fails to meet the aforementioned cancellation deadline.

21.2 Presentation Equipment Used in Training and Consulting

Each training or consulting session shall be conducted centrally using either the customer's or the trainer's computer. Restolution shall not provide individual equipment for each participant in the session. If the session is held at the customer's premises, the customer must ensure that the necessary equipment for presenting the interface to the participants is available.

21.3 Training Costs

If the duration of a training or consulting session exceeds the originally agreed time, Restolution shall invoice based on the actual time spent. If the session is held at the customer's premises, Restolution will charge travel expenses for traveling to the customer's location in accordance to the current price list.

22 Special Terms for E-commerce Service

22.1 Products and Services Sold by the Customer in the Online Store

The customer shall be responsible for the products and services offered to its end customers through Restolution's e-commerce service. The customer shall ensure that the products and services offered comply with good practice as well as all applicable laws and regulations. Under no circumstances shall Restolution be liable for debts, liabilities and/or other obligations arising in connection with the products or services sold by the customer in the online store to its suppliers, subcontractors, and/or end customers. Restolution shall not be obliged to provide any customer service to the end customers other than that related to the payment transactions completed via the online store.

22.2 Payment Methods in the E-commerce Service

Restolution's e-commerce service includes an online payment service provided by a third party, for which the customer must enter into a separate agreement with the payment service provider. The customer agrees to comply with the terms related to the payment service provider's online payment service. Restolution shall not refund any commissions charged to the customer for payment transactions, even in cases where the underlying sales transaction is cancelled.

22.3 Transparency of the Customer's Online Store

The customer's website must include at least the following information:

- a) The customer's name, registration number/business ID, and address (including country);
- b) Customer service or other relevant email address and phone number;
- c) Description of the products and services offered by the customer (including prices, taxes, and fees);
- d) General terms and conditions (including terms related to the Cardholder's right of cancellation, delivery, and payment) and delivery costs;
- e) A "click to accept" button or other confirmation mechanism on the website, requiring the Cardholder to accept the general terms (including but not limited to terms governing the cancellation of products or services and the return of products);
- f) A privacy policy or other similar notice to inform data subjects about the processing of personal data in accordance with data protection legislation related to the e-commerce service and other associated personal data processing by the customer, including, but not limited to, practices relating to cookies and other tracking technologies in accordance with applicable laws, as well as cookie notices (cookie banners) required by data protection legislation and e-privacy regulations, and lawful methods for obtaining consent from the website visitors for processing in connection with the use of such technologies;
- g) The option for customers to pay by card must be clearly indicated;
- h) The trademarks of the Payment Cards accepted by the customer must be clearly displayed. The trademarks must also be visible where the Cardholder selects a payment method;

- i) Currency of the transaction (e.g., EUR, NOK, SEK, DKK); and
- j) Any applicable export restrictions.

23 Special Terms for RestoPay Payment Solution

23.1 Agreement with Payment Service Provider

23.1.1 In connection with the RestoPay Payment Solution, the Payment Service Provider offers the customer a card payment settlement service. The customer must enter into a separate agreement with the Payment Service Provider designated by Restolution for such card payment services. If the Payment Service Provider (or the customer) changes the agreement between the customer and the Payment Service Provider, including but not limited to unilateral changes by the Payment Service Provider to the content, scope, or applicable terms of the services defined in the agreement, and/or if a Card Association, financial institution or other relevant entity imposes a change affecting such agreement, Restolution shall have the right, at its sole discretion, to amend the terms of the Agreement, including the price list, to accommodate such changes and/or to align the Agreement with the change. For clarity, if the agreement between the Payment Service Provider and the customer is terminated, dissolved, expires, or is suspended for any reason, Restolution has the corresponding right to terminate this Agreement or to discontinue or suspend the provision of RestoPay Payment Solution, Cloud Services, and other services that can no longer be reasonably provided to the customer as a result.

23.1.2 Where Restolution is entitled under these General Terms to instruct the Payment Service Provider, the customer hereby agrees and confirms that the Payment Service Provider has the right to act in accordance with Restolution's instructions in such circumstances.

