

# Hexagon Aura Reality Software License Agreement

Please carefully read this Software License Agreement (the "**License Agreement**") before accessing, using or downloading the Software.

By submitting an order, by clicking an accept button or by accessing, downloading and/or using the Software, you as a Customer or User (as defined below) agree to be bound by the terms of this License Agreement, which also incorporate the Privacy Policy and the Documentation (as defined below). If you accept this License Agreement on behalf of a company, you represent that you have the authority to bind that company to this License Agreement. If you do not have such authority, or if you do not agree to the terms of this License Agreement, you must not accept this License Agreement and may not access, download and/or use the Software. All rights and obligations of the Customer under this License Agreement shall apply mutatis mutandis to all Users (as defined below). The Software is intended for commercial use by business customers and educational institutions only.

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## 1 Introduction

This License Agreement governs the relationship between HAR and the Customer and any of its Users (as defined below). The Software licensed under this License Agreement is intended for commercial use by business customers and educational institutions only. This License Agreement applies to both paid and free use of the Software.

## 2 Definitions

In this License Agreement

- a) **Account** means the Customer's and/or the Users' HAR user account for the Software, if any;
- b) **Agreement** means collectively the HOS, the Subscription Plan, this License Agreement and any other agreements of the Parties in text form regarding the Software;
- c) **Authorized User** means any individual natural person or legal entity not belonging to the Customer's organization who is registered or permitted by the Customer to use the Software subject to the Agreement;
- d) **Brand Features** means trade names, trademarks, logos, domain names, and other distinctive brand features, whether registered or not;
- e) **Confidential Information** means all information disclosed by HAR to the Customer or its Users, whether orally or in text form, that is designated as confidential or that relates to the Software, including the terms of this Agreement (including pricing). Confidential Information excludes any information, which the Customer proves that: (i) is or becomes generally known to the public without breach of any obligation owed to HAR, (ii) was known to the Customer or its Users prior to its disclosure by HAR without breach of any obligation owed to HAR, (iii) is received from a third party without breach of any obligation owed to HAR, or (iv) was independently developed by the Customer or its Users;
- f) **Customer** means the individual or entity who enters into the Agreement and/or uses the Software and/or is specified as the customer in the HOS;
- g) **Customer User** means any individual natural person belonging to the Customer's organization who is registered or permitted by the Customer to use the Software subject to the Agreement;
- h) **Device** means equipment and related functionalities on which HAR Technology is pre- installed;
- i) **Documentation** means the Software technical documentation provided and authorized by HAR, e.g. in the form of product manuals, data sheets etc., as may be further specified in the HOS;
- j) **Educational License** means a License granted to an academic, educational, promotional and/or research institution free of charge or at reduced prices;
- k) **E-Mail Address** means the Customer's and HAR's e-mail address to which any notices and notifications under the Agreement shall be sent according to Section (Notices);20.1 (Notices);
- l) **Equipment** means any equipment and ancillary services needed by the Customer and its Users to download, connect to, access or otherwise use the Software, including, without limitation, modems, hardware, servers, software, operating systems, networks, web servers and the like;
- m) **Force Majeure** means any act of God, natural disaster, government order, rule or decision, fire, war or

armed conflict or the serious threat of the same, strike or labor dispute, pandemic, attack by viruses, worms or Trojan horses or any other cause beyond the reasonable control of the Parties;

- n) **HAR** means Hexagon Aura Reality AG, Heinrich-Wild-Strasse 201, 9435 Heerbrugg, Switzerland, or the legal entity defined in the HOS;
- o) **License Agreement** means this Software License Agreement;
- p) **HOS** means:
  - the HAR Order Specifications, which are any online, written or otherwise in text form registration, subscription or purchase order form or contract for the Software submitted by the Customer and confirmed by HAR or an authorized reseller of HAR,
  - as well as any other agreement or document regarding the Software incorporating this License Agreement;
- q) **Parties** means HAR and the Customer collectively;
- r) **Perpetual License for Pre-Installed Software** means the rights granted to the Customer according to Section 6.3 (Perpetual License for Pre-Installed Software);
- s) **Perpetual License** means the rights granted to the Customer according to Section 6.2 (Perpetual License);
- t) **Privacy Policy** means the privacy policy available at <https://hexagon.com/legal/privacy-notice> and/or provided to the Customer on demand;
- u) **Qualified Form** means in writing, with the signature or qualified electronic signature of a person(s) authorized to represent the respective party;
- v) **Seat** means the country in which the Customer has its company seat, unless otherwise defined in the Agreement;
- w) **Software** means the HAR software licensed to the Customer and/or which is pre-installed on a Device used by the Customer, as specified in the HOS or Documentation, including Beta Software;
- x) **Subscription License** means the rights granted to the Customer according to Section 6.1 (Subscription License);
- y) **Subscription Plan** means the terms for a defined subscription level for the use of the Software;
- z) **Subsidiaries and Affiliates** means HAR's subsidiaries and affiliated legal entities around the world, regardless of whether HAR owns a controlling interest in such legal entity or not;
- aa) **Territory** means the territory as defined in the HOS, if no territory is defined in the HOS, Territory means the Seat;
- bb) **Beta Software** means Software provided by HAR to the Customer for beta testing prior to making the technology available for general use;
- cc) **User** means both Customer Users and Authorized Users.

