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- B. You may not use the Software for any purpose other than deploying it on one or more servers in a manner for which the Software is expressly designed.
- C. The Software may only be hosted on the machines, servers, and internetworking devices within Your computer network or systems, including Your cloud hosting subscription. For clarity, Authorized Users may access and use the Software in accordance with this Agreement so long as the Software is solely hosted by You as explicitly specified in this Section 2(C). "Authorized Users" include You, Your Affiliates, Your and Your Affiliates' personnel or contractors for and on behalf of You or Your Affiliates and Your and Your Affiliates' customers.
- D. You may not sell, license, distribute, copy, modify, publicly perform or display, transmit, publish, edit, adapt, create derivative works from, or make any use of the Software except as expressly authorized in this Agreement.
- E. You are not allowed to resell, rent, lease or sub-license an unmodified or modified version of the Software as a stand-alone product, nor to build toolkit or developer tools from it that are similar to or would compete with Licensor's products or services. For purposes of this Agreement, a competing product or service means any product or service that is sold in competition with, or is being developed and that will compete with, a product or service developed, manufactured, or sold by Licensor.
- F. If You are prohibited under applicable law from using the Software, You may not use it, and You will comply with all applicable laws and regulations (including without limitation laws and regulations related to export controls) in connection with your use of the Software.

3. LICENSE FEES

- A. If you wish to use the Software in a production environment, you may download and use the Software for the Term upon payment of the appropriate license fee as indicated on the Quote in accordance with the terms and conditions of this Agreement.
- B. If you wish to use the Software in a non-production environment, you may download and access the source and/or binaries at no charge solely for the

purposes of testing, evaluation, demonstration, trials and training and in accordance with all license limitations and restrictions set forth in this Agreement.

4. SUPPORT

- A. Licensor will only provide support in accordance with the support guidelines posted at <https://duendesoftware.com/products/support>. Licensor will use commercially reasonable efforts to resolve all reasonable support requests, but makes no guarantee that all requests can be finally resolved.
- B. Licensor shall not provide support for: instances of the Software deployed on unsupported platforms as specified in the documentation accompanying the Software; support requests not resulting from the ordinary use of the Software; or support requests resulting from the use of third-party products.
- C. Licensor will not provide You with any individual or customized support services under this Agreement.
- D. A support contract may be purchased separately from Licensor for individual or customized support services with varying higher service levels than those provided herein.

5. EXPORT CONTROLS. You represent and warrant that the Software will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations (collectively, “**Export Laws**”). In addition, if the Software is identified as export controlled items under the Export Laws, You represent and warrant that You are not a citizen, or otherwise located within, an embargoed nation (including without limitation Cuba, Iran, North Korea, Sudan, or Syria) and that You are not otherwise prohibited under the Export Laws from receiving the Software. Any use in violation of the foregoing limitations and restrictions is strictly prohibited, and unlicensed.

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8. FEEDBACK. If You provide Licensor with any comments, bug reports, feedback, enhancements, or modifications proposed or suggested by You for the Software (“**Feedback**”), such Feedback is provided on a non-confidential basis (notwithstanding any notice to the contrary You may include in any accompanying communication), and Licensor shall have the right to use such Feedback at its discretion, including, but not limited

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9. TERM AND TERMINATION. This Agreement will remain in effect for the time frame specified in your Quote issued to you by Licensor and commences on the date You: (i) paid the applicable license fee for the Software; or (ii) downloaded the Software as a non-production user. However, Licensor may terminate this Agreement upon 30 days' prior written notice allowing You the opportunity to cure, for any actual or suspected misuse or abuse by You of the Software or any material violation of this Agreement. You may also choose to terminate this Agreement for any reason by ceasing all use of the Software. Following any termination of this Agreement, You will not be provided any refund, in whole or in part, and You must immediately cease use of the Software, remove or destroy any instances of the Software and/or copies thereof, and be able to show evidence of such cessation to Licensor upon request. The terms of this Agreement that expressly are to, or by implication ought to, survive, will survive this Agreement. Notwithstanding the foregoing, should Licensor completely cease to do business (excluding transactions in connection with a sale of all or substantially all of Licensor's assets or stock, or in connection with a merger or other corporate reorganization), the term of this Agreement shall be perpetual as to Your custom application previously deployed by You prior to the date of such cessation of business and without the need for any further payments in accordance with all limitations and restrictions in this Agreement.

10. WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY.

The Software and any support are provided on an "as is" basis, without warranty of any kind. To the maximum extent permitted by applicable law, Licensor disclaims all warranties and conditions, express, implied, statutory or otherwise, including but not limited to implied warranties or conditions of fitness for a particular purpose, merchantability, title, quality, results, and non-infringement. Under no circumstances will Licensor be liable for any consequential, special, indirect, incidental or punitive damages whatsoever arising out of the use or inability to use the Software, even if Licensor has been advised of the possibility of such damages, and notwithstanding any failure of essential purpose of any limited remedy. In no event will Licensor's aggregate liability for damages arising out of this Agreement or the terms exceed the amount paid by you for the Software. Some jurisdictions do not allow limitations on implied warranties or the exclusion or limitation of liability for consequential or incidental damages, so the above limitations may not apply to You. In such an event, the above limitations and exclusions will be enforced to the maximum extent permitted under applicable law.

11. INDEMNITY. You agree to indemnify Licensor and its affiliates, officers, directors, suppliers, licensors, and other customers from and against any and all liability and costs (including reasonable attorneys' fees) incurred by such parties in connection with or arising out of your use or misuse of the Software.

12. GOVERNING LAW; VENUE. This Agreement shall be governed by and interpreted

in accordance with the laws of the State of New York, USA, excluding its law on conflict of laws. You hereby consent to submit to personal jurisdiction and venue exclusively in the federal and state courts of the State of New York, USA.

13. GENERAL PROVISIONS.

- A. You will be responsible for the payment of all taxes, duties, levies, and other charges including, but not limited to sales, use, gross receipts, excise, VAT, ad valorem and any other taxes, any withholdings or deductions, import and custom taxes, any duties, or any other charges imposed by any taxing authority (excluding any taxes based on the Licensor's income) with respect to the fees payable to Licensor in connection with this Agreement.
- B. This Agreement contains the entire agreement between You and Licensor, supersedes any other agreement or discussions, oral and written, concerning the subject matter hereof, and may not be modified or amended except by a written amendment signed by both parties.
- C. If any provision of this Agreement is declared invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall, as to that jurisdiction, be ineffective only to the extent of such invalidity, illegality, or unenforceability, and shall not in any manner affect the remaining provisions hereof in such jurisdiction or render any other provision of this Agreement invalid, illegal, or unenforceable in any other jurisdiction.
- D. This Agreement is not assignable, transferable or sublicensable by You except with Licensor's prior written consent. Licensor may transfer and assign any of its rights and obligations under this Agreement without consent.
- E. You may provide Licensor with a valid purchase order; provided, however, purchase orders are to be used solely for your accounting purposes and any terms and conditions contained therein shall be deemed null and void with respect to the parties' relationship and this License Agreement. Any such purchase order provided to Licensor shall in no way relieve you of any obligation entered into pursuant to this License Agreement including, but not limited to, your obligation to pay Licensor the appropriate license fees.
- F. You agree that in the event of a breach or threatened breach of this Agreement, Licensor may suffer irreparable harm and will be entitled to specific performance, and preliminary and/or permanent injunctive relief to enforce this Agreement without the need to post bond and that such relief shall be in addition to, and not in lieu of, any monetary damages or other relief a court of competent jurisdiction, whether at law or equity, may award.
- G. This Agreement shall supersede any provisions of the Uniform Commercial Code as adopted or made applicable to the Software in any competent jurisdiction. This Agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods.