Klappir Service Terms



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These Klappir Service Terms ("Terms") form an integral part of the agreement governing your acquisition and use of Klappir's Software Services (the "Agreement"). The Agreement is between Klappir and you, an individual or entity that has initiated use of or otherwise procured the Software Services (as defined below) for use as an end-user.

The Software Services provided by Klappir through any software solution, web service and any module available in connection with the Software Services and related Customer Success Services are subject to these Terms which bind you and all of your Users of Klappir's Software Services, whether on a payable subscription basis or through Klappir's free of charge services, including all Users of Klappir software, as well as of any applications or any other Software Service deliverables that may be provided in the future by Klappir. By accessing, using or downloading any content in the Software Services or Customer Success Services you agree to follow and be subject to these Terms.

By agreeing to the Terms you agree that the Agreement is enforceable like any written agreement signed by you and is legally binding between you and your Users and Klappir. As an individual entering into this Agreement on behalf of a company or other legal entity, you represent and warrant that you have the authority to bind that entity to the Agreement. If you do not agree to all of these Terms, you should not initiate use of the Software Services.

Article 1. Definitions

The terms defined in this Article 1 shall have the following specified meaning when capitalised. Other terms may be defined contextually throughout these Terms.

"Customer Success Services" mean professional services provided by Klappir including account setup, activation of currently available supplier API connections, assistance in establishing data sharing pathways between you and your suppliers and assistance in creating reports utilising your Data and Information.

"Agreement" means the entire written agreement between Klappir and you, including but not limited to, the Quotation, all accompanying documentation, these Terms and Klappir's Policies.

"Account" refers to your user specific software service.

"Asset" refers to all of your physical assets and legal entities registered in the Software Services for monitoring and management.

"Authorised Partner" means an affiliate company or agent of Klappir expressly authorised to offer Klappir's Software Services.

"Confidential Information" means information that is non-public, proprietary or relates to trade secrets or know-how that is designated as being confidential or a reasonable person should understand to be confidential.

"Customer" means the entity that has purchased, procured, or initiated use of the Software Services and/or Customer Success Services.

"Customer Data" or simply "Data" means all raw data, regardless of form, that is: (i) submitted or otherwise provided by your Users or otherwise on your behalf via the Software Services and/or (ii) collected from your and your Assets' operations hardware or software and/or (iii) data from third party sources (including a Data Source under Article 15) relating to your Assets or operations, and/or (iv) shared with you by another Customer under Article 16, in each case before any processing, calculation, enrichment, or analysis by Klappir. This may include your internally collected data through User inputs into the Software Services.

"Delivery" means electronic delivery in accordance with these Terms.

"Documentation" refers to all written materials and manuals made by Klappir accompanying the provision of the Software Services, including but not limited to: User manuals, documents delivered at seminars and webinars and any other written instructions of use made by Klappir.

"Information" means any data enrichment or derivative work that Klappir produces from Data or from other Information, including calculations (such as emission calculations and energy conversions), aggregations, analyses, and anonymised outputs.

"Invitation" means an invitation, in whatever form or by whatever means Klappir or a Customer uses to issue it (including by email, a shareable link, or a code), by which Klappir or a Customer invites a legal entity or individual to register for, or gain access to, the Software Services. An Invitation by which a Customer or Klappir invites a company that is not yet a Customer to register as a Customer is addressed in Article 16.18.

"Klappir" means Klappir Green Solutions hf., also registered by its Icelandic name as Klappir Grænar Lausnir hf, an Icelandic corporation. The "Klappir Website" means www.klappir.com

“Non-Paying Customer” means a customer using a limited access version of the Software Services on a freemium basis.

“**Payment Method”** means the method of your subscription fee payments described in Article 7.

“**Policies”** include: Klappir’s Privacy Statement, and Klappir’s Maintenance and Support Policy as updated from time to time.

“Product” means Software Services and Customer Success Services.

“Quotation” means the initial Software Service and/or Advisory Service offer made by Klappir to you. This includes offers on Klappir’s general price list as well as customer specific offers.

“Software Services” means the entire computer software as provided by Klappir, branded as the Klappir Sustainability Platform, as well as all modules, data collecting mechanisms, third party web services and any standard and/or customised software solution offered by Klappir as may be further detailed in your Quotation.

“Subscription” refers to the advanced payable Software as a Service subscription offered by Klappir.

“Terms” means these Klappir Customer Terms of Service.

“User” refers to individuals designated by you to be the users of the Software Services.

“Affiliate” means, with respect to a party, any entity that directly or indirectly controls, is controlled by, or is under common control with that party.

“App” means any additional application, tool, module, or integration made available through the Software Services on an optional basis, whether developed by Klappir, an Authorised Partner, or an independent third party, which is not part of the core Klappir Sustainability Platform functionality described in the applicable Quotation.

“Unregistered Legal Entity” means a company or other legal entity recorded within the Software Services either (i) solely to attribute or mark Data submitted by a Customer as relating to that entity, before that entity has itself registered as a Customer, or (ii) because a Customer or Klappir has sent it an Invitation under Article 16.18 naming it as the intended registrant, before it has completed registration. An entity recorded under (i) is created and maintained without that entity's knowledge or involvement. In either case, it is clearly displayed as “Unregistered” wherever it appears within the Software Services. For the avoidance of doubt, an Unregistered Legal Entity is not an Asset registered by a Customer for its own monitoring and management under this Article 1, notwithstanding that it may be stored using the same underlying record type.

An Unregistered Legal Entity is at all times a supplier, and never the Receiving Customer, in any Transaction, and appears only in Transactions that a Customer has itself submitted. It has no access to that Data, or to its own record, until it becomes a Customer by accepting an Invitation under Article 16.18, at which point Article 16.16 governs its access to Data then attributed to it.

“Transaction” means a record of Data submitted into the Software Services that identifies a Customer as the Receiving Customer (the assigned legal entity for that Transaction) and one or more Registered Data Suppliers and/or Unregistered Legal Entities as the supplier(s) to which that Data relates. Where a Registered Data Supplier provides Data into a Transaction, that provision is Data shared with the Receiving Customer under Article 16.7 et seq., and Articles 16.7–16.15 apply accordingly.

“Registered Data Supplier” means a Customer that has opted in, via the Software Services, to supplying Data to other Customers as a supplier in one or more Transactions. A Customer that has opted in as a Registered Data Supplier continues to be identified as such notwithstanding any downgrade of its Account under Article 8.1(f), unless and until it instructs Klappir to remove that visibility under Article 8.1(g). Providing Data as a Registered Data Supplier in a Transaction is Data sharing by that Customer under Article 16.7 et seq.; the Customer identified as the Receiving Customer for that Transaction is the Recipient/Receiving Customer for the purposes of Articles 16.9–16.15.

“Data Source” means a third party whose systems Klappir makes available for connection under Article 15, whether by application programming interface (API), Secure File Transfer Protocol (SFTP), the Model Context Protocol (MCP), or any other integration method Klappir may make available from time to time. A Data Source may or may not itself be a Customer, and may make its systems available for connection publicly or privately; neither distinction affects the parties' rights or obligations under this Agreement. A Data Source is not, by virtue of this Article 15 alone, a party to this Agreement, and Klappir need not have any separate contractual relationship with a Data Source in order to make a connection to it available to you.

“Ingestion Endpoint” means an API, SFTP endpoint, the Model Context Protocol (MCP), or other technical means Klappir makes available through which you may submit Data directly into the Software Services.

“Access Credentials” means the credentials, keys, tokens, or other access details you provide to activate a Connection to a Data Source.

“Connection” means a connection Klappir makes available to a Data Source's systems (by API, SFTP, MCP, or other integration method). The “Connection Pipeline” is Klappir's own systems and processes used to receive, route, and make available Data arriving via either a Connection or an Ingestion Endpoint.

“Downgrade” means any reduction, elected by you, in the scope, tier, level, or fee amount of your Subscription while your Subscription remains active. For the avoidance of doubt, ‘Downgrade’ does not include the change to a Non-Paying Customer account that occurs upon cancellation under Article 8.1(f).

Article 2. Scope of these Terms

2.1. These Terms govern your use, as a Customer of Klappir’s Software Services. The overall Agreement between you and Klappir consists of these Terms, including any schedules to these Terms, the Quotation, any accompanying Documentation and Klappir’s Policies, incorporated by reference into these Terms.

2.2. Subject to the provisions of these Terms, accompanying Documentation and Klappir’s Policies, Klappir shall provide you with access to the Software Services based on your Data.

Article 3. Access to Software Services and Restrictions

3.1. Subject to these Terms, for the duration of the Agreement as described in Article 6, Klappir grants you a limited, worldwide, non-transferable, non-sublicensable, non-exclusive right to access and use the Software Services for your business purposes, but only in accordance with:

(i) the Documentation;

(ii) the restrictions set forth in these Terms and;

(iii) any restrictions on the applicable Quotation; and

(iv) the number of Users of the Software Services;

(v) the number of Assets registered through the Software Services or any other restrictions mutually agreed upon by you and Klappir or any of its Authorised Partners. You may allow your contractors and affiliates to use the Software Services in accordance with these Terms, provided that you shall remain liable for the acts and omissions of your affiliates and contractors.

3.2. Third-Party Code: The Software Services may contain or be provided with components which are licensed from third parties (“Third Party Code”) including components subject to the terms and conditions of “open source” software licences (“Open-Source Software”). Open-Source Software may be identified in the Documentation, or in a list of the Open-Source Software provided to you upon your written request. To the extent required by the licence that accompanies the Open-Source Software, the terms of such licence will apply in lieu of the terms of this Agreement with respect to such Open-Source Software, including, without limitation, any provisions governing access to source code, modification or reverse engineering.