23.2 Permitted Products and Services

Under this Agreement, the customer may accept payment transactions solely for those products or services which the customer has notified to and received approval for from Restolution. The customer shall be responsible for ensuring that the customer's sales and payment transactions are carried out in compliance with all applicable national and international laws, regulations and the contractual obligations binding on the customer, including ensuring that the products and services offered by the customer are permitted under applicable law and the agreement between the customer and its Payment Service Provider. The customer must notify Restolution in writing in advance of any material changes to the products or services sold, including in particular the expansion of operations to future reservations, gift cards, tickets, memberships, or the rental of premises and equipment.

23.3 Restolution's Responsibility for RestoPay Payment Solution

Restolution shall bear no responsibility whatsoever for the provision, functionality, content, or operation of the card payment service offered by the Payment Service Provider, including payments processed via such service or any issues relating to execution, non-execution, denial, or cancellation thereof. Furthermore, Restolution shall not be liable for any other matters, damages, or losses arising from or related to the card payment service or any matter outside the scope of the RestoPay Payment Solution. Restolution's liability shall be limited solely to the service directly provided by Restolution to the customer, which facilitates the transmission of payment transaction data for settlement through the Payment Service Provider's card payment service. For clarity, Restolution's liability for the RestoPay Payment Solution is subject to the limitation of liability provisions set out in this Agreement.

23.4 Customer's Obligations and Responsibilities

The customer shall promptly notify Restolution and the Payment Service Provider of any unauthorized or suspected unauthorized use of the customer's systems involving card data, or any compromise or suspected compromise of card data confidentiality. Restolution shall have the right, but not the obligation, to notify the Payment Service Provider of such matter. The customer shall be liable for any claims and costs that may be imposed on Restolution by Card Associations, the Payment Service Provider, Cardholders, or other third parties as a result of breaches or suspected breaches relating to card data in the customer's or the customer's subcontractor's systems, or for any other issue attributable to the customer or its subcontractor. The customer shall also bear all losses, costs, and damages incurred by Restolution in connection with payment card fraud and the investigation of a breach or suspected breach. The customer is solely responsible for all claims and complaints brought by Cardholders in relation to the customer's products or services (including receipt and handling of claims and complaints). Such claims and complaints shall be resolved directly between the customer and the Cardholder, without the involvement of Restolution. The Payment Service

Provider shall be responsible for the provision of card payment service to the customer and for receiving and handling related customer claims. Such claims shall be resolved directly between the customer and the Payment Service Provider, without the involvement of Restolution. If Restolution receives notification of a claim or complaint regarding a Card Payment, Restolution shall have the right, but not the obligation, to discuss the matter with the Payment Service Provider. Depending on the circumstances, such a transaction may be charged in full to the Cardholder or deducted from the settlement payable to the customer. If the customer's account funds or revenue are insufficient to cover the amount in question, Restolution shall have the right to invoice the customer. If Restolution requests the customer to provide documents related to a disputed Card Payment, the customer must provide Restolution with the documents related to the Card Payment by the deadline specified in the request. If the customer fails to do so, the Payment Service Provider may accept the chargeback and deduct or offset the disputed amount from the customer's account. Neither Restolution nor the Payment Service Provider shall be obliged to provide the customer with documentation relating to the Cardholder's dispute of the payment transaction.

23.5 Risk Assessment

Restolution shall have the right to conduct a risk assessment of the customer at any time. This assessment may include obtaining credit information about the customer, its owners, board members, management, and authorized signatories, as well as reviewing financial statements and other relevant information to assess the customer's creditworthiness, risk profile, and/or compliance. This may also include documentation concerning licenses and revenue associated with advance payments. As part of such risk assessment, Restolution may identify and verify the identity of customer and its beneficial owners. The customer shall cooperate with Restolution and provide all information and documentation needed for the purposes of risk assessment, identification, and verification. The customer must ensure that its owners, board members, management, authorized signatories, and other relevant persons are informed that their data may be processed in connection with such assessments. If, based on the risk assessment or a change in the customer's operations (e.g., using the RestoPay Payment Solution for advance payments or the cessation of Card Payments without notice), Restolution deems it necessary, it has the right to immediately:

- a) require a bank guarantee or other security for the customer's obligations to Restolution;
- b) instruct the Payment Service Provider to withhold the customer's settlement amounts in whole or in part in order to establish the security referred to in section a);
- c) instruct the Payment Service Provider to extend the settlement period in respect of the customer's revenue in full or in part; and/or
- d) amend the Agreement or terminate it in accordance with its termination provisions.

