



GSG Group

[GSG Group General Business Terms]

Applicable from: 01.02.21

1. Preliminary Provisions

1.1 The Agreement and Acceptance

The Agreement comprises GSGroup's General Business Terms, together with any specific agreement and/or data processing agreement (the Agreement). The Agreement has been entered into between GSGroup AS (GSGroup), as a provider of the Service, and the natural or legal person who will use the Service as a customer (Customer). These General Business Terms are subject to any specific agreement and/or data processing agreement between GSGroup and the Customer, unless expressly stated otherwise in the Agreement.

The Agreement is binding upon the Customer's acceptance. The Customer is deemed to have accepted the Agreement when:

- A) an offer is accepted,
- B) an order confirmation is issued,
- C) any specific agreement is signed,
- D) the Service is put to use,
- E) an invoice is paid, or
- F) the Service is paid for in full,

whichever comes first. The Agreement is binding regardless of whether it is signed or not. The Agreement can be signed electronically. GSGroup employees are not authorised to enter into verbal agreements that are in addition to or amend this Agreement.

1.2 Current Terms and Description of the Service

The Agreement applies to the Service. The Service is defined as all of the GSGroup Services that the parties agree GSGroup will provide to the Customer. GSGroup Services refers to both GSGroup Sensor Solutions and Field Service Solutions. GSGroup is under no obligation to deliver the Service if the Customer does not accept the terms of the Agreement.

1.3 GSGroup Sensor Solutions

GSGroup Sensor Solutions means:

- **Recovery.** Recovery refers to an electronic tracking device, online and/or app-based software and the Search & Retrieval service. The device reports on its position once every 24 hours. In the event of using the Search & Retrieval service, the tracking device's reporting frequency is increased and GSGroup's technology is used to locate the object installed with the device.
- **Fleet Management Systems.** Fleet Management Systems refers to the telematics equipment and the Fleet Management software available online and/or via our app. This telematics equipment is a series of tracking devices that continuously collect an item's given parameters, including location, with sensors suited to increasing the Customer's profitability.
- **TravelLog.** TravelLog is a series of services that simplify our Customer's compliance with tax laws concerning the work-related use of vehicles. TravelLog refers to telematics equipment and the TravelLog software available online and/or via our app. TravelLog contributes to increased profitability as cost elements such as actual driven kilometres, actual time at job location and actual charges can be accurately added to the Customer's invoices.

1.4 GSGroup Field Service Solutions

GSGroup Field Service Solutions means:

- **Handyman.** Handyman is a software for mobile order management consisting of Handyman Mobile and Handyman Office. Handyman Mobile is software for iOS, Android and Windows smartphones and tablets, and is the tool used by a wide range of technicians working in the field. Handyman Office is a software installed on and operated via the Customer's IT system to register, schedule, manage and complete orders. Handyman's additional modules can be used subject to a specific agreement.
- **Smartday.** Smartday is mobile order management software used by small business and tradespeople. Smartday is a tool used by a wide range of technicians in the field, and can be installed on smartphones and tablets running iOS, Android or Windows.

GSGroup Sensor Solutions are often combined with GSGroup Field Service Solutions to increase the efficiency with which the Customer's objects and equipment are utilised and therefore increase the Customer's profits.

2. Term of the Agreement and termination

2.1 Term of the Agreement

Unless otherwise explicitly agreed in a specific agreement:

- i. the Agreement is valid for:
 - a. 1 year for GSGroup Sensor Solutions if the Customer purchases the device;
 - b. 3 years for GSGroup Sensor Solutions if the Customer leases the device;
 - c. 3 years for Handyman;
 - d. 3 months for Smartday (Term of the Agreement);
- ii. The Agreement is thereafter automatically renewed by:
 - a. 1 year at a time for GSGroup Sensor Solutions;
 - b. 1 year at a time for Handyman;
 - c. 3 months for Smartday (Renewed Term of the Agreement);
- iii. With respect to GSGroup Sensor Solutions, the Term of the Agreement starts on the date of the first invoice or when they are put to use;
- iv. With respect to GSGroup Field Service Solution, the Term of the Agreement starts either on the date of the first invoice concerning any license or subscription forming part of the GSGroup Field Service Solutions provided to the Customer or on the "go-live date" following the implementation of any such GSGroup Field Service Solutions, whichever is the earlier of the two; and
- v. If the Service consists of partial deliveries, the Term of the Agreement applies to each partial delivery and starts on the date of the first invoice for each partial delivery.