3.3. Electronic Delivery: The Software Services are cloud-based and access is provided via a User’s internet browser according to the Software as a Service (SaaS) delivery model. The Documentation as well as any deliverables produced by Klappir shall be delivered by electronic means unless otherwise specified in the applicable Quotation. The Software Services shall be deemed delivered when they are made available to you for access.

3.4. Usage Restrictions: Neither you, nor any of your Users shall (nor shall allow any third party to):

(a) decompile, disassemble, or otherwise reverse engineer any part of the Software Services or any Third Party Code or attempt to reconstruct or discover any source code, underlying ideas, algorithms, file formats or programming interfaces of the Software Services or Third Party Code by any means whatsoever (except and only to the extent that applicable law prohibits or restricts reverse engineering restrictions, or as permitted by an applicable Open Source Software licence);

(b) distribute, sell, sublicense, rent, lease or use the Software Services, Third Party Code or sample code (or any portion thereof) for time sharing, hosting, service provider or like purposes, except as expressly under these Terms;

(c) remove any product identification, proprietary, copyright trademark, service mark, or other notices contained in the Software Services Third Party Code or sample code;

(d) modify any part of the Software Services or Third Party Code, create a derivative work of any part of the Software Services or Third Party Code or incorporate the Software Services or Third Party Code into or with other software, except to the extent expressly authorised in writing by Klappir or as permitted by an applicable Open Source Software licence

(e) publicly disseminate performance information or analysis (including, without limitation, benchmarks) from any source relating to the Software Services ;

(f) utilise any equipment, device, software, or other means designed to circumvent or remove any form of product key, Invitation or copy protection used by Klappir in connection with the Software Services, or use the Software Services together with any authorization code, Invitation, serial number, or other copy protection device not supplied by Klappir or through an Authorised Partner;

(g) use the Software Services to develop a product which is competitive with any Klappir product offerings;

(h) use an unauthorised Invitation or keycode(s) or distribute or publish Invitations and keycode(s) except as may be expressly permitted by Klappir in writing; or

(i) enable access to the Software Services for a greater number of Users than the sum quantity of Users stipulated on the applicable Quotation or Price List; reassign rights between Users so frequently as to enable login to be shared between Users beyond the agreed scope of each User.

Article 4. Ownership and Permitted Use

4.1. Ownership: Notwithstanding anything to the contrary contained herein, except for the limited rights expressly provided, Klappir and in some instances Klappir's Authorised Partners have and will retain all rights, title and interest (including, without limitation, all patent, copyright, trademark, trade secret and other intellectual property rights) in and to the Software Services, third party code, and all copies, modifications and derivative works thereof (including any changes which incorporate any of your ideas, feedback or suggestions). You acknowledge that you are obtaining only a limited right to access and use the Software Services and third party code and that irrespective of any use of the terms "purchase", "sale" or like terms hereunder no ownership rights are being conveyed to you under this Agreement or otherwise.

4.2. Permitted Use. You and your Users shall use the Software Services, Information and Data only in accordance with these Terms. Neither you nor any User may use the Software Services, Data or Information for any illegal or unethical purpose or in any manner inconsistent with these Terms. Except as expressly permitted in these Terms, neither you nor your Users may copy, reproduce, republish, recompile, redeliver, decompile, disassemble, reverse engineer, distribute, publish, display, modify, upload, post, transmit, create derivative works from, or in any other way create a misimpression or confusion with respect to sponsorship or affiliation or exploit in any way material from the Software Services, Data or Information.

4.3. You represent and warrant that you have all necessary rights and permissions to submit your Data to the Software Services and to grant the rights granted to Klappir as stipulated in these Terms. You furthermore warrant that your submission of Data does not violate any law, copyright or other third-party rights including data privacy rights.

4.4. Neither you nor any of your Users shall use any automatic software, AI, program or other automatic method to access, copy or monitor any part of the Klappir Software, Klappir System, Klappir Infrastructure or Software Services without the written permission of Klappir.

4.5. You and your Users shall not send any Data to the Software Services that could be classified as a computer virus, computer worm or Trojan horse or that may have any damaging characteristics or could in any way disturb the normal functioning of the Software Services or Klappir's systems or infrastructure.

4.6. You acknowledge that the Software Services are not intended for the processing of sensitive personal data as defined in article 9(1) of Regulation (EU) 2016/679 of the European Parliament and of the Council ("GDPR"). Neither you nor your Users shall submit sensitive personal data into the Software Services unless such processing is expressly permitted according to the applicable Documentation. You shall be considered the controller of any personal data that you submit into the Software Services, as defined in Article 24 of GDPR.

4.7. You are liable for any damage directly or indirectly caused by your Users' acts and omissions under these Terms whether caused by intent or negligence.

Article 5. Privacy

5.1. You acknowledge that Klappir collects certain data and information relating to your and your Users' use of the Software Services as further stipulated in the Privacy Statement.

5.2. Your Users will be required to consent to the Privacy Statement and if they do not they should not use the Software Services. You warrant that your Users accept the Privacy Statement and may be required to provide evidence of such consent upon Klappir's reasonable request.

5.3. You acknowledge that Klappir may use your Users' contact information to send certain communications, including information about updates to the Software Services, information regarding events or webinars and other information we

think may be of interest to your Users or relevant to their use of the Software Services. Your Users may opt out of these communications at any time in accordance with the Privacy Statement. This does not apply to communications which are deemed necessary by Klappir for the performance of the Agreement.

5.4. Klappir may use a user-specific identification number to monitor users' navigation of the Software Services, for analytic purposes in order to enhance the user experience.

5.5. Data Security and Incident Notification. Klappir shall implement and maintain reasonable and appropriate technical and organisational security measures designed to protect the confidentiality, integrity, and availability of Data submitted to the Software Services. If Klappir becomes aware of a confirmed unauthorised access to, or disclosure of, Data in its possession or control that compromises the security, confidentiality or integrity of such Data (a "Security Incident"), Klappir shall notify you without undue delay after becoming aware of the Security Incident and shall provide such information as is reasonably available regarding its nature, scope, and remediation status. Notification under this Article shall not be construed as an admission of fault or liability by Klappir.

5.6. Sub-processing and Data Processing Addendum. To the extent Klappir processes personal data on your behalf as a processor within the meaning of the GDPR, such processing shall be governed by Klappir's Data Processing Addendum (available on request), which is incorporated by reference into the Agreement. Klappir may engage sub-processors to perform its obligations under the Agreement, provided that Klappir remains responsible for such sub-processors' compliance with the applicable data protection obligations. A current list of sub-processors is available on request.

5.7. Artificial Intelligence and Machine Learning. Klappir may use artificial intelligence and machine learning technologies, including third-party models, to provide certain features of the Software Services (for example, classification, mapping, or drafting-assistance features). Except as permitted under Article 16.3 (anonymised industrial analytics), Klappir shall not use your Data to train or fine-tune any AI or machine learning model made available to other customers or third parties without your prior written consent. Outputs generated with the assistance of AI tools are provided for informational purposes and remain subject to your review and verification before use in any regulatory filing, disclosure, or assurance process.

5.8. Audit Rights. No more than once in any twelve (12)-month period, and on no less than thirty (30) days' prior written notice, you may audit Klappir's compliance with its data security and processing obligations under Articles 5.5 and 5.6, either directly or through an independent third-party auditor bound by confidentiality obligations no less protective than those in Article 19.7, provided that any such audit: (a) is conducted during Klappir's normal business hours; (b) does not unreasonably interfere with Klappir's business operations or the confidentiality or security of Klappir's other customers' Data; and (c) is at your own cost, unless the audit identifies a material non-compliance by Klappir with its obligations under Article 5.5 or 5.6, in which case Klappir will reimburse your reasonable costs of that audit. Klappir may satisfy a request under this Article by providing a current third-party security certification or audit report (for example, SOC 2 or ISO 27001), where available, in place of an audit.

5.9. Format and Granularity of Storage. Klappir may, in its discretion, determine the format and level of granularity in which Data and Information is stored, including aggregating or summarising Data over time. This is without prejudice to Klappir's obligations under Article 6.5 in respect of Data export upon termination.

Article 6. Duration of the Agreement

6.1. The Agreement is effective as of the Delivery and expires in accordance with this Article 6.

6.2. Authorised use of the Software Services provided by Klappir has the duration referred to in the Quotation unless otherwise agreed in writing between you and Klappir.

6.3. Termination: Either party may terminate the Agreement (including all related Quotations) if the other party:

(a) fails to cure any material breach of the Agreement within thirty (30) days after written notice of such breach, including without limitation your failure to pay. Klappir may terminate the Agreement and revoke your access to the Software Services immediately upon any breach of Article 3.4 (Usage Restrictions) and/or Article 4 (Ownership and Permitted Use) or if you or any of your Users breach any other material provision of this Agreement.

(b) exceeds any other usage restrictions contained in this Agreement.

(c) ceases operation without a successor.

(d) seeks protection under any bankruptcy, receivership, trust deed, creditors arrangement, composition or comparable proceeding, or if any such proceeding is instituted against such party (and not dismissed within sixty (60) days); or

(e) become directly or indirectly involved in the design, development, manufacture and/or distribution of any products which compete directly with the Software Services.

6.4. Termination is not an exclusive remedy and the exercise by either party of any remedy under this Agreement will be without prejudice to any other remedies it may have under this Agreement, by law, or otherwise.