Restolution shall also be entitled to take the measures listed in subsections a) - d) above if the customer's activities are illegal or deviate from the revenue, use of devices, sold products and services, or advance payments reported to Restolution in the Agreement. Restolution shall notify the customer of such measures in advance or, where prior notice is not reasonably possible, as soon as practicable after the measures have been taken. At the same time, Restolution shall inform the customer of the security amount it may define and the principles according to which the security amount is increased, and the security is settled to the customer.

23.6 Transmission of Payment Transactions for Settlement

All payment transactions are transmitted for settlement by the Payment Service Provider through the RestoPay Payment Solution. The customer undertakes to reconcile the payment terminals and the RestoPay Payment Solution daily if payment transactions have been made. Restolution assumes no responsibility for the accuracy of the payment transaction data.

23.7 Credit for Payment Transactions

The customer may credit the Cardholder for a payment transaction only by fully or partially reversing the previous Card Payment, for example, if the customer returns a purchased product. Refunds may be processed on a case-by-case basis either from the payment terminal, from a combination of the cash register and payment terminal, or from the Restolution back-office system. The merchant is responsible for all refunds regardless of the channel through which they are processed, including refunds made inadvertently or without authorisation. Restolution instructs the Payment Service Provider to deduct the total amount of the credit, and all other costs related to processing the credit

from future settlements made to the customer or invoice the credits from the customer. Transaction fees charged or to be charged to the customer by Restolution for previously credited payment transactions shall not be refunded or credited to the customer. If the customer experiences an unusually high number of returns, Restolution reserves the right to suspend the customer's RestoPay Payment Solution. The specific terms governing Referred Refunds and Unreferred Refunds are set out in sections 23.7a and 23.7b.

23.7a Referred Refund

The Referred Refund function is a refund linked to the original payment transaction, where the refund is attributed to an identifiable original payment transaction and the maximum refund amount is tied to the amount of the original payment transaction. If the customer is granted access to the Restolution back-office system in connection with the RestoPay service, the customer must notify Restolution in writing of the name of the Refund Authorizer. If the customer wishes to change the Refund Authorizer, the customer must notify Restolution's customer service in writing.

23.7b Unreferred Refund

The Unreferred Refund function (e.g. the return of deposits, where money is returned to the end customer's card without being linked to the original purchase transaction) enables credits to be made without reference to the original payment transaction. The function is activated only upon the customer's explicit request and requires a separate written agreement with Restolution. Refunds directly reduce the funds held in the customer's RestoPay account. If the total amount of refunds exceeds the available balance in the account, the customer undertakes to cover any resulting negative balance immediately upon Restolution's first demand. Restolution has the right to suspend the function immediately in the event of a negative balance or to permanently remove it without prior notice upon detecting misuse or suspicious practices. The customer is liable for all refunds made using the function regardless of whether the action was taken intentionally, inadvertently or without authorisation; the liability covers the obligation to cover the negative balance, late payment interest at the statutory rate plus five (5) percentage points, and all costs arising from debt collection.

23.8 Cancellation of Card Payment

The customer must cancel any incorrectly executed payment transactions if possible. If cancellation is not feasible, the customer must initiate a credit for the payment transaction. If neither option is possible, the customer shall contact Restolution for further guidance.

23.9 Pre-authorisation

The Pre-authorisation function enables a pre-authorisation to be placed on the Cardholder's card, whereby an estimated amount is reserved on the card before the final payment transaction is confirmed. The final charge may be less than the pre-authorised amount. The function is suitable for use in situations where the final invoice amount is not known at the time of authorisation. The function is activated only upon the customer's explicit request and requires a separate written agreement with Restolution. The customer is responsible for ensuring that pre-authorisations are confirmed or cancelled without delay and within the time limits set by the Card Associations. If a pre-authorisation is not confirmed or cancelled within the specified time limit, the Card Association may automatically release the reservation, and Restolution shall bear no responsibility for any losses incurred by the customer as a result. The customer is liable for all chargebacks and related costs arising from the use of the pre-authorisation function.