2.2 Termination

Any party may terminate the Agreement:

- i. within 3 months of the end date of the Term of the Agreement or of the end date of the Renewed Term of the Agreement for all GSGroup Sensor Solutions and Handyman; and
- ii. within 1 month of the end date of the Term of the Agreement or of the end date of the Renewed Term of the Agreement for Smartday.

Termination within this deadline will take effect from the end of the Term of the Agreement or the end date of the Renewed Term of the Agreement (as applicable). A written notice of termination must be sent to the following email address to be effective:

kundeservice@gsgroup.no.

2.3 Termination for material breach

If there is a material breach of the Agreement by one party, the other party may, after having given the breaching party written notice, terminate the Agreement with immediate effect if the breaching party has failed to rectify that breach within a period of 30 working days. The Agreement cannot be terminated as long as there are daily fines or statutory compensation awarded for the same grounds. The Agreement cannot be terminated for a material breach if the Customer has not given written notice of the circumstances giving rise to the termination on the basis of such a breach without undue delay and in any event within 30 working days from when it became aware of or should have become aware of such circumstances.

Delayed or non-payment for the Service is always considered a material breach of the Agreement. GSGroup reserves the right to suspend the provision of the Services if the Customer fails to pay for the Services when due. A re-start of the Services entails a cost for GSGroup, so unless the Customer has a reasonable explanation for the delay to payment, GSGroup has a right to charge the Customer NOK 5,000 for such a re-start. The Customer's misuse of any of GSGroup's servers, including but not limited to storing of illegal data or data that can cause damage to GSGroup or any of its customers, or storing data that can result in a security risk to GSGroup is considered a material breach of the Agreement and GSGroup may terminate the Agreement immediately and without notice.

A mere error or defect giving rise to a warranty claim does not constitute a material breach of the Agreement.

In the event of a material breach by the Customer, the Service will be stopped, as will any implementation of the Search & Retrieval service. Termination does not result in the loss of the Customer's obligation to pay for the Service and other fees or charges already accrued during the Term of the Agreement and the Renewed Term of the Agreement.

3. GSGroup Warranty and Support

3.1 Scope of Warranty

GSGroup shall, within a reasonable time, correct errors and defects that the Customer has given written notice of that arise during the warranty period and for which GSGroup is solely and directly responsible for, unless otherwise stated in the Support and Maintenance Agreement, or any other written specific agreement. GSGroup retains the right to decide whether errors or defects should be rectified by the Customer or GSGroup.

GSGroup is not obliged to correct errors or defects it is not solely and directly responsible for or those resulting from a third party's software. GSGroup's duty to correct errors and defects does not cover costs related to shipping, travel, installation or deinstallation. The Customer is not entitled to a reduction in price if the defect is corrected, or if the Customer receives a new device within a reasonable amount of time.

If any device is not successfully repaired, or the same defect occurs three times, the Customer has the right to receive new device. The Customer is not entitled to compensation, new device or other forms of reimbursement for matters notified about after the end of the warranty period. The Customer is not entitled to compensation, new equipment or other form of reimbursement or relief if the Customer has not given notice about the error or defect within 20 working days after it was or should have been discovered by the Customer.

GSGroup Services are standard products and services that are sold, leased or licensed as they are at the time of entry into the Agreement. GSGroup gives therefore no guarantee and accepts no responsibility for whether GSGroup Services satisfy the needs or demands of the Customer in any particular case.

Errors and defects outside of GSGroup's scope of responsibility – including but not limited to user's errors, circumstances for which the Customer is responsible, third party errors or similar – are not covered by the warranty. The Customer cannot demand that the GSGroup rectify any errors or defects in any software that GSGroup does not have the right to amend. The warranty does not cover data recovery if the Customer has lost data as a result of circumstances for which GSGroup is responsible.

3.2 Warranty Period

The warranty period for all devices supplied by GSGroup is twelve months. The warranty period for all software licensed or otherwise made available by GSGroup is equivalent to the Term of the Agreement. The warranty period starts at the same time as when the Term of the Agreement starts.