6.5. Effects of Termination: Upon any expiration or termination of the Agreement, you and all of your Users shall cease any and all use of the Software Services, block all data streams and return or destroy any of Klappir's Confidential Information. You may request to export Data by sending a written notice to Klappir within 30 days from the effective date of expiration or Termination. Klappir will use commercially reasonable efforts, at your cost, to deliver the Data to you, in a format decided by Klappir provided that you have paid all outstanding fees and charges at and resulting from the termination, whether or not due at the date of termination.

6.6. Survival: Article 3.4 (Usage Restrictions), 4 (Ownership and Permitted Use), 5 (Privacy), 6 (Duration of the Agreement), 7 (Payments), 8 (Account Cancellation), 12 (Modifications of Service), 14 (Warranty & Disclaimer), 16 (Data Sharing), 17 (Limitation of Liability), 19 (General) and 20 (Dispute Resolution) shall survive any termination or expiration of this Agreement.

Article 7. Payments

7.1. If you choose to subscribe to Klappir 's payable Subscription you must designate and provide information about your preferred payment method (i.e. credit card, online payment service or any other payment method indicated as acceptable by Klappir) ("Payment Method"). You or your Users may switch to a different Payment Method or update your information by contacting us via the email addresses listed on the contact us page of the Klappir Website. Upon acceptance of the Klappir Quotation, your Account will be activated for the selected Subscription and your subscription fees will be charged. By proceeding, you agree to cover any applicable subscription fees and related charges for your Account.

7.2. By purchasing Software Services or any other product or service from Klappir, either on a one-time or Subscription basis, you agree to Klappir and third-party processing partners storing your payment information. You also agree to pay the applicable fees for the Software Services (including, without limitation, periodic fees for any subscription level) as they become due plus all related taxes including applicable withholding tax, and to reimburse Klappir for all collection costs and interest for any overdue amounts. Your obligation to pay fees continues through the end of the subscription period during which the Subscription was cancelled. You also acknowledge that Klappir's Customer Success Services are subject to these Terms and any additional terms related to the provision of the Customer Success Services.

7.3. You may select to pay subscription fees on a monthly or annual basis.

(a) All subscription fees are payable in advance. Subscription fees will be billed automatically at the start of the monthly or annual period, as applicable, and will automatically renew until your Subscription is terminated.

(b) You authorise Klappir to charge the appropriate subscription charges and fees and for any other purchases you or your Users select to make via the Software Services.

(c) Klappir reserves the right to increase subscription fees or to institute new fees at any time upon reasonable notice given in advance via the Software Services or by email.

(d) Subscribed Customers changing from monthly to annual Subscription will have the annual rates take effect at the beginning of the next billing date. If you upgrade your Subscription level or add new categories of service or modules to your account, such changes may result in a new billing date effective upon the date you elect such upgrade or addition.

7.4. All fees and charges are non-refundable and there are no refunds or credits for partially used periods of your initial or any renewed subscription period. All features and all purchased modules expire immediately upon cancellation or termination of your account.

Article 8. Account Cancellation

8.1. If you wish to cancel your subscription and do not intend to renew, you must submit a written notice of non-renewal or account cancellation.

(a) Klappir will not delete, remove, or otherwise dispose of any Data or Information from its databases upon or following cancellation of your Subscription, except upon your direct written instruction to do so, signed by an authorised representative of your company. This is without prejudice to Klappir's right to retain and use Data and Information in anonymised form under Article 8.2 and Article 16.3, and to any independent regulatory retention obligations applicable to the Data and Information.

(b) Given the regulatory requirements applicable to the Data and Information, both Klappir and you (and/or your Users) share responsibility for their proper handling, storage, and access, and for their transfer out of Klappir's databases. Accordingly, the notice period required to cancel your Subscription depends on your billing basis under Article 7.3: (i) if you pay Subscription fees on a monthly basis, you must give at least six (6) months' notice; or (ii) if you pay

Subscription fees on an annual basis, you must give at least three (3) months' notice. In either case, the applicable notice period begins on the first day of the calendar month following the month in which Klappir receives your notice of cancellation. Where your Subscription is subject to a minimum annual commitment period, cancellation does not take effect, and you remain liable for the Subscription fees payable in respect of that commitment period, before the end of the then-current annual commitment period, regardless of whether you pay those fees on a monthly or annual billing basis.

(c) Given you have automatic data transfer to your Klappir system you have the responsibility to stop all data streams to the Klappir system.

(d) This allows for a secure and compliant transition of any data associated with your account. Failure to provide adequate notice may result in continued billing for the following Subscription cycle. The cancellation of your Subscription will take effect at the end of your current Subscription cycle.

(e) During this period, you will retain the same level of access to the software services through the remainder of the subscription cycle.

(f) Upon cancellation of Subscription your Account will be downgraded to a Non-Paying Customer account with limited functionality. No refunds or credits will be provided by Klappir upon cancellation. You can renew your Subscription at any time without opening a new account, provided that you still have a Non-Paying Customer account. Additional fees may apply if you decide to upgrade your Subscription at a later date.

(g) Notwithstanding the downgrade of your Account under paragraph (f) above, if you had opted in as a Registered Data Supplier prior to cancellation, you will continue to be identified as such following cancellation, unless and until you instruct Klappir in writing to remove that visibility.

(h) You acknowledge that a request or instruction to delete or remove Data or Information under paragraph (a) above may include Data or Information that has been used for, or is relevant to, regulatory compliance or public disclosure purposes (including sustainability- or ESG-related filings). Klappir bears no responsibility or liability for the auditability, transparency, accuracy, or completeness of any disclosure made by you or on your behalf to the extent the underlying Data or Information has been deleted or removed at your express instruction under paragraph (a).

(i) A Downgrade requires notice to Klappir and takes effect only once the notice period that would apply to a cancellation under paragraph (b) above (based on your billing basis under Article 7.3) has elapsed from the date of that notice, during which your Subscription fees continue at the level applicable immediately before the Downgrade. If you pay Subscription fees on an annual basis, a Downgrade will not take effect before the end of your then-current annual commitment period, even where the notice period above has already elapsed.

8.2. In the case of a Subscription cancellation under this Article 8, Klappir retains the right to access, process, copy, distribute, display, export and otherwise use all Data and Information collected from you and your Assets in anonymised form, for so long and to the extent permitted under Article 16.3.

8.3. Minimum Data Retention. In the absence of an explicit request from you to delete Data under Article 8.1(a), Klappir will retain Data and Information for a minimum period of seven (7) years, whether or not the Agreement has expired or terminated. Where you explicitly request deletion of Data under Article 8.1(a), Klappir will give effect to that request; this does not affect Klappir's licence under Article 16.3 to retain and use that Data and Information in anonymised form. After the expiry of this minimum retention period, Klappir may, in its sole discretion, determine whether and how to continue to retain, anonymise, or delete the Data and Information, subject always to Article 8.1(a) and any applicable regulatory retention requirements.

Article 9. Refunds

9.1. You acknowledge that a variety of Klappir’s actions may impair or prevent you from accessing your Data and Information or using the Software Services at certain times and/or in the same way, for limited periods or permanently, and agree that Klappir has no responsibility or liability as a result of any such actions or results, including, without limitation, for the deletion of, or failure to make available to you, any Data, Information or any module of the Software Services.

9.2. You agree that Klappir shall not be liable to you or to any third party for any modification, suspension or discontinuance of any part of the Software Services. However, if you have purchased a Subscription and find that any such modifications or interruption of the Software Services adversely affects you, you may notify Klappir, explain the adverse impact the modification has created and request a termination of your Subscription. Upon receipt of any such request, Klappir will endeavour to promptly remedy the adverse impact caused by the modification, by extending the duration of your Subscription for a period of time equal to the interruption and/or by refunding a portion of the Subscription fee equal to the remaining unused term of the Subscription, as Klappir determines appropriate.

Article 10. Intellectual Property

10.1. The Software Services are the exclusive property of Klappir, made available to you on a limited access basis through the Software as a Service (SaaS) delivery model. No ownership rights are conveyed to you by your purchase of a subscription to the Software Services. You acknowledge and agree that the Software Services, any necessary third-party software used in connection with the Software Services (if any) and any Data or Information available in the Software Services may contain proprietary and Confidential Information that is protected by applicable intellectual property and other laws. Except as expressly permitted by applicable law or authorised by Klappir or applicable third-party service providers or advertisers, you agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Software Services or Information available in the Software Services (other than Data that you may submit), in whole or in part. Your rights to access and use Information are governed by Article 16.3, not this Article 10.1.

10.2. Klappir grants you a personal, non-transferable and non-exclusive right to access and use the Software Services; provided that you do not (and do not allow any third party to) copy, modify, create a derivative work from, reverse engineer, reverse assemble or otherwise attempt to discover any source code, sell, assign, sublicense, grant a security interest in or otherwise transfer any right in the Software Services. You agree not to access the Product by any means other than through the interfaces that are provided by Klappir for use in accessing the Product.

10.3. The name Klappir, the Klappir logo and other Klappir logos and product and service names are the exclusive trademarks and tradenames of, and are owned by, Klappir, and you may not use or display such trademarks or trade names in any manner without Klappir's prior written permission. Any third-party trademarks or service marks displayed on the Software are the property of their respective owners.