23.10 DCC (Dynamic Currency Conversion)

The Dynamic Currency Conversion function ("DCC") enables the Cardholder to choose whether to make the payment in the local currency or in the home currency of their payment card. The DCC function is active by default in the RestoPay Payment Solution. The customer may request that the function be disabled by contacting Restolution's customer service in writing. The customer is responsible for ensuring that the currency selection is always made by the Cardholder themselves, without guidance or pressure from the customer or its staff.

23.11 Transaction Surcharge (SurCharge)

The Transaction Surcharge function ("SurCharge") enables the transfer of card payment processing costs to the Cardholder by adding them on top of the original transaction amount. The function is activated only upon the customer's explicit request. The RestoPay Payment Solution automatically identifies the cards to which a surcharge applies in accordance with applicable legislation, Card Association rules, and the terms of the

Payment Service Provider, and adds the surcharge to the payment transaction. The customer is liable for all claims made by Cardholders in connection with the collection of the surcharge.

23.12 Settlements

23.12.1 Settlements are made only on official banking days. Public holidays may cause delays in the settlement process.

23.12.2 If an authority, court, or applicable regulation requires the Payment Service Provider, another third party, or Restolution to remit all or a part of the customer's revenue to an authority or third party, the customer agrees that the Payment Service Provider, such other third party, and/or Restolution may comply with such a requirement without prior notice.

23.12.3 The customer shall ensure that it has received the settlement payments, check the settlements received, and report any errors in writing within one (1) month from the date of the erroneous settlement or the date when the settlement should have occurred.

23.12.4 The customer shall bear all costs and fees associated with payment transactions. The customer acknowledges and accepts that such costs and fees may be deducted from settlement payments made to the customer's account.

23.12.5 Restolution shall have the right to instruct the Payment Service Provider to deduct fees charged for the RestoPay Payment Solution from the settlement amounts payable to the customer. If the customer has failed to pay undisputed fees to Restolution for other products or services delivered under the Agreement despite repeated reminders, Restolution shall also have the right to instruct the Payment Service Provider to deduct such overdue fees from the settlement made to the customer.

23.12.6 The customer shall ensure that all costs and fees are charged in accordance with the pricing agreed in the Agreement. Any complaints regarding such charges must be submitted in writing to Restolution within one (1) month from the agreed payment date. Failure to submit a timely complaint shall result in the forfeiture of the customer's right to claim a refund, unless the error results from Restolution's gross negligence or wilful misconduct.

23.12.7 Restolution shall instruct the Payment Service Provider to transfer the amount to be settled directly to the customer's bank account as specified in the Order Document. At Restolution's request, the customer shall provide Restolution with the documents requested by Restolution to demonstrate that the bank account belongs to the customer. Restolution shall provide the customer with a settlement report detailing the settled amounts and settlement dates.

23.12.8 If the customer receives a payment to which it is not entitled (regardless of whether the error is attributable to Restolution), the customer must immediately return such payment to Restolution. If the customer has been charged a lower fee or cost than agreed or Restolution has not been able to charge fees or costs in accordance with the Agreement, Restolution retains the right to charge or invoice the applicable amounts retroactively. This right survives termination of the Agreement.

23.13 Monitoring and Misuse

Restolution may independently or jointly with the Payment Service Provider monitor the customer's payment transactions. If such monitoring reveals significant deviations from the customer's typical business activity or industry norms, or if Restolution or the Payment Service Provider suspects misuse of Payment Cards in the customer's service for any other reason, or if reported misuse exceeds the levels deemed acceptable by Restolution or the Payment Service Provider, the matter shall be discussed with the customer. In such circumstances, Restolution shall have the right to immediately amend the settlement terms, withhold settlement, suspend the receipt of payment transactions, or terminate the Agreement. Restolution shall also have the right to instruct the Payment Service Provider to cancel payment transactions confirmed by the card issuer as misuse if the customer has not delivered the products or services.

23.14 Changes to Prices and Agreement

23.14.1 If the customer's projected revenue deviates from actual revenue, Restolution shall have the right to adjust the customer's pricing without prior notice.

23.14.2 If the purchasing behaviour of the customer's end customers differs from the original notification, Restolution shall have the right to adjust the customer's pricing without prior notice.