## 3 Scope and Application of the License Agreement

### 3.1 Scope of the License Agreement

This License Agreement governs the Customer's and its Users' use of the Software and the Parties' respective rights and obligations. It does not replace any HAR terms and conditions between the Parties for any other HAR products or services.

The Privacy Policy and the Documentation, if any, form an integral part of this License Agreement in their current versions.

### 3.2 Accepting the License Agreement

The Customer and its Users agree to be bound by this License Agreement by submitting a HOS, by clicking an accept button or by accessing, using or downloading the Software. HAR is in no way bound by any contradictory or additional terms and conditions from the Customer, its Users or any reseller of the Software unless accepted by HAR in Qualified Form.

### 3.3 Order of Precedence

Any inconsistency between this License Agreement, the Subscription Plan, the HOS or any other agreement between the Parties regarding the Software shall be resolved by giving precedence in the following order:

- a) The HOS and/or any other agreement in text form, or where specifically stated in the Agreement in Qualified Form, regarding the Software between the Parties;
- b) The Subscription Plan
- c) This License Agreement;
- d) The Privacy Policy;
- e) The Documentation.

### 3.4 Changes to the License Agreement

HAR expressly reserves the right to make changes to the License Agreement from time to time. HAR shall notify the Customer of the changes in appropriate form, e.g. notifications in the Software, and shall make a new copy of the License Agreement available to the Customer at least 30 days in advance.

Without objection by the Customer, the adapted terms enter into force on the date indicated by HAR. If the adapted terms are unacceptable to the Customer, the Customer must inform HAR thereof within 30 days of being notified. In case of an objection, the Customer may terminate the Agreement according to Section 19.1 (Term and Ordinary Termination). If the Customer does not terminate the Agreement according to Section 19.1 (Term and Ordinary Termination) at the next opportunity, the adapted terms apply from the automatic renewal of the Agreement after the next opportunity to terminate it in accordance with Section 19.1 (Term and Ordinary Termination).

## 4 Services Rendered by HAR's Subsidiaries and Affiliates

Sometimes, Subsidiaries and Affiliates as well as third parties will be providing the services under the Agreement to the Customer on behalf of HAR. The Customer acknowledges and agrees that HAR shall be entitled to subcontract the

provision of any part of the services provided under the Agreement to its Subsidiaries and Affiliates as well as third parties (which shall be entitled to provide the services under the Agreement on behalf of HAR).

## 5 Customer Account

To access and use the Software, the Customer and its Users may need an Account. When opening an Account, the Customer and its Users must provide HAR with the information reasonably requested by HAR. The provided information must be accurate and correct and must be kept accurate and correct throughout the term of the Agreement.

## 6 Right to Use the Software

### 6.1 Subscription License

During the term of the Agreement, to the extent reflected in the HOS, HAR grants the Customer and its Users a limited, non-exclusive, non-transferable, non-assignable, non-sublicensable and revocable right to install, use and operate the Software on a subscription basis in the Territory in the manner and to the extent specified in the Agreement. The right is subject to the Agreement, in particular the limitations set forth in Section 7.9 (Use Restrictions) of this License Agreement. Unless otherwise specified in the HOS, the Customer shall acquire one Subscription License for each User and/or Device or machine, respectively.

### 6.2 Perpetual License

During the term of the Agreement, to the extent reflected in the HOS, HAR grants the Customer and its Users a limited, perpetual (subject to termination as provided in this License Agreement), non-exclusive, non-transferable and non-sublicensable right to install, use and operate the Software in the Territory in the manner and to the extent specified in the Agreement. The right is subject to the Agreement, in particular the limitations set forth in Section 7.9 (Use Restrictions) of this License Agreement. Unless otherwise specified in the HOS, the Customer shall acquire one Perpetual License for each User and/or Device or machine, respectively.

### 6.3 Perpetual License for Pre-Installed Software

For Software pre-installed on a Device, during the term of this License Agreement, HAR grants the Customer and its Users a limited, perpetual (subject to termination as provided in this License Agreement), non-exclusive, non-transferable and non-sublicensable right to use the Software in the Territory only on the Device on which the Software is pre-installed in the manner and to the extent specified in the Agreement. The right is subject to the Agreement, in particular the limitations set forth in Section 7.9 (Use Restrictions) of this License Agreement.

### 6.4 No Transfer of Title

Any title, ownership and intellectual property rights in the Software and Documentation belonging to HAR shall remain with HAR.