3.3 Support

Payment of the Fee entitles the Customer to reasonable Support Services during the Term and Renewed Term of the Agreement. Support Services means: (i) guidance to the Customer on how to use GSGroup Services; and (ii) management of any issues escalated to GSGroup Consultancy and/or Research & Development Services. Neither GSGroup Consultancy nor GSGroup Research & Development Services form part of GSGroup Support Services and will be charged at an hourly rate applicable at the time of when those services are provided.

3.4 Prerequisites for warranty

In order for the warranty to be valid:

- a) The Customer shall have a valid agreement and no outstanding payments under it.
- b) With respect to GSGroup's Field Service Solutions, the Customer shall have entered into a Support and Maintenance Agreement.
- c) The Customer shall have given written notice without undue delay and at the latest 20 business days after the person discovered, or should have discovered, the error or defect. Complaints must be sent to: kundeservice@gsgroup.no.
- d) The Customer shall have updated software as instructed by GSGroup.
- e) The Customer shall have complied with all of its obligations under the Agreement.
- f) The Customer agrees that GSGroup will have an unfettered right to perform reasonable maintenance on its IT-systems as and when needed, regardless of the provisions of any other agreement between GSGroup and the Customer.

3.5 Rectifying defects not covered by the warranty

GSGroup may offer to correct errors or defects that are not covered by the warranty. Such correction is offered as a payable additional service.

4. Obligations of the Customer

4.1 Fees and Payments

The Customer must pay the fee for the Service (Fee). The Fee consists of a fixed price plus an amount for any additional services. Project, assignment and additional services are charged at an hourly rate. Any installation, transfer of existing data, adjustments, installation and configuration of third party's software performed by GSGroup is an additional service charged at an hourly rate. Any change to the scope of the Service shall entail an obligation on the part for the Customer for a corresponding Fee. If the Customer withdraws from the Agreement before the start of the Term of the Agreement, the Customer will be required to compensate GSGroup for time spent and costs incurred in connection with the Agreement. Any travel time to and from the Customer will be charged at 50% of the applicable hourly rate for the relevant resource. The Customer will also reimburse GSGroup for any additional expenses.

The Fee to be paid by the Customer in accordance with the Agreement will be invoiced at the prices applicable at the relevant time. All prices are per item, per license/subscription or per hour, excl. VAT, unless otherwise stated. Invoicing and payment for the Service is in advance, unless the fee is charged after the event. The Fee is due to be paid as per the invoice. If the due date is not specified on the invoice, the invoiced amount is due 14 days after the invoice is issued. If the Customer believes there is an error in an issued invoice, the Customer is requested to lodge a written complaint with GSGroup before the payment deadline.

All hourly rates are based on work being performed within the normal working week (08:00 to 16:00, Monday to Friday). Any work performed outside normal working hours is subject to a surcharge of: (i) 50% if the work is performed between 16:00 and 21:00, Monday to Friday; (ii) 100% if the work is performed on Saturday between 08:00 and 16:00 or between 21:00 and 08:00, Monday to Friday; (iii) 150% if the work is performed on a Saturday between 16:00 and 24:00; and (iv) 150% if the work is performed on Sunday or public holiday regardless of the time.

The Customer has no right of set-off or retention of any payments due and payable to GSGroup. Delay in payment carries a fee of NOK 350 to cover administrative related costs, plus interest in accordance with the applicable laws. Where the Customer is a consumer, this fee constitutes one twentieth of the applicable debt collection amount. Accrued interest is added to the principal monthly amount, so that the sum forms a new basis for further interest calculation. GSGroup owns all parts that make up the Service until full payment is received by GSGroup. GSGroup retains the right to withhold all or parts of the Service until payment is received in full.

4.2 Customer's cooperation

The Customer must ensure that its operational and IT systems are well-functioning and compatible with the Service. The Customer is responsible for maintaining the necessary expertise of the personnel who use the Service's software, and has no right to any claim related to errors arising out of its misuse or inadequate competence. The Customer's personnel with the necessary expertise must be made available to GSGroup as and when necessary.

The Customer will be charged for time spent on additional work caused by the Customer's IT systems, inadequate competence or misuse.

GSGroup must have access to the Customer's IT systems and devices to deliver GSGroup Field Service Solutions in accordance with the associated response times. If it is not possible to access the Customer's IT systems and devices, GSGroup shall be fully indemnified for all its losses caused by such lack of access and the Customer will be charged for any additional costs.

The Customer shall provide a written description of their particular needs and requirements before the Agreement is entered into. Any such description must be expressly agreed to by GSGroup in writing before it becomes effective.