10.4. Data and Information may be protected by copyright, trademark, international treaties and other proprietary rights and laws of the European Union, the United States and other countries. You agree to abide by all applicable intellectual property laws, as well as any additional notices or restrictions contained in the Data and Information. Unauthorised use of the Data and the materials contained in the Data may violate applicable copyright, trademark or other intellectual property laws or other laws.

10.5. Klappir reserves the right to independently use any comments, suggestions or similar feedback from you or your Users in order to enhance the Software Services or develop and market new technology without owing any obligation or royalty. Nothing in these Terms shall be interpreted as restricting that right.

Article 11. Unauthorised Use

11.1. Klappir is not liable for any unauthorised use of Data or Information. You shall remain liable for all confidential or proprietary information disclosed by your Users and affiliates as a result of any unauthorised use of the Data and Information. Klappir may, without notice, choose to block your, and/or your Users' access to the Software Services if Klappir has reason to believe that the Software Services are being used by an unauthorised person, in any manner inconsistent with these Terms or for other similar reasons deemed appropriate by Klappir in its sole discretion.

11.2. Klappir has no obligation to monitor the Data submitted by you or your Users. However, Klappir shall have the right to remove any Data that is reasonably deemed by Klappir to be in violation of these Terms or the Agreement and shall bear no liability to you for such removal of Data.

11.3. You shall require that all of your Users keep their login credentials for the use of the Software Services confidential and do not share them with any unauthorised person. The Software Services are not intended for use by anyone under the age of 16 unless otherwise explicitly specified by Klappir. You are responsible for any and all actions taken using your Users' access to the Software Services and agree to notify Klappir of any suspected or actual unauthorised use.

Article 12. Modifications of Service

12.1. You acknowledge and agree that nothing in these Terms constitutes an undertaking by Klappir to provide the Software Services in their present form or under any specifications. Klappir, in its sole and absolute discretion may from time to time make additions to, deletions from, modifications to, or change the format and features of the Software Services. Klappir is under no obligation to retain or make available previous versions of the Software Services.

12.2. You also acknowledge that Klappir may be required by law to alter or modify the Software Services. If such requirements by law apply to the Software Services in a way that may affect or impair them, Klappir shall bear no responsibility and shall not be obligated to refund any fee to you in whole or in part.

12.3. Apps are optional and used at your own risk. Klappir may from time to time make Apps available through the Software Services. Activating or using any App is optional and is at the sole risk and discretion of you and your Users. Except to the extent an App's own terms expressly state otherwise, Klappir provides Apps "as is" and without warranty of any kind, and the Warranty Period in Article 14.1 does not apply to any App. Klappir's Support obligations under Article 13 do not extend to Apps unless expressly stated otherwise.

12.4. Where an App is developed by an Authorised Partner or an independent third party, your use of that App is governed by that App's own end-user terms, which you must separately accept or sign before use, and which are incorporated into the Agreement by reference — regardless of whether the App is offered under that Partner's own name or under the Klappir brand. Klappir's own Apps are governed solely by these Terms; Klappir does not maintain separate App-specific terms for Apps it develops itself.

12.5. Third-party-developed Apps. Where an App is developed by an Authorised Partner or an independent third party rather than by Klappir, Klappir is not responsible for that App's functionality, availability, security, or handling of Data, and Klappir shall have no liability arising from your or your Users' use of such App, without prejudice to any liability owed to you directly by that App's provider under the applicable App Terms. Activating such an App may result in Data being shared with its provider; you are solely responsible for assessing whether that sharing is appropriate before activation.

12.6. Klappir's own Apps and discretion to change the App catalogue. For Apps developed by Klappir itself, this Article 12 does not reduce Klappir's obligations under Article 17 (Limitation of Liability), which continues to apply. Klappir may add, remove, suspend, or modify any App at any time without liability to you, consistent with Article 12.1 above; where Klappir ceases to make a Partner-developed App available, your use of that App up to that point remains governed by its own App Terms under Article 12.4 until removal. For the avoidance of doubt, nothing in this Article limits the application of Article 3.4 (Usage Restrictions), Article 4 (Ownership and Permitted Use), or Article 19.7 (Confidentiality) to your or your Users' use of any App.

Article 13. Customer Success

13.1. Klappir provides support to users who have purchased a Subscription to the Software Services via a help desk during the hours of 9:00 to 16:00 in the time zone GMT/UTC±00:00 on weekdays, excluding public holidays in Iceland (“Support”). You should use reasonable efforts to resolve the issue at hand, including reading of Documentation, before requesting Support. Support is not intended as a substitute for Advisory Services and Klappir reserves the right to reject Support requests for this reason.

13.2. During the subscription term and subject to these Terms and the applicable Quotation, you may purchase Customer Success Services from Klappir including account setup, activation of currently available supplier web services, assistance in establishing data sharing pathways between you and your suppliers and assistance in creating sustainability reports utilising your Data and Information.

13.3. Customer Success Services requested by you and provided by Klappir may be described in the applicable Quotation or a Statement of Work agreed in writing between you and Klappir.

13.4. You agree that it is your responsibility to provide all necessary access to information and technology that may be required by Klappir in order to provide the Services. You warrant that you have all necessary permission to grant Klappir access to information and technology so that Klappir will not be infringing any third-party rights. Klappir may revise any delivery schedule if you do not comply with this clause, or cancel previously agreed Services if the non-compliance is serious.

13.5. You agree that Data that Klappir processes on your behalf, i.e. by inputting into the Software Services, while providing Support and/or Advisory Services shall, for the purpose of these Terms, be considered Data shared by you in accordance with Article 16.

13.6. Klappir warrants that it will perform Customer Success Services using reasonable skill and care and in accordance with the applicable Quotation or Statement of Work. This is Klappir’s sole warranty relating to the Services. Klappir does not warrant uninterrupted or error free operations of the Customer Success Services or any deliverable items. If you provide Klappir with a written notice that the Customer Success Services or deliverables do not conform with the foregoing warranty within 30 days of completion of the Services or delivery of deliverables, your remedy and Klappir’s sole obligation will be to either re perform the specific non-conforming portion of the Services or refund you an amount equivalent to the charges invoiced for the non-conforming portion of the services, at Klappir’s discretion. Klappir’s limited liability will be subject to the limited liability clauses in these Terms.

13.7. Klappir’s other support services including service level commitments and maintenance, and applicable error-response commitments and response times are in accordance with the Maintenance and Support Policy.

13.8. Service Level Commitment. Klappir shall use commercially reasonable efforts to maintain the availability of the Software Services and to minimise unplanned downtime, consistent with prevailing industry practice for software-as-a-service platforms of similar scale. This commitment does not extend to any App or any Partner Consultancy Services. Time during which the Software Services are unavailable for planned maintenance, in accordance with Article 13.7 and the Maintenance and Support Policy, is excluded. Klappir will give reasonable advance notice of planned maintenance expected to interrupt the Software Services, and will use reasonable efforts to schedule it outside normal business hours. This Article 13.8 does not establish a specific uptime percentage, measurement period, or service-credit remedy, and is without prejudice to Schedule A's own, separate service level commitment for the Klappir IRO add-on.

Article 14. Warranty & Disclaimer

14.1. Klappir warrants that for a period of thirty (30) days from Delivery (the “Warranty Period”) the Software Services shall operate in substantial conformity with the Quotation. Klappir does not warrant that the use of the Software Services will be uninterrupted or error-free or that any security mechanisms implemented by the Software Services will not have inherent limitations. Klappir’s sole liability (and your exclusive remedy) for any breach of this warranty shall be, in Klappir´s sole discretion, to use commercially reasonable efforts to provide an error-correction or work-around which corrects the reported non-conformity, or if Klappir determines such remedies to be impracticable within a reasonable period of time, to refund the Subscription fee paid for the applicable Software Services for the period of non-conformity. Klappir shall have no obligation with respect to a warranty claim unless notified of such claim within the Warranty Period. For the avoidance of doubt, this warranty applies only to the initial Delivery of Software Services under a Quotation and does not renew or reset, for example, with the delivery of (a) Software Service updates, (b) Advisory Service or (c) Subscription renewals.

14.2. To the fullest extent permitted by applicable law, none of Klappir or any of its Authorised Partners, affiliates, their members, directors, officers, employees, agents, and contractors has made or shall be deemed to have made any representations or warranties whatsoever with respect to the Software Services. The Software Services provided by Klappir, or any of its affiliates, their members, directors, officers, employees, agents, and contractors is provided on an "as is" basis, and Klappir expressly disclaims any and all warranties, express or implied, including without limitation warranties of merchantability, fitness for a particular purpose, title and non-infringement. Klappir does not warrant that the Software Services, including Data streams, will be uninterrupted or error-free but will endeavour to rectify errors and interruptions in accordance with Klappir's Maintenance and Support Policy. Klappir does not warrant or represent the use of the Data or Information in terms of its correctness, accuracy, reliability, or otherwise.

14.3. Exclusions: The above warranty shall not apply:

(i) if the Software Services are used with hardware or software not authorised in the Quotation;

(ii) if any modifications are made to the Software Services by you, any User or any third party;

(iii) to malfunctions in the Software Services due to accident, abuse or improper use by you or any User;

(iv) to malfunctions in the Software Services due to faulty Data stemming from third parties,

(v) to malfunctions in the Software Services due to a computer virus, computer worm or any Data from third parties that have damaging characteristics to the functioning of the Software Services, or

(vi) to any Software Services provided on a no-charge or evaluation basis. If the respective Product makes use of maps, Klappir endeavours to ensure the maps are free of errors but does not warrant the maps or map features are accurate. The boundaries and names shown and the designations used in the maps do not imply official endorsement or acceptance by Klappir.