### 6.5 No Right to Use Brand Features

HAR does not grant the Customer any right in or to any HAR Brand Features, including in particular no right to use any HAR Brand Features.

## 7 Use of the Software by the Customer

### 7.1 Access to the Software

During the term of the Agreement, HAR will make the Software available to the Customer and its Users pursuant to the terms of the Agreement.

HAR may suspend the Customer's or any of its User's right to access or use any portion or all of the Software immediately upon notice if HAR determines that (i) the Customer's or any of its User's use of the Software (a) poses a security risk to the Software or any third party, (b) could adversely impact Aura's systems, (c) could subject HAR and its Subsidiaries and Affiliates or any third party to liability, or (d) could be fraudulent; (ii) the Customer or any User is in breach of the Agreement or any applicable law; (iii) the Customer is in breach of its obligations under Section (Pricing and Payment).<sup>12</sup> (Pricing and Payment).

### 7.2 Use by Business Customers Only

The Software offered under this License Agreement is not intended for use by consumers. The Customer represents and warrants that it is a business customer or academic institution and uses the Software under this License Agreement only in the course of running its business or academic institution.

### 7.3 Use of Beta Software

If HAR grants the Customer the right to use Beta Software, the Customer may only use the Beta Software on a temporary basis for the period limited by the license key or specified in the HOS.

Beta Software is still being developed, tested and evaluated. It has not been released for sale, distribution or use by the public. HAR, in its discretion, may stop enabling the use of Beta Software at any time, at which point the Customer shall no longer access the Beta Software and any related data, information, and files and must immediately cease using the Beta Software. Any configurations or customizations made by the Customer during the beta test may be permanently lost.

Beta Software may not be a final product and, as such, may contain various errors, defects and bugs and may be unstable, including not being available for extended periods of time. HAR is not obliged to fix any errors or defects or provide any updates, technical support, or maintenance for Beta Software.

HAR does not recommend installing any software necessary to use Beta Software during full or everyday operation. Beta Software is recommended for use of experienced users only. It is the Customer's responsibility to take adequate precautions against possible damage resulting from the use of Beta Software. In case of doubt, Beta Software should not be installed or used.

As a usual part of the beta test program, the Customer agrees to provide timely feedback to HAR of the progress of the beta test. This includes bug reports, conferences with HAR, and written evaluations of new features included in the Beta Software. HAR is free to use all such feedback for any purpose, including communication to the public.

### 7.4 Use by Educational Institutions

HAR may grant Educational Licenses to academic, educational and/or research institutions.

Educational Licenses may not be used for commercial purposes. They may only be used for not-for-profit academic research that does not benefit a commercial entity and that is not subject to consulting or licensing obligations or other grants of rights to any commercial entity.

HAR may terminate Educational Licenses provided free of charge at any time in its sole discretion, at which point the Customer will no longer have access to any related data, information, and files and must immediately cease using the Software. Any configurations or customizations made by the Customer may be permanently lost.

No support is provided with an Educational License. HAR may in its sole discretion and at its own schedule, but without obligation, review the merit of any reported issues, requests for enhancement or questions about usage and may deliver a response.

## 7.5 Use by Users

All rights and obligations of the Customer under this Agreement shall apply *mutatis mutandis* to all Users.

The Customer assumes full responsibility for any Users' use of the Software. Use of the Software by a User shall be considered for all intents and purposes as the Customer's use (see Section 10.1 [Compliance]). The Customer undertakes to ensure that only sufficiently qualified Users use the Software.

The Customer is fully liable for its Customer Users' use of the Software. For Authorized User's use of the Software, the Customer is jointly and severally liable with the Authorized Users. The Customer undertakes to make Authorized Users aware of the terms of the Agreement and to oblige them to fully comply with the terms of the Agreement at all times.

If the Customer becomes aware of any violation of its obligations caused by a User, the Customer must immediately suspend access to the Software to such User or instruct HAR to do so.

## 7.6 Tracking of Use

In order to evaluate and improve the functionality, reliability, performance, maintenance of and support for the Software and in order to verify whether the Software is used with a valid license and in accordance with the Agreement, HAR may track and evaluate the Customer's and its Users' use of the Software. HAR may use such usage data for any purpose it deems fit in anonymized form.

What usage data is collected by HAR depends on the functionality of the Software as further specified in the Documentation.

## 7.7 Use only for Specified Areas of Application

Unless otherwise explicitly agreed in Qualified Form, the Customer shall only use the HAR Technology in and for the areas of application specified in the HOS and/or the Documentation.

To the maximum extent permitted by law, HAR explicitly excludes any representations and warranties as to the accuracy of results and the suitability of the HAR Technology in and for areas of application not specified in the HOS and/or the Documentation or agreed between the Parties in Qualified Form.