4.3 Equipment

The Customer must state in writing which items are to be fitted with a device in the order, Agreement cover sheet or activation form. The device shall only be used as described by GSGroup and for the items agreed upon. The Customer cannot use the device for securing high-risk items, including but not limited to dangerous goods or objects with a value greater than NOK 2,000,000, without a written specific agreement with GSGroup. GSGroup has the right to refuse to secure certain types of items. The Agreement does not include

installation or assembly of equipment, unless stated in a written special agreement between the parties. INCOTERMS 2010 EXW applies to all deliveries of the equipment in accordance with the Agreement, unless otherwise stated in a written specific agreement.

4.4 Managing and Administration of GSGroup Services

The Customer is responsible for managing and administration of the GSGroup Services themselves via the web interface or app, including but not limited to System Administrator tasks such as ensuring that information relating to objects and individuals processed as part of the Service is correct and that it retrieves any reports ordinarily available as part of the Service. The Customer must regularly check that the data made available or otherwise processed as part of the GSGroup Services is correct. The Customer obtains its own username and password for the processing of data as part of the GSGroup Services, and is responsible for all processing of such data using its username and password. The Customer is required to ensure that all data being processed with the use of GSGroup Services is processed lawfully.

The Customer is required to give access to the maximum number of users it has paid for under the Agreement. GSGroup has a right to terminate this agreement with immediate effect and claim compensation if the Customer breaches this obligation.

4.5 Back-up

The Customer shall ensure it has its own back-up of data processed in connection with the GSGroup Field Service Solutions that form part of the Service, for example on its own servers or its own computers. The Customer is responsible for securing data with firewalls and anti-virus programmes that shall be installed and maintained in accordance with good IT practice.

4.6 Change of Address

The Customer is obliged to provide written notice of a permanent change of address without undue delay to: kundeservice@gsgroup.no. If the change of address is not reported, the Customer is responsible for any possible losses and additional costs that may arise as a result of misaddressed mail or other enquiries from GSGroup or their affiliates.

4.7 SIM-card

Any SIM-card that is integrated in any device supplied by GSGroup must only be used for the purposes of the provision of GSGroup Services. The SIM card MUST NOT be used for any other purpose than the provision of GSGroup Services. Misuse automatically leads to termination of the Agreement and invoicing of: (i) all costs related to the misuse, a minimum of NOK 50,000; and (ii) the amount of all direct and indirect accrued costs and other types of loss from bringing the misuse of the SIM-card to an end.

5. GSGroup Sensor Solutions: Special Terms

5.1 Coverage

Coverage is provided by the current agreements entered into with the telecom providers used for the service. The areas of coverage are available upon request.

5.2 Search & Retrieval Service

The Search & Retrieval Service is a search operation to recover an item the Customer has secured with the Recovery device. GSGroup uses triangulation, GPS, GSM, and radio technologies to find the accurate location of the Recovery device. GSGroup is obliged to do everything they reasonably can to find the item based within the limits of the installed Recovery device. GSGroup does NOT guarantee that the object secured with the Recovery device will be recovered.

A. Agreement with Search & Retrieval included

The Search & Retrieval Service applies to the search area of Norway, Sweden, Denmark, Finland, Germany, Lithuania, Latvia, Poland and Estonia. Search & Retrieval beyond these areas can be agreed separately.

The Search & Retrieval Service includes one search operation per Recovery device per year, up to a limit of twelve hours of searching from when the search operation is initiated. Based on a professional assessment of the possibility of retrieval, GSGroup determine the duration of a search. If the duration is longer than twelve hours, the Customer's consent shall be obtained, as after the initial twelve hours, the Customer will be billed for this as an additional service.

The search operation will be considered as part of the Search & Retrieval Service, provided that:

- a) The Customer has reported the situation to the police before the search operation begins.
- b) The Customer has accepted that during a search operation, access to the Recovery device is suspended.
- c) A real theft of the secured item described in the Agreement has taken place. The Customer must cover the search costs in other cases, including but not limited to if the item was "borrowed without asking" by the Customer's family member or other acquaintance, if the vehicle was towed due to improper parking, or if it turns out that the vehicle was not locked or properly secured as general insurance conditions require.