14.4. Disclaimer of Warranties: Except as expressly set forth in this Article 14, the Software Services, including without limitations all modules, additions and third-party code, and all Advisory Services are provided “as-is”. Neither Klappir nor its licensors make any other warranties, conditions or undertakings, express or implied, statutory or otherwise, including but not limited to warranties of title, merchantability, fitness for a particular purpose or non-infringement. You may have other statutory rights. However, to the fullest extent permitted by law, the duration of statutorily required warranties, if any, shall be limited to the limited warranty period.

Article 15. Data Received

15.1. You acknowledge that Data from third-party sources, including other customers of Klappir, is integral to many Software Service modules. By purchasing a Subscription or initiating use of the Software Services you agree to provide Klappir with any Data procurement authorization needed for any relevant Data through a third-party data source.

15.2. When Klappir requests a written Data procurement authorization Klappir shall provide you with a third-party Data procurement authorization form and you shall promptly sign the form granting Klappir unlimited viewing and handling access to the relevant Data subject to these Terms.

15.3. You shall provide Klappir with all the necessary assistance and support in establishing Data flow mechanisms from the third-party Data source, including but not limited to providing access to your internal IT department, technical support and facilitating communication with the relevant third party.

15.4. You understand that the quality and completeness of all Data from third parties, made available in connection with the Software Services is the sole responsibility of the third party from whom such Data and other content originated. This means that Klappir is not responsible for Data flow integrated into the Software Services. Although Klappir provides data quality monitoring services, Klappir does not control or monitor the entirety of Data managed in the Software Services and, as such, does not guarantee the accuracy, completeness, integrity or quality of such Data. Under no

circumstances will Klappir be liable in any way for any Data or Information, including, but not limited to, any errors or omissions in any Data and Information, or any loss or damage of any kind incurred as a result of the use of any Data and Information made available in the Software Services.

15.5. You acknowledge and agree that any data provided to you via the Software Services, including data from other customers and third-party sources may be inaccurate or incomplete and are subject to error, delay or change. Reliance upon or use of such Data via Klappir's Software Services shall be at your sole risk.

15.6. Incoming Data. Data may come into the Software Services either (a) submitted directly by you through an application programming interface (API), a Secure File Transfer Protocol (SFTP) endpoint, the Model Context Protocol (MCP), or other technical means Klappir makes available (each, an 'Ingestion Endpoint'); or (b) through a connection Klappir establishes to a Data Source's own systems, whether by API, SFTP, MCP, or any other integration method Klappir may make available from time to time (a 'Connection'). A Data Source may be a Customer (whether Registered or, where applicable, an Unregistered Legal Entity) or a third party with no relationship to Klappir at all; whether a Data Source makes its systems available for connection publicly or grants access to Klappir privately has no bearing on the parties' rights or obligations under this Agreement. Data submitted through an Ingestion Endpoint is Data submitted by you under Article 1: you are solely responsible for its accuracy, completeness, and lawfulness, and for the proper configuration and operation of any system, device, or process you use to submit it. For a Connection, Klappir's sole obligation is to use reasonable efforts, within a reasonable time, to establish and maintain it; Article 15.7 governs your provision, and Klappir's use, of any credentials, keys, tokens, or other access details needed to establish a Connection ('Access Credentials'). Article 15.8 limits Klappir's responsibility for Data received through either an Ingestion Endpoint or a Connection. Nothing in this Article 15 makes Klappir a party to, or responsible for the performance of, any relationship or agreement between you and a Data Source.

15.7. Access Credentials. Where establishing a Connection under Article 15.6(b) requires you to provide credentials, keys, tokens, or other access details for a Data Source ('Access Credentials'), you represent and warrant that you hold all rights and authorisations necessary to provide those Access Credentials to Klappir and to permit Klappir to use them for the purpose described in this Article 15, and that doing so does not breach any agreement or duty you owe to the Data Source or any other party. You instruct Klappir to use your Access Credentials solely to establish, maintain, and operate the Connection on your behalf, and Klappir will not use them for any other purpose. You are solely responsible for keeping your Access Credentials accurate, current, and valid; Klappir has no obligation to establish or maintain a Connection where your Access Credentials are missing, expired, invalid, or have been suspended or revoked by the Data Source.

15.8. Application of Existing Disclaimers; Klappir's Own Liability. Articles 15.4 and 15.5 apply to Data made available through a Connection under Article 15.6(b) in the same way as to any other third-party Data, including where the issue originates with the Data Source itself and regardless of whether the Data Source's systems are publicly accessible or made available to Klappir privately. Klappir's liability for a failure of its own Connection Pipeline — as distinct from a failure originating with a Data Source or, in the case of an Ingestion Endpoint, with you — remains subject to, and only to, the limitations set out in Article 17.

Article 16. Data Sharing

16.1. The Software Services may provide to you a Data and Information sharing option in and between users of the Software Services.

16.2. You acknowledge that any Data and Information sharing done between users of the Software Services is at your sole discretion and responsibility.

16.3. Data ownership and licence grant. You will remain the proprietor of Data you submit. By submitting Data, you agree to grant Klappir a worldwide, royalty free licence to access, process, copy, distribute, display, export and otherwise use the Data and Information to the extent necessary to provide the Software Services in accordance with the Documentation for the duration of the Agreement. You furthermore grant Klappir a worldwide royalty free perpetual licence to access, process, copy, distribute, display, export and otherwise use the Data and Information in an anonymized form (such that it cannot reasonably be used to re-identify you or any individual), to perform industrial analytics, product development, industrial benchmarking, and other similar scientific, comparative, or research purposes, including after the duration of the Agreement.

You have access to Data you submit or receive under this Agreement without restriction by Klappir. Access to Information — including Information Klappir calculates, enriches, or derives from that Data — is limited to the Information that forms part of the defined output of the product or service you use, as described in the applicable Documentation or Quotation. Klappir may withhold Information beyond that defined output, including where Klappir is subject to its own contractual or licensing restrictions (for example, in respect of underlying conversion factors or calculation methodologies), even where that Information is derived from Data you submitted or received.

16.4. You are solely responsible for all Data you submit to the Software Services identifying a third party that is not yet a Customer — including registering it as a legal entity (an "Unregistered Legal Entity") for attribution purposes, for example as a supplier in a Transaction — and for ensuring you have a lawful basis for doing so. An Unregistered Legal Entity's record holds no personal data: you must not submit personal data, and must never submit sensitive personal data within the meaning of Article 4.6, as part of any Data attributing an Unregistered Legal Entity. Klappir bears no responsibility for Data any Customer submits about an Unregistered Legal Entity, and the Unregistered Legal Entity itself has no rights or obligations under these Terms unless and until it becomes a Customer under Article 16.18. Klappir may remove an Unregistered Legal Entity's record where it has reason to believe that the entity does not represent a true organisation, that the record was created in bad faith, or that it duplicates an existing Verified entity. Visibility of the underlying Data is addressed by Article 16.22.

16.5. Validation of recipients. Klappir will endeavour to validate customers and users that request and receive Data via the Software Services based on information available to Klappir at each time. However, it is ultimately your responsibility to validate the recipient of Data shared by you via the Software Services and Klappir takes no responsibility for any Data inadvertently shared by you with any party.

16.6. If you share Data within the Software Services, you are responsible as a proprietor of the Data, if the Data is infected with malicious code, data or program that damages or interferes with the operation of the Software Services or Klappir's infrastructure, regardless of whether such sharing was intentional or unintentional by you or your Users. You agree to take all necessary actions and precautions to prevent the introduction and proliferation of any malicious code, program or data into the Software Services and you agree to give Klappir any necessary assistance in pursuing legal action against any person or entity responsible for such damage.

16.7. Nature of the transfer. Where you use Klappir's data transfer functionality to share Data with another company or entity ('Recipient'), you acknowledge that Klappir may structure, map, and align such Data to Klappir's canonical data model as part of the transfer. This is an automated, mechanical transformation performed without independent verification of the Data's content, accuracy, or completeness, and does not transfer, assign, or create any ownership interest in the Data for Klappir; Article 16.3 continues to govern ownership of Data transferred under this Article.

16.8. No liability for quality or timeliness. Klappir makes no warranty and accepts no liability, whether in contract, tort or otherwise, for the quality, accuracy, completeness, or timeliness of any Data transferred through the data transfer functionality, including any delay, interruption, or failure of delivery. It remains your sole responsibility to validate that the Recipient is entitled to receive the Data and that the Data is fit for the Recipient's purposes.

16.9. Indemnity. You shall indemnify and hold Klappir harmless from and against any claim brought by a Recipient or other third party arising from or relating to Data you elect to transfer, except to the extent arising from Klappir's gross negligence or wilful misconduct in operating the transfer functionality itself (as distinct from the content of the Data).

16.10. Recipient acceptance. A Recipient that is not already a Customer must register as a Customer — thereby accepting these Terms as part of that registration — before Klappir will make transferred Data available to it. Klappir has no obligation to deliver Data to a Recipient that has not done so. This ensures that everyone sending or receiving Data through the Platform's data-sharing functionality is a Customer bound by these Terms; the only party that may, in some cases, not itself be a Customer is a Data Source whose systems Klappir connects to under Article 15 in order to pull Data on a Customer's behalf. Where transferred Data includes personal data, the Recipient is an independent controller of the data it receives, and Klappir's role is limited to technical facilitation of the transfer.

