

# Subscription terms for the MÖTE.AX online service

## 1. SIGNING OF SUBSCRIPTION AND ACCEPTANCE OF TERMS

1.1. These subscription terms (hereinafter referred to as "Terms") are accepted by ticking "I have read and accept the subscription terms" on the order form, by entering a personal pin code in an order form, by using the application or service or by otherwise indicating acceptance thereof and applies between Schuetten Consulting Ab Ltd, Sundsvägen 1699, AX22530 Sund, Org.no. 2697705-5 (hereinafter referred to as the "Supplier") and the customer (hereinafter referred to as the "Customer"). If the Customer is a legal entity, these terms and conditions are accepted on behalf of the Customer.

1.2. If the Customer chooses to sign up for the MÖTE.AX (hereinafter referred to as "the Service") newsletter when the subscription is established, the Customer agrees that the Service may send marketing to the Customer and the Customer agrees to the terms of the Service's newsletter. However, the supplier has the right to send the customer important information about the service and the subscription without special approval.

## 2. DURATION OF THE SUBSCRIPTION

2.1. The subscription comes into effect upon ordering and runs indefinitely until terminated in accordance with these Terms.

## 3. SUBSCRIPTION TYPES, PRICES, FEES AND PAYMENT TERMS

3.1. The prices in force at any given time are available on the Service's websites and may be changed through publication on the websites. Price changes take place immediately for new subscriptions and licenses and from the beginning of the new subscription period when a subscription is renewed. The same applies to changes in the composition and content of subscription types, licenses and add-on modules. All prices are exclusive of VAT.

3.2. It is only possible to pay against an invoice, the terms of payment are 8 days net from the invoice date. No fee is charged for payment against invoice.

3.3. Subscriptions are paid in advance for 3, 6 or 12 months at a time, starting from the date the subscription is entered into. The subscription can only be changed in the Service's "Update subscription" function no later than 14 days before the current subscription period ends. For an order of new licenses during an active subscription period, a license fee is charged for the remaining time in the period, new licenses are activated immediately. There is no refund in case of cancellation of subscriptions or licenses.

3.4. Renewal of the subscription takes place automatically, either with the settings the Customer has made in the Service's "Update subscription" function, or by continuing the previous subscription type including the number of licenses, unless the Customer himself cancels the subscription before the end.

3.5. If the subscription is not paid on time, a first reminder is sent free of charge 7 days after the invoice's due date. If the subscription is still not paid, a second reminder is sent 10 days later with a fee of 10 EUR. If payment is still not received within 7 days after the second reminder, access to the customer's account in the Service is blocked. Access to the Service is reopened after payment has been received, provided that the subscription has not been terminated by the Supplier. Even if the subscription is terminated due to an unpaid invoice, the invoice's payment requirements remain in full.

3.6. The Customer accepts that invoices and reminders sent by e-mail to the e-mail address specified by the Customer shall be considered delivered when they have been sent from the Supplier, directly or via

the Service. The customer is responsible for ensuring that the e-mail address specified for invoices and reminders is up-to-date and working, and that the spam function of the receiving system is checked and handled in such a way that the invoice does not get stuck or disappear.

3.7. The Service includes a free subscription for evaluation of the Service with a maximum of 3 user licenses and without limitations regarding the number of meeting invitations, presence registrations or user groups. The free subscription is ongoing, has no end date, does not entitle you to support and can be changed or terminated at any time without further explanation.

3.8. The supplier may, at its own discretion, offer various discounts or other benefits, the conditions for these offers are then stated in connection with the offer.

#### **4. TERMINATION**

4.1. The customer can cancel the subscription no later than 14 days before the current subscription period ends. A canceled subscription is terminated and access to the account in the Service is closed when the current subscription period ends. A subscription that is canceled later than the last day of cancellation is automatically renewed and ends when the renewed subscription period ends. The customer must continuously keep up-to-date on the subscription via the Service's "Update subscription" function.

4.2. Termination must take place in the Service's "Update subscription" function or in writing by contacting the Supplier via info@scab.ax. If the subscription is canceled in writing, the date the e-mail is received by the Supplier counts as the cancellation date, the Customer is responsible for proving the date of receipt by using the e-mail function for receipt of receipt when the cancellation is sent. A written termination via e-mail is only activated after the Supplier has carried out an authenticity check of the termination together with the Customer. Termination cannot be done orally or via electronic communication other than e-mail.

4.3. The Supplier may unilaterally terminate a subscription with 1 month's notice before the end of the current subscription period, at any time according to written agreement between the Supplier and the Customer, or without notice if the Customer grossly mismanages these Terms or in the event of the Customer's bankruptcy or insolvency.

4.4. If, in connection with establishing the subscription, the Customer has approved that the Service may send direct marketing, the Customer will continue to receive newsletters until the Customer actively unregisters. If the Customer wishes to unregister from the Service's newsletter, this must be done by following the instructions in the Terms and Conditions for the Service's newsletter.

#### **5. CUSTOMER DATA**

5.1. The customer's data is stored and processed in accordance with our Privacy Policy.

5.2. In addition to the Service's built-in export functions, according to the Supplier's ongoing hourly compensation, the Customer can order from the Supplier's support a complete dump of all data that the Customer has stored in the Service.

#### **6. CHANGES IN CONTENT**

6.1. The supplier has the right to continuously make updates and improvements to the Service. The supplier also has the right to change the composition and structure of the Service. Such updates, improvements and changes may occur with or without notice and may affect the Service, including information and data uploaded to or provided by the Service.

## **7. TRANSFER**

7.1. The Supplier has the right to transfer its rights and obligations towards the Customer to a related company or a third party.

7.2. The Customer accepts that the Supplier has the right to use subcontractors under all circumstances, including for the settlement and operation of the Service and for the storage of the Customer's data.

## **8. CHANGES TO TERMS**

8.1. The supplier has the right to change these Terms and Conditions in all respects. The Terms applicable at any time will be available on the Service's websites. The supplier endeavors to give reasonable notice (1 month) in connection with each change through publication on the website. Use of the Service after a change to these Terms constitutes acceptance of such changed Terms. It is the Customer's obligation to continuously keep up-to-date on changes to the Terms and Conditions.

## **9. DISPUTES**

9.1. These Terms are governed by Finnish law and all disputes arising in connection with the subscription, including these Terms, shall be decided exclusively by a competent court in Finland.

## **10. AREA OF COOPERATION**

10.1. The Supplier reserves the right to contact the Customer via e-mail or telephone in connection with the administration of the Customer's subscription.

## **11. VALIDITY**

11.1. These Terms and Conditions apply from 2023-11-23 and replace previous terms and, in applicable parts, what other terms and conditions relating to the Service specify.