B. Agreements without Search & Retrieval

The Customer may enter into an Agreement WITHOUT Search & Retrieval included. Under such Agreement terms, the Customer is responsible for the search operation, although GSGroup will assist with location detection when possible and advisable. Such assistance is offered as a payable additional service. GSGroup will not assist with location detection in the case that the police advise against it as a result of personal safety reasons or any other reason.

C. Search costs

Search costs and payable additional costs will be charged in accordance with the applicable rates and charges.

6. Privacy

GSGroup will process personal data to the extent necessary for the provision of GSGroup's Services that form part of the Agreement. The Customer is itself responsible to ensure lawfulness of processing with respect to all individuals whose personal data is processed as part of GSGroup Services and to obtain such individuals' consent to the extent necessary.

The Customer is the data controller and GSGroup is the data processor for the purposes of GSGroup Services. Processing of personal data in connection with the Service is done so in accordance with GSGroup's Data Processing Agreement. GSGroup's Data Processing Agreement can be found at: gsgroup.no/personvern/.

GSGroup may contact the Customer's employees and other representatives in connection with marketing, including via email, including the development or release of GSGroup's solutions and products.

7. Ownership Rights and Right of Use

7.1 Device

Except where the Customer leases the device provided as part of the Service, any such device is owned by the Customer from the moment the amount payable is received in its entirety by GSGroup.

7.2 Intellectual property and Customer's right of use

GSGroup retains all intellectual property rights to any device, software and documentation made available to the Customer as part of the Service (regardless of whether the Customer has paid GSGroup for any changes in such software or documentation), unless provided by a third party and subject to a third party's rights. The Customer is granted a non-exclusive and non-transferable right of use to any such software and documentation. The Customer does not have the right to amend or otherwise make changes to the software or documentation, unless otherwise stated in a separate written agreement with GSGroup. The Customer does not have a right to take copies of any such software or documentation. Software refers to all software regardless of the medium, including copies of such software.

Any breach of GSGroup's intellectual property rights is considered to be material breach of the Agreement giving GSGroup a right to terminate with immediate effect.

7.3 Data

All data containing personal information is owned by the Customer.

8. Limitation of Liability

- a) GSGroup is not liable for any loss incurred as a result of a device that does not work as intended if the reason for this is beyond GSGroup's control or is one which GSGroup cannot reasonably be expected to overcome the consequences of.
- b) GSGroup is not liable if the Service is down or for any errors or losses due to external factors, including but not limited to errors or damage caused by the Customer, other programmes or interaction between GSGroup Services and the Customer's devices or software, network operators or other service providers (including crashes and other operational interruptions on the internet), by termination or breach of any agreement with a third party. By further example, GSGroup is not responsible if the Customer uses the Service in violation of instructions or guidance from GSGroup, or for a purpose that is not compatible with the purpose of the Service.
- c) The liability of GSGroup does not cover, under any circumstance, regardless of the basis and degree of negligence, indirect loss of the Customer, third party loss, or consequential damage such as loss of revenue, loss of profits, loss of business opportunities, loss due to outages, loss of goodwill, loss of data, damage to any recordings or data, loss of production, business interruption or lost revenue.
- d) GSGroup cannot be held responsible for any orders, fees or other demands arising from rules, decisions or deadlines made by the authorities, telecom companies and/or the Norwegian Communications Authorities (formerly the Norwegian Post and Telecommunications Authority).
- e) GSGroup may temporarily suspend the Service at any time in order to service, inspect or repair the systems, regardless of any agreement with the Customer to the contrary. Such service or similar shall be carried out as quickly as possible.
- f) GSGroup is not responsible for any loss or damages the Customer may incur while equipment is being serviced, or is for any other reason not in the secured item.
- g) If GSGroup cannot make contact with the Customer using the Customer's given address or phone number, GSGroup cannot be held responsible for any consequences of such a failure to make contact.
- h) GSGroup is not responsible for devices or software provided by third parties that GSGroup do not have an agreement with.
- i) GSGroup is not responsible for downtime for the Handyman service if this is due to errors on mobile devices, infrastructure (server/databases), third party integrations, lack of backups, virus attacks, or other conditions beyond the control of GSGroup. GSGroup will charge the Customer for all work performed as a result of such errors. GSGroup will be responsible, however, for downtime for the Handyman service caused by infrastructure if GSGroup provides infrastructure services under the Agreement.
- j) GSGroup is not responsible for any time or cost the Customer incurs when working on the Handyman services.
- k) GSGroup is not responsible for loss caused by an unauthorised access to any data or system, loss caused by the disappearance or changes of data
- l) GSGroup's combined and entire liability in connection with the Agreement is in all cases limited to the Fee the Customer has paid for the Service for the 12 months immediately before the time when the claim against GSGroup arose or, where several claims have arisen, before the first claim arose.