16.11. Customer-to-Customer sharing. Where the Recipient of Data transferred under this Article 16 is itself a Customer (a 'Receiving Customer'), both you and the Receiving Customer remain bound by these Terms in respect of the transferred Data, and no additional acceptance under Article 16.10 is required.

16.12. Co-ownership on Receipt. Upon receipt of Data shared with it via the Software Services, a Receiving Customer becomes a co-owner of that Data jointly with the Customer who shared it, and may use, store, reproduce, and otherwise deal with that Data as it sees fit. This does not affect the sharing Customer's own rights under Article 16.3. Klappir is not obliged to perform, or to provide tooling for, any export, transmission, or onward disclosure of that Data on the Receiving Customer's behalf; any such export or transmission remains subject to the Software Services' ordinary functionality as made available by Klappir from time to time.

16.13. No liability between Customers. Klappir is not a party to, and accepts no responsibility or liability for, any dispute between you and a Receiving Customer (or between you and any Customer from whom you receive Data) arising from or relating to shared Data, including its accuracy, completeness, timeliness, or use. Articles 15.4 and 15.5 (Data Received) continue to apply to any Data you receive from another Customer.

16.14. No Withdrawal After Sharing. Once Data has been shared with a Receiving Customer under this Article 16, the Receiving Customer is fully responsible for its own handling of that Data, consistent with its co-ownership under Article 16.12. Klappir has no obligation to erase, retract, or otherwise manage Data already shared, and the sharing Customer

has no right to demand deletion of the Receiving Customer's copy. A Customer may at any time disable future Data flows to a given Receiving Customer via the Software Services, without affecting Data already received.

16.15. Personal data. Where Data shared under this Article 16 includes personal data, you and the Receiving Customer are independent controllers of that personal data as between yourselves. This does not affect Klappir's own position as a processor of personal data where applicable under Article 5.6 (Sub-processing and Data Processing Addendum) and any Data Processing Addendum between Klappir and you.

16.16. Sharing with an Unregistered Legal Entity. Where you send Data addressed to a legal entity that is not yet a Customer, Klappir will attribute that Data to a record for the intended entity as an Unregistered Legal Entity under Article 16.4. Data submitted by other Customers may be attributed to the same Unregistered Legal Entity over time. Klappir holds such Data pending that entity's registration and does not make it available to any other party in the interim, save as provided in Article 16.4. Any Customer — whether or not it has itself submitted Data pertaining to that entity — may send it an Invitation under Article 16.18. On acceptance, the invited entity becomes a Customer bound by these Terms, becomes a Receiving Customer under this Article 16 in respect of all Data then attributed to it, and ceases to be an Unregistered Legal Entity. You may withdraw Data you submitted that is still attributed to an Unregistered Legal Entity at any time before that entity registers.

16.17. Enrichment in transit; access to Information. Where Data you share with a Recipient under this Article 16 is processed, calculated, or otherwise enriched by Klappir in the course of the transfer, the item received by the Recipient constitutes Information upon such enrichment. You retain your existing rights under Article 16.3 in respect of the underlying Data. Neither you nor the Recipient has any automatic right to access or use the resulting Information beyond that governed by Article 16.3's general Information-access principle; a Customer wishing to access or use Information beyond that must submit an explicit request to Klappir, which Klappir may grant or decline in its discretion.

16.18. Invitations. You, or Klappir on its own initiative, may invite another company to register as a Customer by sending an Invitation to an email address of your or its choosing. If no Unregistered Legal Entity record already exists for that company, sending an Invitation creates one. The invited Unregistered Legal Entity registers by completing the sign-up process linked to the Invitation and designating its first User. Where Klappir itself sends an Invitation under this Article 16.18, Klappir is subject to the same responsibility as a Customer would be under Article 16.19 in respect of that Invitation.

On becoming a Customer under this Article 16.18, the former Unregistered Legal Entity may submit Data, including as the Receiving Customer in its own Transactions, and may opt in as a Registered Data Supplier, in each case on the same basis as any other Customer.

16.19. Responsibility for Invitations. You are responsible for ensuring that an Invitation is sent to an individual who genuinely represents the company you intend to invite. You bear legal responsibility for the consequences of sending an Invitation to a person who does not represent the intended Unregistered Legal Entity, and shall indemnify Klappir against any claim arising from having done so, consistent with Article 16.5.

16.20. Invitee's Representation. By completing registration pursuant to an Invitation, the Unregistered Legal Entity (and the individual completing registration on its behalf) represents and warrants that it is truthfully and accurately registering the company it purports to represent, and that it has the authority to do so.

16.21. False Registration. If Klappir reasonably believes that a company has been registered as a Customer based on a false or unauthorised representation under Article 16.20, Klappir may suspend or terminate that Customer's access immediately and without notice, notwithstanding Article 6.3. Klappir bears no liability for having relied on a representation made under Article 16.20. The person who made a false representation under Article 16.20 shall indemnify Klappir, the inviting Customer, and (if different) the company falsely purported to be represented, against any loss arising from that false representation. Beyond suspending or terminating access under this Article 16.21, Klappir has no obligation to assist in recovering, correcting, or contesting a false registration; any further recourse against the person responsible is a matter between the affected parties under applicable law.

16.22. Verified and Unverified Status. Klappir may mark a Customer registered under this Article 16 as “Verified” where Klappir is satisfied that the individual who completed registration on its behalf is a genuine representative of that company, and otherwise as “Unverified”. An Unverified Customer may still register and use the Software Services; its status is clearly displayed as “Unverified” wherever relevant within the Software Services. Klappir may, but is not obliged to, introduce additional identity-verification measures in the future.

16.23. Transaction-scoped visibility. You may access Data only in respect of a Transaction where you are the Receiving Customer. Within such a Transaction, you may see the identity of any Registered Data Supplier or Unregistered Legal Entity identified as a supplier. You have no access to Data submitted by any other Customer, including Data relating to the same Registered Data Supplier or Unregistered Legal Entity, save as separately made available to you under Article 16.7 et seq. (for example, as a Recipient of Data shared outside a Transaction) or under Article 15.

16.24. Invitation email addresses. Where you send an Invitation using the Software Services' own invitation feature, rather than sharing a sign-up link you generate independently, you must provide the intended recipient's email address. Klappir will process that email address to deliver and administer the Invitation, and retains it as part of the Software Services' records. Klappir does not attribute that email address as Data or Information under this Agreement. As between you and Klappir, you are the controller of any personal data submitted as part of an Invitation you send, consistent with Article 4.6; Klappir processes it as your processor solely for that purpose.

16.25. Klappir's Derived Outputs. Klappir owns all right, title, and interest in any product features, research findings, industry benchmarks, or other output it develops using Data and Information in anonymised form under Article 16.3, and nothing in this Agreement grants you any right, title, or interest in such outputs.

Article 17. Limitation of Liability

17.1. Consequential damages waiver: Except for Excluded Claims as defined below, neither party nor their affiliates shall have any liability arising out of or in relation to these Terms for any consequential, special, incidental, indirect, or punitive damages or any other similar damages including, but not limited to any loss of profits, sales, data, revenue, goodwill, reputation, business interruption, and damages that may result from the use of the Software Services, any loss of use, delay or interruption of service, or omissions or inaccuracies in the Data or Information even if the or any other party has been advised of the possibility thereof.

17.2. Liability Cap: Except for Excluded Claims, each party's and their affiliates' aggregate liability to the other party arising out of or related to these terms shall be limited to the amount actually paid or payable by you to Klappir for the Subscription Services in the six (6) months immediately preceding the claim.

17.3. Excluded Claims: "Excluded Claims" means (1) Subscription fees and other payments owed by you to Klappir, (2) either party's express indemnification obligations in these Terms, and (3) your breach of Article 3.4 (Usage Restrictions) or Article 4 (Ownership and Permitted Use).

17.4. Klappir and its affiliates will not be liable or responsible in negligence or otherwise to any person or entity not a party to this Agreement for (i) any Information, Data or advice expressly or impliedly given by Klappir or (ii) any act, omission or inaccuracy by Klappir.

17.5. Klappir Indemnity: Klappir shall defend, indemnify and hold you harmless from and against any claim by a third party alleging that the Software, when used as authorized under these Terms, infringes a patent, copyright or trademark and shall indemnify and hold you harmless from and against any damages and costs awarded against you or agreed in settlement by Klappir (including reasonable attorneys' fees) resulting from such claim, provided that Klappir shall have received from you:

(i) prompt written notice of such claim (but in any event notice in sufficient time for Klappir to respond without prejudice);

(ii) the exclusive right to control and direct the investigation, defence, and settlement (if applicable) of such claim; and

(iii) all reasonably necessary cooperation from you. If your, or your User's use of the Software Services is (or in Klappir's opinion is likely to be) enjoined, if required by settlement, or if Klappir determines such actions to be reasonably necessary to avoid material liability, Klappir may, in its sole discretion:

(a) substitute for the Software Services substantially functionally similar programs and documentation;

(b) procure for you the right to continue using the Software Services; or if (a) and (b) are not commercially reasonable,

(c) terminate the Agreement and refund to you the Subscription fee paid by you as reduced to reflect a period of your unused subscription period. The foregoing indemnification obligations of Klappir shall not apply:

(1) if the Software Services are modified by any party other than Klappir;

(2) if the Software Services are combined with products or processes not provided or expressly authorized by Klappir;

(3) to claims relating to any unauthorised use of the Software Services;

(4) to any third-party code contained within the Software Services; or

(5) if you settle or make any admissions with respect to a claim without Klappir's prior written consent. This Article 17 sets forth Klappir's sole liability and your sole and exclusive remedy with respect to any claim of intellectual property infringement.