23.14.3 The customer shall notify Restolution in advance of significant changes to its business operations, including expansion into future reservations, gift cards, ticket sales, memberships, or rental of premises

or equipment. Restolution shall have the right to revise pricing due to such changes.

23.14.4 If the customer has received payment terminals free of charge and fails to meet the agreed minimum revenue level, Restolution shall have the right to charge a monthly minimum fee per payment terminal without prior notice.

23.15 Changes to Transfer and Card Association Fees

If transfer or Card Association fees applicable to payment transactions made with Payment Cards increase and/or new fees are imposed on Restolution that were not applicable at the time of entering into this Agreement, Restolution may, at its reasonable discretion and without notice, adjust the fees charged to the customer or introduce new corresponding fees. The customer shall not be entitled to terminate the Agreement due to such changes or introductions.

23.16 Other Amendments

Restolution may amend the Agreement, including applicable pricing, by notifying the customer in writing thirty (30) days in advance. Such notification may be given by email. A shorter notice period is possible if the change is due to regulatory requirements or Card Association instructions. The customer must provide an email address to which notifications regarding the amendments can be sent. The customer is responsible for ensuring that the email address is up to date.

23.17 Transfer of Card Payments

The customer shall not have the right to transfer or assign Card Payments received under this Agreement to any third party.

23.18 Termination of Agreement

23.18.1 Restolution shall have the right to terminate the Agreement with immediate effect or to amend the terms of the Agreement concerning one or more types of Payment Cards if:

- a) At the time of entering into the Agreement, the customer provided inaccurate or incomplete information regarding itself or its business sector;
- b) The customer has failed to notify Restolution of any changes in accordance with clause 23.14 (Changes to Prices and Agreement);
- c) The customer materially breaches the Agreement, e.g., if the customer does not comply with security requirements;
- d) The customer fails to remedy a breach of contract within the timeframe specified in writing by Restolution;
- e) The number of disputed payment transactions involving the customer is disproportionately high;
- f) The number of credit transactions received from the customer is disproportionately high;
- g) The customer does not respond to Restolution's request for information or take necessary precautions in the event of suspected misuse;
- h) The customer's risk assessment is not satisfactory to Restolution;
- i) The customer is subject to collection actions or is added to a credit default register;
- j) Restolution assesses that the risk related to the customer's advance payments is excessive or deviates significantly from what was agreed at the time of entering into the Agreement;
- k) The Payment Service Provider or one or more Card Associations requires Restolution to amend the Agreement, suspend the provision of services, or terminate the Agreement;
- l) Restolution considers that the customer's activities or actions damage or may damage the public image or reputation of Restolution, the Payment Service Provider and/or Card Associations;
- m) There is a change in the customer's control or ownership, or there is a change of more than 25% in the customer's shareholding;
- n) It is necessary to ensure that Restolution, Restolution's group companies, and Restolution's partners comply with sanctions regulations and/or if the customer's owners or other persons related to the customer are on OFAC's SDN list, the EU sanctions list (restrictive measures), EEA countries' sanctions list, the UK sanctions list (HMT), or the Swiss sanctions list;
- o) The customer does not provide Restolution with the documents or information required based on section 23.4 (Customer's Obligations and Responsibilities);
- p) The customer does not comply with section 23.21 (Sanctions Regulations);
- q) The customer does not comply with section 23.22 (Anti-Bribery);
- r) If the customer has not received Card Payments under this Agreement for six (6) months, in which case Restolution may also charge overdue fees and compensation for breach of the termination period according to section 23.19 (Fees Charged After Termination);

- s) The customer is placed in liquidation or bankruptcy or otherwise ceases its business operations; or
- t) The customer is declared insolvent, applies for or is sought for corporate restructuring or bankruptcy, unless the estate declares that it will assume responsibility for the Agreement. At Restolution's request, the estate must decide within twenty-four (24) hours whether it wishes to assume responsibility for the Agreement.

23.18.2 For clarity, in the event that illegal, criminal, or otherwise inappropriate activity is detected in the customer's operations, Restolution shall always have the right to immediately suspend the RestoPay Payment Solution and terminate the Agreement without prior notice.

23.18.3 Upon termination of the Agreement, Restolution shall be entitled to revoke the customer's access to Restolution's Cloud Service without prior notice.