## 7.8 Permitted Use

The Customer shall use the Software only for purposes and in a way that

- a) are permitted by and in compliance with the Agreement;



- b) are permitted by all applicable laws and regulations in the relevant jurisdictions.

The Customer's use of the Software shall conform with the restrictions set forth in the HOS and/or the Subscription Plan for the level of subscription purchased by the Customer, if any. HAR may monitor the Customer's compliance with these limits and, if it detects overuse, require that the Customer upgrade to the appropriate subscription to a higher performance offered for the HAR Technology.

The Customer agrees to follow the operation procedures published by HAR, including, but not limited to procedures for routine maintenance of the Software.

## 7.9 Use Restrictions

### 7.9.1 General Restrictions

The Customer shall not and shall not permit any User or third party to or to attempt to:

- a) make copies of the Software, except that the Customer is allowed to make a single copy of the Software solely for backup purposes.
- b) distribute, sell, or otherwise make any part of the Software, including the user interface, or the Documentation available to third parties except as permitted by the Agreement.
- c) perform an action with the intent of introducing to the Software any viruses, worms, defects, Trojan horses, malware, or any items which negatively affect the Software.
- d) interfere with or disrupt the Software or the servers or networks providing the Software.
- e) reverse engineer, decompile, disassemble or otherwise reduce the Software to any human perceivable form, except to the extent that this is expressly allowed by applicable law.
- f) extract any source code, algorithms, methods, ideas, techniques, workflows or hierarchies from or embodied in the Software or any portion thereof, except to the extent that this is expressly allowed by applicable law.
- g) modify, adapt, install any other non-authorized software, access the underlying operating systems, translate, or create derivative works based upon the Software, Documentation or any part thereof.
- h) rely solely on the Software for any plans, technical drawings, models, feasibility studies or other construction or business decisions and activities where the use or failure of the Software could lead to death, personal injury, or environmental damage.
- i) remove, obscure, or alter any HAR terms of service, or any links to or notices of those terms or any HAR Brand Features, product identification, copyright, proprietary, intellectual property notices or other marks.
- j) use or access all or any part of the Software in order to build a product or service which competes with the Software.
- k) infringe HAR or its Subsidiaries and Affiliates' intellectual property rights or those of any third party.
- l) infringe or breach any applicable laws and regulations.

### 7.9.2 Autonomous Use Restrictions

**Unless otherwise explicitly specified in the HOS, the Documentation, or agreed in Qualified Form, the Customer may not use the Software for devices or systems which operate autonomously, without immediate control of human beings.**



### 7.9.3 Export Control Restrictions

The Customer agrees to comply with all applicable laws with respect to export controls and economic sanctions. The Customer agrees in particular not to export or re-export, directly or indirectly, the Software, software or technical data that are intended to be used for any purposes prohibited by the United States Government regulations or the EU dual-use regulations, including but not limited to nuclear and/or missile proliferation or chemical or biological weapons or weapons precursor development, unless the Customer first obtains written permission to do so from HAR. The Customer's obligations in this clause shall survive the termination or expiration of the Agreement.

## 7.10 Services Depending on the Territory and Geo-Fencing

The Software available to customers may vary depending on the Territory. HAR reserves the right to limit the Customer's use of the Software from certain geographical areas or locations (geo-fencing) in line with Aura's general policies and mandatory law.

## 8 Third Party Software and Resources

The Customer expressly acknowledges that operation of the Software may require that the Customer has or obtains, at the Customer's sole cost and expense, appropriate hardware and third party software and/or application licenses, such as (but not limited to) operating systems. Except as expressly stated in the Agreement, this License Agreement does not grant any license in or to any other software than the Software, and the Customer is responsible for procuring all such necessary third party software or other hardware or equipment.

HAR may have integrated directly in the Software certain software supplied by third parties and/or open source software not owned by HAR. HAR provides access to such third-party and/or open source software as part of the licensed Software. The Customer acknowledges and agrees that such third party and/or open source software is subject to various other terms and conditions imposed by the licensors of such third party software and/or open source software license terms. A list of third party and open source software licenses, and the applicable terms thereof, shall be provided with the Software. Such third party and/or open source software is provided "**as is**", with no warranties of any

kind. Any third party and/or software sublicense will terminate when this License Agreement terminates or when the Software is no longer being used by the Customer. The Customer's use of such third party and/or open source software is subject to, and governed by, the specified third party and/or open source license terms, except that this Section 8 (Third-Party Software) and Section 15 (Limitations of Liability) of this License Agreement also govern the Customer's use of the third party and/or open source software. The Customer acknowledges that all third party and/or open source software licensors and suppliers in respect of the Software retain all rights, title and interest in their respective software products. The Customer agrees to comply with such third party and/or open source software license terms.

The Software may include hyperlinks to other websites, content or resources. HAR has no control over any websites or resources that are provided by companies or persons other than HAR. HAR is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products, or other materials on, or available from, such websites or resources.