9. Changes to price and General Business Terms

9.1 Index Regulation

GSGroup has the right to make inflationary adjustments to prices in accordance with the changes in the Norwegian Bureau of Statistics

applicable indexes. The price is adjusted annually, unless another adjustment interval is agreed in writing.

9.2 Public taxes and duties

In the event of an increase in public or other statutory fees or similar, GSGroup has the right to adjust the price. The price is adjusted annually, unless another adjustment is agreed in writing.

9.3 Currency fluctuations

In the event of a currency fluctuation of over 3% per year, resulting in GSGroup's costs increasing, GSGroup has the right to adjust the prices corresponding to the currency fluctuations, unless otherwise agreed in writing in a special agreement between the parties.

9.4 Price change due to other reasons

GSGroup has the right to adjust prices due to market development, product development or unforeseen circumstances. The price is adjusted upon the automatic renewal of the Term of the Agreement or Renewed Term of the Agreement. GSGroup will accordingly notify the Customer with at least one month's notice before the changes take effect. Customers who do not wish to accept the new terms may terminate the Agreement with immediate effect.

9.5 Acceptance of changed prices

When the change in price taking place is in following 9.1, 9.2 or 9.3 is an increase of 5% or more, GSGroup must notify the Customer in an appropriate manner with no less than one month's notice before the changes shall come into effect. Customers who do not wish to accept such new terms may, unless the change is due to changes to the rules of public law, terminate the Agreement with immediate effect. Upon payment of an invoice or by using the services after the changes have come into effect, the Customer is considered to have accepted any such changes.

9.6 Changes to General Business Terms

GSGroup reserves the right to make changes to the GSGroup General Business Terms. When the GSGroup General Business Terms are changed, the Customer will be notified by way of an invoice or any other reasonable manner. A copy of the applicable GSGroup General Business Terms can also always be found at onegsgroup.com or obtained by contacting GSGroup's Customer Services at kundeservice@gsgroup.no. Upon payment of an invoice or by using the services after the changes have come into effect, the Customer is considered to have accepted any such changes.

10. Right of Withdrawal

If the Customer is an individual, the Customer has the right of withdrawal in accordance with the applicable laws. Further details of this right and the cancellation form can be found here: gsgroup.no/angrerett/.

11. Other provisions

11.1 Sales material

All sales information, including brochures, pitches and other sales material, is not binding, unless explicitly referred to in the offer, order confirmation or Agreement.

11.2 Transfer

The Agreement may be transferred, leased or loaned to another party only with the prior written consent of GSGroup.

11.3 Confidentiality

All information that the parties become aware of in connection with the implementation of the Agreement shall be treated confidentially. The duty of confidentiality does not prevent information from being disclosed if this is required by applicable law or regulations. The parties shall ensure that employees, subcontractors and third parties adhere to confidentiality requirements, including after departure, on matters as mentioned above. The duty of confidentiality ends five years after the termination of the Agreement.

11.4 Risk

The risk of damage to any device, software, or other parts of the Service is transferred to the Customer the moment it is delivered to them.

11.5 Subcontractors

Each party is responsible for its own subcontractors.

11.6 Bankruptcy/Insolvency

In the event of bankruptcy or insolvency of one of the parties, the other party has the right to terminate the Agreement with immediate effect.

11.7 Force Majeure

If matters beyond the control of the parties cause significant impact to GSGroup's ability to perform their obligations, those obligations are suspended for as long as is relevant and for as long as the circumstances last.

GSGroup is also not liable for any damages, loss or delays following Force Majeure, such as war or warlike situation, strike, lockout, boycott, blockade, data breach, computer or data virus, malware, hacking attack, operational interruption on the internet, natural disasters, pandemic, states of emergency, or any other conditions classed as Force Majeure.

11.8 Dispute Resolution

The Agreement is regulated by Norwegian law. Disputes that arise related to this Agreement shall be settled by proceedings before the

ordinary courts of Norway, with the jurisdiction of Vestfold District Court.