23.18.4 Upon termination of the Agreement, its terms will continue to apply to payments due at the time of termination, as well as claims arising from events occurring prior to the termination of the Agreement.

23.18.5 Upon termination of the Agreement for any reason, Restolution may require a bank guarantee or other security and/or instruct the Payment Service Provider to withhold an appropriate portion of the settlement amount to cover claims presented by card issuers/Cardholders. Restolution shall determine the amount of such bank guarantee or other security. Restolution may instruct the Payment Service Provider to withhold settlement of payment transactions until the bank guarantee or other security is provided.

23.18.6 If the customer applies for or is sought for bankruptcy or corporate restructuring, Restolution may instruct the Payment Service Provider to withhold settlement of payment transactions until the estate has formally assumed the Agreement and/or until a bank guarantee or guarantee or other security has been provided in favour of Restolution.

23.19 Fees Charged After Termination

Restolution may charge the customer the fee specified in the price list for breach of the termination period if:

- a) The customer breaches the termination period of the Agreement or terminates the Agreement during the fixed contract term;
- b) Restolution has not received payment transactions from the customer under the Agreement for six (6) months; or
- c) The number or value of Card Payments under the Agreement falls below 30% of the average monthly volume or the average over the previous three quarters in a given quarter, unless the customer provides Restolution with an explanation demonstrating that the number or value has decreased for a reasonable business reason.

23.20 Data Protection

The customer acknowledges and agrees that Restolution discloses customer data (including personal data of the customer's representatives) to the Payment Service Provider, which the Payment Service Provider processes to implement the agreement between the customer and the Payment Service Provider, and between Restolution and the Payment Service Provider.

23.21 Sanctions Regulations

The customer agrees that payment transactions related to the RestoPay Payment Solution may be subject to sanctions regulations. The customer shall comply with all applicable sanctions regulations and shall not send, purchase, acquire, import, export, receive, deliver, or use the RestoPay Payment Solution in violation thereof.

23.22 Anti-Bribery

The customer shall comply with all applicable anti-bribery and anti-corruption laws. Under no circumstances, shall the customer offer or provide any financial or other advantage to anyone (whether a private person or public official) to encourage this person to act improperly in their position or task or to reward this person for acting in such a manner.

24 Special Terms for RestoBooking Table Reservation Service

RestoBooking is a table reservation service provided by Restolution to its Customers.

Table reservations contain personal data of end users (name, phone number, email address, and any special requests). The Customer acts as the data controller of such data within the meaning of the EU General Data Protection Regulation (GDPR), and Restolution acts as the data processor. Restolution processes end user personal data on behalf of the Customer within Restolution's services for the purpose of fulfilling the reservation and providing related services, as well as for direct marketing purposes in respect of those end users who have given their explicit consent at the time of making the reservation.

25 Other Terms

25.1 Duty of Confidentiality

Each Party agrees to keep confidential any materials and information received from the other Party that are marked as confidential or are to be understood as confidential based on their nature and shall refrain from using such material for any purpose other than those specified in the Agreement. This duty of confidentiality shall not apply to materials or information that: (i) are publicly available or otherwise in the public domain; (ii) have been received by the receiving Party from a third party without a duty of confidentiality; (iii) were in the possession of the receiving Party without a duty of confidentiality prior to receiving them from the other Party; (iv) have been independently developed by the receiving party without the use of materials or information received from the other Party; or (v) must be disclosed by the receiving Party due to legal or regulatory obligations. Upon termination of the Agreement, each Party must return confidential information and materials received from the other Party and destroy all copies thereof in its possession, unless otherwise required by mandatory law. Each Party is responsible for ensuring that its employees and any subcontractors and advisors it may use are bound by the aforementioned confidentiality obligations. This confidentiality clause remains in effect even after the termination of the Agreement.

25.2 Dispute Resolution and Applicable Law

The Agreement shall be governed by Finnish law, excluding its choice of law provisions. Disputes arising from the Agreement shall be resolved at the claimant's discretion either in the District Court of Helsinki or in the district court of the defendant's domicile, provided that it is located in Finland.

25.3 Order of Interpretation

In the event of a conflict between the signed agreement document and its appendices, the agreement document shall take precedence, followed by the appendices in numerical order from smallest to largest, except that section 10 of the General Terms (Terms for the Processing of Personal Data) shall take precedence over both the agreement document and any appendices. If there are discrepancies between the different language versions of these General Terms, the Finnish version shall prevail.

25.4 Changes in Customer Information and Notifications

The customer shall notify Restolution in writing of any changes in circumstances that the customer has informed Restolution of at the time of entering into the Agreement or that are mentioned in the Agreement. Furthermore, the customer must inform Restolution if the customer makes significant changes to its product range or if the customer anticipates a significant increase in sales. Such changes may lead to a revised risk assessment and/or necessitate a new Agreement with Restolution. Notifications related to this Agreement shall be sent in writing to the postal or email address specified in the Agreement or later notified by Restolution. Restolution shall send notifications related to the Agreement in writing to the customer's most recently notified postal or email address.

25.5 Force Majeure

Neither Party shall be liable for delay or damage if the breach or failure to fulfil a contractual obligation is due to a force majeure event. A force majeure event is defined as an unforeseeable and unavoidable event that occurs after the Agreement has been entered into, is beyond the control of the affected Party, and the effects of which cannot reasonably be avoided or overcome. Such events may include war, rebellion, currency restrictions, refusal to grant an export license, expropriation or seizure, import or export bans, natural disasters, severe epidemics or pandemics, interruptions in general transport, telecommunications or energy supply, shortages of transport equipment, general goods shortages, limitations

on power supply, labour disputes, strikes, fires, or any other similarly substantial and extraordinary circumstance beyond the Parties' control. A force majeure event affecting a Party's subcontractor shall also be deemed a force majeure event of that Party if the performance under the subcontract cannot be obtained or carried out elsewhere without unreasonable cost or significant delay. The affected Party must notify the other Party in writing of the occurrence and cessation of the force majeure event. If the fulfilment of a contractual obligation is delayed due to any of the aforementioned causes, the time for fulfilling the contractual obligation shall be extended for a period deemed reasonable in view of all relevant circumstances.

25.6 Invalidity of the Agreement or Part of the Agreement

If any provision of this Agreement is held to be invalid, unenforceable, or subject to adjustment, such determination shall not affect the validity or enforceability of the remaining provisions. The Agreement shall be interpreted and applied as closely as possible to its original purpose and content within the limits of the applicable law.

25.7 Waiver of Rights

The failure of a Party to enforce any provision of these General Terms shall not be construed as a waiver of its right to enforce that or any other provision at a later time, unless expressly agreed otherwise in these General Terms or in writing.

25.8 Change of Control

The customer shall promptly notify Restolution in writing of any direct or indirect changes in ownership or control resulting in any entity acquiring or increasing its ownership or voting power to at least twenty-five percent (25%) of the customer. In this section, a change of control refers to any arrangement or series of arrangements whereby an entity, directly or indirectly, acquires ownership or control of at least twenty-five percent (25%) of the customer's share capital or voting rights, whether by initial acquisition or by increasing an existing shareholding.

Following such a change of control, Restolution shall have the right to terminate the Agreement with thirty (30) day's written notice, provided that: (i) there is a justified reason for termination, such as concern about the customer's financial stability, business continuity, or compliance with the terms of the Agreement; and (ii) the termination notice is given within sixty (60) days of Restolution receiving notice of the change of control.

Additionally, Restolution shall have the right to terminate the Agreement with immediate effect if the change of control results in the customer, its parent company, group company, or beneficial owner becoming subject to sanctions, trade restrictions, or other similar regulatory measures under laws or regulations of the European Union, United Nations, United States, or any other applicable laws.

26 Validity of General Terms

26.1 Commencement of General Terms

These General Terms shall enter into force on 1 September 2026 and shall remain valid until further notice. The General Terms shall apply to both existing and new agreements entered into with corporate clients.

26.2 Availability

The currently valid General Terms are available at www.restolution.eu.

26.3 Amendments to General Terms

Restolution reserves the right to unilaterally amend the General Terms. Customers shall be informed of new General Terms at least one (1) month prior to their entry into force, either through customer notifications or otherwise in writing. If the General Terms are amended to the detriment of the customer, the customer shall have the right to terminate the Agreement within one (1) month of receiving the notification, without being subject to the applicable notice period.