## 9 Support and Maintenance

### 9.1 Service Levels

Unless otherwise specified in the HOS, HAR does not guarantee any service availability for the Software. However, HAR will use commercially reasonable efforts to make the Software continuously available, except for: (i) planned downtime, or (ii) any unavailability caused by circumstances beyond HAR's reasonable control, including without limitation internet service provider failures or delays, denial of service attacks, or failures in the Customer's systems and/or infrastructure.

### 9.2 Support

The Software is designed for qualified and experienced business Customers. The Customer shall identify any need for support and liaise with HAR to determine the extent of support available prior to the use of the Software.

HAR will provide support for the Software only if and as detailed in the Agreement. Any further support will be charged additionally.

### 9.3 Maintenance

HAR may further develop and improve the Software and release upgrades and updates as deemed necessary by HAR. The contents, timing, availability and pricing of all upgrades and updates of the Software will be decided by HAR in its sole discretion.

### 9.4 Changes to the Software

HAR may enhance and/or change the features of the Software at its discretion as long as it does not materially reduce the core functionality of the Software. HAR will notify the Customer of any material change to or discontinuation of the Software.

## 10 Customer Responsibilities and Obligations

### 10.1 Compliance

The Customer ensures, undertakes, represents and warrants that:

- a) its and its Users' use of the Software complies with the Agreement, all applicable laws and regulations and all regulations policies and procedures of networks connected to the Software.
- b) it uses all reasonable endeavours to prevent, and immediately notify HAR of, and terminate any unauthorized use of or access to the Customer's and its Users' Accounts or the Software.

### 10.2 Customer Equipment, Security and Backup

The Customer is solely responsible for:

- a) obtaining and maintaining the Equipment;
- b) maintaining the security of the Equipment, its and its Customer Users' Accounts, passwords and other data;
- c) taking the measures necessary to protect, secure and preserve data and other information, in particular for

the event of errors or malfunctions of the Software or hardware on which the Software is used, including by making back-ups.

### 10.3 Transfer of Rights and Obligations to Acquirers

In case a third party acquires a Perpetual License or a Device from the Customer, the Customer shall inform said third party of the terms of the Agreement and shall ensure that all rights and obligations of the Customer under the Agreement are transferred to said third party.

## 11 Privacy and Personal Information

### 11.1 Privacy Notice

Where HAR acts as the data controller, determining the purposes and means of processing personal data collected under this Agreement, it will process personal data in accordance with the then-applicable Privacy Notice, accessible at <https://hexagon.com/legal/privacy-notice>. HAR will maintain the Privacy Notice's accuracy, relevance, and compliance with applicable data protection laws, including any changes in legislation or regulatory guidance.

### 11.2 Data Processing Addendum (DPA)

Where HAR acts as the data processor or sub-processor for personal data furnished by the Customer, the processing of such data shall be governed by the Data Processing Addendum (DPA), accessible at [aurareality.com/compliance-standards](https://aurareality.com/compliance-standards) apply. This DPA is hereby incorporated by reference into this Agreement and outlines the rights and obligations of both parties concerning the processing of personal data.

### 11.3 Legal Compliance and Adaptability

Both parties agree to regularly review and, where necessary, amend their data protection practices, privacy notices, and DPA to ensure ongoing compliance with evolving data protection laws and regulations.

## 12 Pricing and Payment

### 12.1 Subscription License

#### 12.1.1 Subscription Plans and In-App Purchases

The prices, features, and options of the Software available to the Customer under a Subscription License depend on the Subscription Plan selected as well as any changes instigated by the Customer. Certain features and options in a Subscription Plan may only be available upon a separate payment (in-app purchases).

HAR does not represent or warrant that a particular Subscription Plan will be offered indefinitely and reserves the right to change the prices for or alter the terms of a particular Subscription Plan.

HAR will notify the Customer of any intended changes of the Customer's Subscription Plan at least 30 days in advance. Without objection by the Customer, the adapted terms enter into force on the date indicated by HAR. If the adapted terms are unacceptable to the Customer, the Customer must inform HAR thereof within 30 days of being notified. In case of an objection, the Customer may terminate the Agreement according to Section 19.1 (Term and Ordinary Termination). If the Customer does not terminate the Agreement according to Section 19.1 (Term and Ordinary Termination) at the next opportunity, the adapted terms apply from the automatic renewal of the Agreement after the next opportunity to terminate it in accordance with Section 19.1 (Term and Ordinary

Termination).

#### 12.1.2 Payment and No Refunds

The Customer will timely pay HAR all fees associated with its Subscription Plan, Account, in-app purchases or use of the Software, including by Users. Except as expressly provided in the Agreement, the Customer's payments are non-refundable.