17.6. Indemnification by you: You shall defend, indemnify and hold harmless Klappir from and against all costs, damages,

losses, liabilities and expenses, arising out of any claim by third parties resulting from or relating to:

17.7. Partner Consultancy Services. (1) Certain Partners offer their own consultancy, advisory, or professional services ('Partner Consultancy Services'), whether in connection with your use of the Software Services or Apps, or independently of them. Partner Consultancy Services are provided by the Partner in its own name and under its own terms, and do not form part of the Software Services or the Customer Success Services. This is so regardless of how a Partner Consultancy Service is booked: where booking takes place through a signed acceptance flow on the Software Services (such as the mechanism described in Article 12.4), that acceptance relates solely to your use of the Software Services as a booking facility, and does not make Klappir a party to, or otherwise responsible for the performance of, the underlying Partner Consultancy Services. (2) Klappir gives no warranty of any kind, express or implied, as to the quality, suitability, accuracy, or outcome of any Partner Consultancy Services. (3) Klappir's liability in connection with any Partner Consultancy Services, whether arising in contract, tort (including negligence), or otherwise, is limited to any fee actually received by Klappir for facilitating or introducing the relevant Partner Consultancy Service (which may be nil), and Klappir shall not be liable for any indirect, incidental, consequential, or reliance-based losses arising from Partner Consultancy Services. Nothing in this Article 17.7 excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under applicable law.

(i) any breach by you or any User of the Usage Restrictions detailed in these Terms or

(ii) a claim related to your Data sharing via the Software Services including claims that the Data violates intellectual property rights or privacy or other rights,

(iii) any proprietary claims made by third parties relating to Data shared by you or

(iv) any breach by your Affiliate of these Terms or the Agreement, and shall indemnify and hold Klappir harmless from and against any damages and costs awarded against Klappir or agreed in settlement by you (including reasonable attorney's fees) resulting from such claims, provided that you shall have received from Klappir:

(a) written notice of such claim (but in any event notice in sufficient time for you to respond without prejudice);

(b) the exclusive right to control and direct the investigation, defence, and settlement (if applicable) of such claim; and

(c) all reasonably necessary cooperation from Klappir. You may not settle any such claim relating to the Software Services without Klappir's prior written consent, which shall not be unreasonably withheld, conditioned or delayed.

Article 18. Force Majeure

Neither party shall be liable to the other party if it is prevented or delayed in the performance of any of obligations under these Terms (except for a failure to pay fees) if the delay or failure is due to circumstances deemed to be Force Majeure. For the purpose of the Agreement, "Force Majeure" shall be deemed to be any cause affecting the performance of the Agreement arising from or attributable to acts, events, omissions or accidents beyond the reasonable control of the parties, including: industrial disputes and any other circumstance beyond the control of the parties, such as fire, war, mobilisation or military call up of a comparable scope, requisition, seizure, trade and currency restrictions, insurrection and civil commotion, shortage of transport, general shortage of materials, restrictions in the supply of power and defects or delays in deliveries by sub-contractors caused by any such circumstance as referred to in this Article, failure or diminishment of power or telecommunications or data networks or services, or refusal of a licence by a government agency. Excuse from performance does not extend the duration of the provided Advisory Services to you nor does it extend any subscription period of the Software Services.

Article 19. General

19.1. Severability: If any provision of this Agreement or the application thereof to any person, entity or circumstance shall be invalid, illegal or unenforceable to any extent, the remainder of the Agreement and the application thereof shall not be affected and shall be enforceable to the fullest extent permitted by law.

19.2. No forbearance or delay by Klappir in enforcing its respective rights will prejudice or restrict any other of its rights in other provisions and no waiver of any such rights or of any breach of any contractual terms will be deemed to be a waiver of any other right or any later breach.

19.3. Headings: The headings in these Terms are inserted for convenience only and in no way are intended to describe, interpret, define or limit the scope, extent or intent of the Agreement or any provision thereof.

19.4. Amendments: No waiver. Notwithstanding Klappir's right to update these Terms according to Article 21, no supplement, modification, or amendment of the Agreement between the Parties shall be binding, unless executed in writing by a duly authorized representative of each party to this Agreement and clearly indicated as a supplement or amendment to the Agreement. No waiver will be implied from conduct or failure to enforce or exercise rights under this Agreement, nor will

any waiver be effective unless in a written document signed by a duly authorized representative on behalf of the party claimed to have waived. No provision of any purchase order or other business form, including any electronic invoicing portals and vendor registration processes, employed by you will supersede the terms and conditions of this Agreement, and any such document relating to this Agreement shall be for administrative purposes only and shall have no legal effect.

19.5. Entire Agreement: The Agreement, of which these Terms form an integral part, is the complete and exclusive statement of the mutual understanding between the parties and supersedes and cancels all previous written and oral agreements and communications relating to the subject matter of the Agreement. However, if you have entered into a separate written agreement signed by Klappir for use of the Software Services, the terms and conditions of such other agreement shall prevail over any conflicting terms or conditions in these Terms but these Terms will otherwise govern the overall Agreement between the parties.

19.6. Independent Contractors: The parties to the Agreement are independent contractors. There is no relationship of partnership, joint venture, employment, franchise or agency created hereby between the parties. Neither party will have the power to bind the other or incur obligations on the other party's behalf without the other party's prior written consent.

19.7. Confidentiality. Each party may be given access to Confidential Information of the other party in order to perform its obligations under the Agreement. The parties irrevocably agree to hold the other's Confidential Information in confidence and not make it available to any unauthorised third party or use it for any purpose other than for the performance of the Agreement.

19.8. Third-Party Beneficiaries. This Agreement is made solely for the benefit of the parties, and no other person or entity acquires any rights, remedies, or benefits under it, whether as a third-party beneficiary or otherwise. Without limiting the foregoing, no Data Source, Unregistered Legal Entity, Recipient, or Registered Data Supplier referred to elsewhere in these Terms acquires any right to enforce any provision of this Agreement solely by virtue of being referred to or identified within the Software Services.

19.9. Publicity. Klappir may identify you as a user of the Software Services, including using your name and logo, in Klappir's marketing materials, customer lists, and website, unless you notify Klappir in writing that you do not wish to be so identified. Neither party will otherwise make any public statement about the Agreement or about the other party without that other party's prior written consent, except as required by law or applicable regulatory disclosure obligations.

19.10. Export Control and Trade Sanctions. Each party represents that it is not, and will not become, subject to any applicable trade sanctions, export control laws, or restricted-party lists administered by the United Nations, European Union, Iceland, the United States (including OFAC), or any other applicable jurisdiction, and that it will not use the Software Services in violation of such laws.

19.11. Language of the Agreement. These Terms may be made available in Icelandic or other languages for convenience. In the event of any conflict or inconsistency between the English version and any translation, the English version shall prevail.

Article 20. Dispute Resolution

20.1. These Terms shall be governed by and construed in accordance with Icelandic law.

20.2. The parties agree to consult and negotiate any claim or controversy arising out of or relating to these terms and attempt to reach a solution recognizing the interests of both parties. If the parties are not able to reach such a solution within 60 days, each party irrevocably agrees that any legal action, claim, suit or proceeding that arises out of or in connection with these Terms or the Agreement, shall be subject to the exclusive jurisdiction of the District Court of Reykjavik.

20.3. Nothing in these terms will prevent Klappir from seeking injunctive relief, whether in form of temporary restraining order, preliminary injunction, or any similar order, from any court of appropriate jurisdiction, e.g. courts at a Customer's place of residence, with respect to a suspected violation of intellectual property rights, confidentiality obligations or to collect any debt owed or enforce any order or award.

Article 21. Updates to Terms and Software Services

21.1. Klappir may modify and update these Terms from time to time and will notify you in accordance with these Terms and post the most up to date version of the Terms on the Klappir Website and in the Software Services.

21.2. For Non-Paying Customers using the Software Services, updates to these Terms take effect immediately upon notification unless otherwise stated and your only remedy is to cease use of the Software Services.

21.3. For paying Customers of the Software Services, modifications and updates will take effect upon the next renewal of your Subscription, or in 30 days from notification, whichever occurs first.

Article 22. Assignment

You may not assign or transfer these Terms or the rights granted in them without the prior written consent of Klappir, such consent not to be reasonably withheld. However, you may assign these Terms and the Agreement to your successor company resulting from a merger, acquisition or sale of shares representing majority voting power, or substantially all assets, provided

i) that you provide Klappir with prompt written notice of such assignment and

ii) your successor company explicitly agrees to take over all of your obligations according to these Terms and the Agreement. Klappir shall be entitled to assign these Terms in whole or in part without your consent.

Article 23. Notices

23.1. All notices relating to these Terms must be given in writing. Klappir may provide notices to the email addresses provided by you and/or your Users and associated with your Account or send you notices via the Software Services. Klappir's notices will be deemed delivered on the next business day after sending.

23.2. You may give notices to Klappir by post to Klappir Green Solutions hf., Attn: Product Management/Legal, Hlíðasmári 3, 201 Kópavogur, Iceland. Your notices will be deemed delivered upon receipt.

23.3. For notices unrelated to these Terms and the Agreement, please refer to email addresses made available on the "contact us" page of the Klappir Website.

Schedule A

Additional terms for Klappir IRO.

GENERAL

This Schedule A applies if you are a user of the solution Klappir IRO. Klappir IRO is a web-based add-on to the Klappir Sustainability Platform, developed by BravoEarth ehf. (hereinafter: “the Supplier”) and Derventio Education Ltd. and distributed by Klappir under the brand name “Klappir IRO” according to a Partnership Agreement with the Supplier. The Supplier offers a service for sustainability management, Klappir IRO (in the context of this Schedule A: “the Service”). The company that purchases this solution for use within its operation is referred to as “the Client”. By purchasing a subscription to Klappir IRO from Klappir, either as a stand-alone solution or as part of a broader service-offering, the Client obtains a non-exclusive licence to use the Service in its undertaking. The Client does not have a right to use the Service for another undertaking or to sub-licence or assign the Service. By using the Service, the Client accepts that the terms in this Schedule A govern its use. This Schedule A may be modified from time to time in accordance with Klappir’s Service Terms.

CONNECTION AND LICENCE

Klappir, under agreement with the Supplier, hereby grants you, the Client, a non-exclusive, non-assignable, non-sub-licensable and limited right to use the Service in your own undertaking, provided that the use always complies with this Schedule A and any other terms that the Supplier may set for the Service from time to time. The licence is conditional on the Client paying all applicable licence fees to the Supplier. The licence is granted for a set number of users and site-licences, as defined in the order from the Client. The Client shall be responsible for internet connection for access to the Service and/or mobile costs that may arise due to the use of the Service. The Supplier shall give the Client access and permission to use the Service according to these General Terms, but the Client confirms that the Client alone shall be responsible for obtaining any permissions that may be required to publish material via the Service. The Client shall be responsible for personal data concerning data stored in the Service and is thereby responsible for all handling of personal data that takes place within the framework of the use of the Service. The Service may include links to third-party services and such services may be accessible to the Client via the Service. Such services shall be subject to the respective third parties' terms and provisions applying to these services. The Client is recommended to read third-party terms carefully, as they constitute an agreement between the Client and the third party. The Supplier shall not be behind or responsible for any third-party service or any transaction that the Client may enter into with the provider of such services.

USERS

When taking out a single-user licence, the Client must designate the person who will use the Service within the framework of the licence (“the User”). The Supplier assigns a personal user account with username and password to the User. Single-user licences may only be used by the User registered by the Supplier. If the Client wishes to change the designated User according to a single-user account, the Client must notify the Supplier of this. When taking out a site-licence, the Client must register users (e.g. the Client's employees) (“the Users”) of the Service. A site-licence comprises two or more Users. If the Client wants to increase the number of Users it must contact the Supplier or Klappir. The Users are provided with a personal user account with username and password. The Users have no right to use any other person's username and password when using the Service. The Client may change registered Users during the subscription period. The Client shall be responsible for the personal data collected and handled for setting up and maintaining user accounts. Before logging into the Service for the first time, the Users must accept the terms in this Schedule A, which are reflective of the Supplier’s terms. The Supplier and Klappir reserve the right, at either party’s own discretion, to close accounts and discontinue the use of the Service, if the Users violate these terms.

RIGHTS

All copyrights, trademarks, domain names and other intellectual property rights associated with the Service belong either to Klappir, the Supplier or its licensor, and all copyrights and intellectual property rights to the Service are reserved as well as material existing therein. The licensor does not give you any right to use any of these characteristics, neither for commercial nor non-commercial use. The Client may not copy, disclose logins, reproduce, license, lend out, sell or in any other way transfer or communicate all or part of the Service and the documentation or any interest therein or in favour of a third party. The Client must respect all statements about copyrights found in the Service. The client may not deliberately violate the copyright when the Client creates templates and forms, and the Client must take care that its staff fulfil all terms in this schedule and will be held responsible for any violations.

INFORMATION ENTERED

Data and documentation that the Client or the Users create, store or upload to the Service (“Information”) are owned by the Client. Neither Klappir nor the Supplier may reproduce, distribute, transfer or provide access to the Client's information except upon written approval from the Client. Neither Klappir nor the Supplier may render any copies of the Client's data except for what is required for normal security copying. When using the Service, you guarantee that Information: does not infringe intellectual property rights (including copyrights) or right of publicity or confidentiality for any third party or in any other way violates such third party's rights; does not constitute information that you do not lawfully have the right to distribute (e.g. confidential information); does not contain information that is offensive or misleading; does not constitute information that may be considered to be threatening, derogatory, offensive, racist or ethnically offensive, discriminating, slanderous or in any other way illegal or inappropriate. Both Klappir and the Supplier shall have the right, but not the obligation, to remove content from the Service that conflicts with the above terms at Klappir’s and/or the Supplier’s discretion. Neither Klappir nor the Supplier carries out any active examination of content that you have disclosed, made available or in any other way used in connection with the Service and neither Klappir nor the Supplier holds any responsibility for deletion or loss of any content.

PRICE, PAYMENT TERMS AND PRICE CHANGES

The licence is either a single-user licence (a named User) or a site-licence (two or more named Users). Prices for the Service are according to the quotation from the Supplier and/or Klappir. The Supplier and Klappir have the right to change the prices during the term of the agreement. In case the Supplier and/or Klappir decides to change the price, the Supplier and/or Klappir shall notify the Client no later than one (1) month before the change comes into force. Written notification means letter by post, email message or another electronic message via the Service. In case the parties agree to add further modules or functionality to the Service, the Supplier, upon introduction or activation of a new module, has the right to charge an additional fee. Klappir, on behalf of the Supplier, invoices in advance in accordance with the quotation and/or other agreement made with the Client. The Supplier is, on specific order from the Client, entitled to compensation for work in connection with upstart of the subscription, including compensation for travel and outlays. Such expenses are invoiced after delivery. Invoices are payable within 30 days. In case of late payment, a reminder fee and interest on overdue payments according to the law on interest will be charged. The Supplier reserves the right to deny access to the Service for the Client and the Users, whom the Client has connected in case of late payment.

TERM OF AGREEMENT AND TERMINATION

The subscription shall apply during the introductory period that the parties agree on in accordance with the order, and the subscription is subsequently renewed annually if it is not cancelled at least one month before the end of the current subscription period. If the Client does not fulfil its obligations according to these Terms, the Supplier may cancel the subscription and terminate the connection, if the Client does not take corrective measures within 14 days from the Supplier's request in this regard. On cancellation of the subscription according to the above-mentioned section, paid subscription fees will not be refunded. If the Users under a site-licence do not fulfil their obligations according to these Terms, the Supplier may cancel the user account and terminate the connection for the Users in question. On cancellation of a user account according to the above-mentioned section, paid subscription fees for the user account will not be refunded. Moreover, the Supplier has a right to cancel the subscription and the Client's connection during the term of the agreement with three (3) months' notice. On cancellation of the subscription and the connection, the Client has the right to request the Supplier to refund the part of the subscription fee concerning the period after the connection has been terminated. When the subscription and the connection are terminated, the Client and the Users no longer have the right to use the Service. If, after the subscription has ended, the Client wishes to have access to information that the Client has entered and stored in the Service, it is the Client's responsibility to store such information in another suitable data medium belonging to the Client before the connection is terminated. If the Client requests so, the Supplier may assist in such transfer. The Supplier will delete all data, including user information, and information, which the Client or Users have stored in the Service, one month after the termination of the subscription. It should be noted that the Supplier has no possibilities of restoring data when data and information belonging to the Client have been deleted. The Client is responsible for copying the data and information published or stored via the Service, if the Client wants to save this material.

OPERATION, SUPPORT and MAINTENANCE

The Supplier shall take reasonable measures to ensure that the Service is accessible for the Client for 99.9 % per year. Time for carrying out measures for maintenance as stated below is not included in the guaranteed accessibility. The Supplier takes regular security copies of the content of the Service. If the accessibility falls below the guaranteed accessibility, the Client is entitled to financial compensation in the form of price reduction of the next renewal fee for the Service. The Supplier has the right, when needed, to take measures that affect the accessibility to the Service for maintenance of the Service or for operating or security reasons. The Supplier shall expedite such measures with a view to limit disruption of the Service as much as possible. The Supplier shall in reasonably good time inform the Client of planned measures that should primarily be made outside of office hours.

UPGRADING AND MODIFICATIONS

The Supplier and Klappir will make upgrades of the Service available to the Client as long as the subscription is active. The Supplier may at any time modify the Service, e.g. by adding or removing functions. Such modification may be made without prior notice to the Client, if the modification does not clearly affect the Client's use of the Service. Moreover, Klappir has the right to change the Terms of this Schedule at any time and may, e.g., be required to do so to reflect changes made by the Supplier. Klappir will keep the most current version of this Schedule available on its website. If the Client does not accept such updated user terms, the Client may cancel the connection according to item 6 above.

LIMITED GUARANTEE, LIABILITY

The Supplier makes the Service available "as is", and neither Klappir nor the Supplier provides any guarantees regarding the Service. Neither Klappir nor the Supplier shall under any circumstances be liable for any loss (including without limitation any indirect or consequential loss or damage, loss of data or use) arising due to the Client's, Users' or third parties' use of the Service

DISPUTES

Any dispute arising relating to the use of the Service, or the interpretation or application of this Schedule A, must primarily be resolved through negotiation between the parties. If the dispute cannot be resolved through negotiation, the issue must be resolved by the Reykjavik district court as the first instance. Any disputes shall be settled under Icelandic law.

CONTACT DETAILS

For assistance or questions regarding the Service or account- and/or payment-related questions relating to the Solution, please refer to the “Contact Us” page on the Klappir website, www.klappir.com. For other notices, please refer to the “Notices” section of the Klappir Service Terms.