#### 12.1.3 Recurring Charges

When purchasing a Subscription Plan, the Customer must provide accurate and complete information for a valid payment method, such as a credit card, that the Customer is authorized to use. The Customer must promptly notify HAR of any change in its invoicing address and must update its Account with any changes related to its payment method.

By completing registration for a Subscription Plan or by upgrading an existing Subscription Plan, the Customer authorizes HAR or its agent to charge its payment method on a recurring (e.g. monthly or yearly) basis for (i) the applicable Subscription Plan charges; (ii) any in-app purchases; (iii) any and all applicable taxes; and/or (iv) any other charges incurred in connection with the Customer's use of the Software. This authorization continues through the applicable term until the Agreement is terminated as set forth in Section 19 (Term and Termination) of this License Agreement.

### 12.2 Perpetual License

Unless otherwise stated in the HOS, the one-off fee for a Perpetual License is to be paid by the Customer upfront as described in the HOS and based upon the rates and amounts set forth in the HOS.

### 12.3 Perpetual License for Pre-Installed Software

The customer will be subject to a fee for the Perpetual License for Pre-Installed HAR Technology, unless otherwise specified in the HOS.

### 12.4 Invoices

HAR will provide billing and usage information in a format of its choice, which may change from time to time.

### 12.5 Taxes

All fees, prices, and other charges mentioned in the Agreement shall be exclusive of all value -added taxes. If HAR is obligated to collect or pay value-added taxes, the taxes will be invoiced to the Customer, unless the Customer provides HAR with a timely and valid tax exemption certificate authorized by the competent taxing authority.

### 12.6 No Deductions or Set-Off

The Customer shall make all payments free of deductions of any kind, such as (but not necessarily limited to) expenses, taxes, and dues. A payment shall only be deemed to be made when it has been made in full.

The Customer shall not set off any payment due against any counterclaim and the Customer shall not be entitled to withhold payment on the grounds of any complaint or other claim, unless the Customer's counterclaim is accepted by HAR or has been finally decided by a competent court or arbitral tribunal.

## 12.7 Default

Upon expiry of the agreed date of payment, the Customer shall be deemed in default. All consequential costs due to default shall be at the Customer's charge. Late payments bear interest at the rate of 5% per year. HAR reserves the right to suspend the Customer's access to the Software or terminate the Agreement for any late payments (see Sections 7.1 [Access to the Software] and 19.2 [Extraordinary Termination]).

## 13 Confidentiality

The Customer will use at least the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind, but in no event less than reasonable care, to (i) not use any Confidential Information of HAR for any purpose outside the scope of this Agreement and (ii) except as otherwise authorized by HAR in writing, limit access to Confidential Information of HAR to those of its and its affiliates' employees and contractors who need that access for purposes consistent with this

Agreement and who are under confidentiality obligations with the Customer not materially less protective than those herein. The Customer shall destroy Confidential Information in its possession upon termination of this Agreement.

The Customer may disclose Confidential Information of HAR to the extent compelled by law to do so, provided the Customer gives HAR prior notice of the compelled disclosure (to the extent legally permitted) and reasonable assistance, at HAR's cost, if HAR wishes to contest the disclosure.

## 14 Warranties

### 14.1 Rights of the Customer in Case of Defects

The Customer shall inspect the Software and any upgrades thereto immediately after delivery and shall notify any defects to HAR with undue delay, at the latest within 10 days of delivery. Absent a timely notice of defects, the Customer shall be deemed to have accepted the Software and/or any upgrades to it and to have waived any and all claims for defects, except for hidden defects. The Customer shall notify HAR of any hidden defects within 10 days of discovering them. In any case, HAR shall not be liable for any defects which are notified later than 12 months after delivery.

Provided that the Customer timely notified HAR of a defect, in case any representations or warranties explicitly specified in the Agreement are not met by HAR, the Customer has the right to request HAR to cure the defect within a reasonable period of time of at least 14 days. If HAR fails to cure the defect on the second independent attempt, as the sole and exclusive remedies the Customer has the right to (i) terminate the Agreement with immediate effect (see Section 19.219.2(g) [Extraordinary Termination]), and/or (ii) claim damages for any direct damage caused by the defect limited to the price of (i) the Customer's Subscription Plan for one year in the case of a Subscription License, (ii) the one-off fee in the case of a Perpetual License, and (iii) the Device in the case of a Perpetual License for Pre-Installed Software.

### 14.2 Exclusion of Warranties

The Customer's use of the Software is entirely at its own risk and the Software is provided "as is" and "as available". Unless otherwise explicitly specified in the HOS, the Documentation, or agreed in Qualified Form, to the maximum extent permitted by law, HAR does not represent or warrant to the Customer that:

- a) **The Software will meet the Customer's requirements or is fit for a particular purpose;**

- b) The Software will be uninterrupted (if applicable), timely (if applicable), secure, or error-free;**
- c) The Software will be correct, accurate or reliable;**
- d) The Software is compatible with any particular third party software;**
- e) The defects in the operation or functionality of the Software will be corrected;**
- f) The Software or other data will be available or be made available to the Customer at any point in time.**

## 15 Limitations of Liability

HAR 's and its Subsidiaries' and Affiliates' and their employees' and other auxiliary persons' liability for any direct damage caused to the Customer and its Users shall be limited to the price of (i) the Customer's Subscription Plan for one year in the case of a Subscription License, (ii) the one-off fee in the case of a Perpetual License, and (iii) the Device in the case of a Perpetual License for Pre-Installed Software.

To the maximum extent permitted by law, HAR, its Subsidiaries and Affiliates and their employees and other auxiliary persons exclude any liability towards the Customer and its Users for any indirect, subsidiary and consequential damage or loss, including for loss of profit or business of any kind and third-party claims. This shall apply even if HAR has been informed of the possibility of the occurrence of said damage.

For the use of Beta Software by the Customer (see Section 7.3 [Use of Beta Software]), HAR, its Subsidiaries and Affiliates and their employees and other auxiliary persons exclude any liability towards the Customer and its Users to the maximum extent permitted by law.

To the maximum extent permitted by law, HAR and its Subsidiaries and Affiliates and their employees and other auxiliary persons exclude any and all liability for damage caused in connection with any use of the Software not permitted by this License Agreement.

## 16 IP Infringements

In the event of a claim that the Software, any HAR Brand Features and/or the Documentation, or the Customer's or its User's permitted use thereof under the Agreement infringes a third party's intellectual property, proprietary or other right, or HAR's belief that such claim is likely to arise, HAR shall have the right, at its sole option and expense to (i) procure for the Customer the right to continue using the affected Software and/or Documentation, (ii) replace or modify the affected (part of the) Software and/or Documentation so that it does not infringe, or (iii) terminate the Agreement with immediate effect (see Section (h) [Extraordinary Termination]). If the Customer becomes aware of any such claim raised by a third party, it shall notify Hexagon thereof immediately .19.2(h) [Extraordinary Termination]). If the Customer becomes aware of any such claim raised by a third party, it shall notify Aura thereof immediately.

If HAR terminates the Agreement, as the Customer's sole remedy and HAR's entire liability, HAR will refund to the Customer, upon the Customer's certified deletion of the affected Software, a reasonable amount of the fees paid by the Customer under the Agreement.

## 17 Indemnities

The Customer shall hold harmless, defend and indemnify HAR and its Subsidiaries and Affiliates, directors, officers, employees, strategic partners, licensors, and their suppliers against and for all liabilities, damages, losses, costs, fees (including legal fees), and expenses relating to any allegation , claim, complaint, regulatory action or third-party legal proceedings arising from the Customer's use of the Software in breach of the

Agreement.

The Customer shall cooperate as fully as reasonably required in the defence of any allegation, claim, complaint, regulatory action or third-party legal proceedings free of charge. HAR reserves the right, at its own expense, to assume the exclusive control and defence of any indemnified matter under this Section 16 (Indemnities).

## 18 Force Majeure

In the event of Force Majeure preventing a party from discharging its obligations under this Agreement, neither party shall be in default or liable to the other party to the extent that performance is prevented, hindered or delayed by such an event.

The party invoking Force Majeure shall promptly inform the other party and keep the other party reasonably apprised of the development. The party having declared Force Majeure shall be held to

co-operate in any reasonable manner in order to mitigate the consequences of such Force Majeure. Should Force Majeure circumstances continue to prevent the servicing of the Agreement for more than three consecutive months, either Party shall have the right to terminate the Agreement with immediate effect. In the event of such termination, claims for loss and damages under any and all titles between the Parties to this Agreement shall be excluded to the maximum extent permitted by law.

Force Majeure includes, without limitation, non-delivery or delays in delivery of goods and services of HAR. Force Majeure of suppliers or service providers of HAR shall be deemed to be Force Majeure of HAR.

## 19 Term and Termination

### 19.1 Term and Ordinary Termination

#### 19.1.1 Subscription License

Unless otherwise specified in the HOS or the Subscription Plan, the initial term of the Agreement will begin upon the earlier of (i) HAR 's confirmation of the subscription after receipt of the HOS, or (ii) the Customer's use of the Software, and shall continue on a subscription term to subscription term basis until the Agreement is terminated. The Customer may only withdraw a Subscription License before the end of the Agreement's term if this is explicitly permitted by the HOS.

Either party may terminate the Agreement by providing a prior notice of termination to the other party as follows:

- a) for monthly subscriptions with a notice period of at least one day prior to the end of the then-current term;
- b) for all other subscriptions, including yearly subscriptions, with a notice period of at least 30 days prior to the end of the then-current term.

The Customer may terminate the Agreement directly in the Account if the Account features this possibility.

#### 19.1.2 Perpetual License

Unless otherwise specified in the HOS, the term of the Agreement will begin upon HAR 's confirmation of the Perpetual License after receipt of the HOS and shall continue for an indefinite term, until terminated in accordance with this Section (Term and Termination).

#### 19.1.3 Perpetual License for Pre-Installed Software

Unless otherwise specified in the HOS, the term of the Agreement will begin upon the Customer's first use of the Software on the Device and shall continue for an indefinite term, until terminated in accordance with this Section 19 (Term and Termination).

### 19.2 Extraordinary Termination



The Agreement may be terminated for cause, in particular but not limited to the following circumstances:

- a) immediately by either party if proceedings are initiated for the other party's liquidation or insolvency or a negotiated settlement with the other party's creditors is concluded or an assignment is made on behalf of the other party for the benefit of creditors;
- b) immediately by either party in case of breach of the Agreement by the other party, if the breach has not been stopped or removed during 30 calendar days after receipt of a notice from the aggrieved party asking to do so;
- c) immediately by either party if Force Majeure circumstances continue to prevent the servicing of the Agreement for more than three consecutive months as specified in Section 18 (Force Majeure);
- d) immediately by HAR if the Customer is in default with any payment due under the Agreement;
- e) immediately by HAR if, in HAR's sole discretion, further use of the Software by the Customer or its Users may have a detrimental impact on HAR's reputation;
- f) immediately by HAR if it has the right to suspend the User's use of the Software under Section 7.1 (Access to HAR Technology);
- g) immediately by the Customer if HAR fails to cure a defect as specified in Section 14.1 (Rights of the Customer in Case of Defects);
- h) immediately in the case of claims of IP-infringements as specified in Section 16 (IP- Infringements).

### 19.3 Effects of Termination

Upon termination of the Agreement:

- a) The Customer immediately loses the rights granted under the Agreement, in particular the right to use the Software;
- b) All payments then due and payable to HAR must be paid in full;
- c) The Customer shall be denied the right to use the Software;
- d) HAR may delete the Account from the production environment.
- e) HAR may but is not obliged to keep a copy of any Account information or give it to a third party for secure storage in line with the applicable data protection legislation.

In case of an ordinary termination of the Agreement, to the maximum extent permitted by law, HAR shall not be liable for any damages in connection with the termination. In case of an extraordinary termination of the Agreement, HAR reserves the right to claim damages from the Customer caused by the extraordinary termination.

Upon the extraordinary termination of a Subscription License, the Customer shall pay to HAR the remuneration that the Customer would have had to pay in the case of an ordinary termination.

## 20 General Legal Terms

### 20.1 Notices

The Parties shall provide each other with an e-mail address to receive any notices and notifications under the Agreement (the "**E-Mail Address**"). The Customer is responsible to ensure that e-mails sent to its E-Mail Address are received and read and shall notify HAR of any changes in its E-Mail Address.

Notices under the Agreement shall be deemed to be properly given when given by email with confirmation of receipt by email, except that any notice under the Agreement sent by HAR to the Customer's E-Mail Address shall be deemed to be properly given.

## 20.2 Amendments

Amendments to the Agreement, including amendments to this Section 20.2 (Amendments), shall only be effective if made in the following form:

- a) Qualified Form for any agreements made in Qualified Form;
- b) Qualified Form for any issues and provisions for which the Agreement requires Qualified Form, including this Section 20.2 (Amendments) in its entirety;
- c) text form for any other issues and provisions.

## 20.3 No Waiver

The Parties shall not be treated as having waived any rights by not exercising (or delaying the exercise of) any rights under the Agreement.

## 20.4 Assignment

The Customer may not assign, novate or otherwise transfer any or all of its rights, benefits or claims under the Agreement without the prior written consent of HAR.

### 1.1 Severability

If any provision or part of a provision of the Agreement shall be, or be found by any authority or court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions or parts of such provisions of the Agreement, all of which shall remain in full force and effect.

## 21 Applicable Law

This License Agreement and the Agreement shall be governed by and construed in accordance with the substantive laws of Switzerland. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall not apply.

## 22 Dispute Resolution

### 1.2 Arbitration

**All disputes arising out of or in connection with the Agreement shall be exclusively and finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules. The seat of the arbitration shall be Zurich, Switzerland. The arbitral proceedings shall be conducted in English. Chapter 12 of the Swiss International Private Law Act shall be the applicable *lex arbitri*.**

### 1.3 HAR 's Additional Right to Sue the Customer in Ordinary Courts

**HAR additionally shall have the right to sue the Customer in the ordinary courts at the Customer's seat.**

### 1.4 Right to Mutually Agree on Another Forum



**The Parties shall have the right but no obligation to mutually agree on another forum after a dispute arises.**

## Hexagon Aura Reality AG

Heinrich-Wild-Strasse 201

9435 Heerbrugg

Switzerland