

IMPORTANT - READ ALL OF THE FOLLOWING TERMS AND CONDITIONS

Sage X3 Annual License Plan (software and ALF)

This agreement deals with direct (through Sage) and indirect (through a reseller) sales of software. Please note clause 19 of this agreement, which deals with specific provisions when purchasing through a reseller.

LAST UPDATED OCTOBER 2025

The parties agree as follows:

1. Definitions and interpretations

1.1 Definitions

- 1.1.1 **“Affiliate”** means any entity that directly or indirectly controls, is controlled by or is under common control of the subject entity, where “control” is the ownership or control (whether directly or indirectly) of at least 50% of the voting rights in the entity, or otherwise the power to direct the management and policies of the entity. An entity is an Affiliate only so long as such control continues.
- 1.1.2 **“Agreement”** means these terms and conditions, including the Data Processing Agreement (“DPA”) found at this link: <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-and-conditions/>, your Order, Schedules as amended and updated by Sage from time to time together with any other documents or addenda expressly incorporated into these terms and conditions by reference.
- 1.1.3 **“AI-Generated Output”** means the content generated and returned to a User resulting from that User prompting or using Generative AI in the context of, or embedded within, the Software.
- 1.1.4 **“AI Input Data”** means Customer Data obtained in connection with your use of an AI System, including:
 - 1.1.4.1 prompts (in whatever medium) inputted by you or a User of that AI System; and
 - 1.1.4.2 user engagement, statistical, and aggregated data (including metadata) otherwise obtained in connection with your use or a User’s use of that AI System.
- 1.1.5 **“AI Data”** means together AI Input Data, AI-Generated Output Data and any data derived from or containing the same (including where such data, or a derivative of such data, is contained within Training Data).
- 1.1.6 **“AI System”** means deep learning, machine learning, and other artificial intelligence technologies, systems, models, tools and functionality, including Generative AI.
- 1.1.7 **“API”** means an application programming interface.
- 1.1.8 **“App”** means application software designed to run on a mobile device.
- 1.1.9 **“Approved Environment”** means servers and/or operating systems that meet Sage’s minimum specification for use with the Software, as more particularly set out in the Documentation.
- 1.1.10 **“Commencement Date”** means the date on which you accept and sign the Order or the date you do anything which indicates your acceptance of this Agreement or the date you access and use the Software for the first time, whichever date is earlier.
- 1.1.11 **“Controller”** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal

information.

- 1.1.12 **“Consent”** means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information.
- 1.1.13 **“Customer Data”** means the data, information, files, photos, documents or material provided, inputted, shared, or submitted by you (or by Users on your behalf) into the Software which may include data (including Personal Data), relating to Users, your customers, suppliers, employees or third parties.
- 1.1.14 **“Customer Support”** means assistance that we (or your Reseller) may provide or make available to you as more particularly set out in the Documentation.
- 1.1.15 **“Documentation”** means the online or written user guides, specifications and manuals regarding the Software, Maintenance and Customer Support made available by us, and any updates thereto, but excluding marketing materials and sales publications and any AI-Generated Outputs.
- 1.1.16 **“Fees”** means Licence Fees and/or Maintenance and Customer Support Fees, together with any other fees that may be due or payable under this Agreement as detailed in the applicable Order.
- 1.1.17 **“Force Majeure Event”** means an act of God (e.g. a natural disaster, accident or epidemic) or another event outside of a party’s reasonable control (e.g. acts of war, terrorism, government or regulatory authority or by another third party outside the party’s control).
- 1.1.18 **“Generative AI”** means an AI System capable of generating content (such as text, code, images, videos and audio).
- 1.1.19 **“Installation Site”** means the business premises at which you install the Software.
- 1.1.20 **“Intellectual Property Rights (“IP”)** means patents of any type, design rights, utility models or other similar invention rights, copyrights, mask work rights, trade secret, know-how or confidentiality rights, trademarks, trade names and service marks and any other intangible property rights, including applications and registrations for any of the foregoing, in any country, arising under statutory or common law or by contract and whether or not perfected, now existing or hereafter filed, issued, or acquired.
- 1.1.21 **“Licence Fees”** means the licence fees payable by you to us (or your Reseller) for the right to use the Software, as more particularly set out in your Order.
- 1.1.22 **“Maintenance”** means updates, upgrades, enhanced and new functionality, patches and fixes for the Software that we (or your Reseller) may provide or make available to you as more particularly set out in the Documentation.
- 1.1.23 **“Maintenance and Customer Support Fees”** means the fees payable by you to us (or your Reseller) for the right to receive Maintenance and Customer Support, as more particularly set out in your Order.
- 1.1.24 **“Microsoft®”** means the Microsoft Corporation or one of its Group Companies.
- 1.1.25 **“Microsoft SQL”** the optional additional product provided by Microsoft®, referred to as Microsoft® SQL™ (© Copyright 2021 Microsoft Corporation. All rights reserved), together with any associated media, printed materials, and “online” or electronic documentation relating to the same, that you may purchase via a Sage Partner (as applicable) with the Product, subject to payment of an additional fee.
- 1.1.26 **“Order”** means the document signed by you and Sage or you and the Reseller (in the event of the Software being purchased through a Reseller) containing the details of the Software procured by you as well as the Licence/ Maintenance Fees which together with this Agreement forms a binding contract between you and Sage evidencing your order in respect of the Software, Maintenance and/or Customer Support.
- 1.1.27 **“Privacy Notice”** means the privacy notice posted on the website of the Sage Group plc entity as stated in the Order (or such other URL as Sage may notify to you from time to time).
- 1.1.28 **“Processor”** means a person who processes personal information for a responsible party in

terms of a contract or mandate, without coming under the direct authority of that party.

- 1.1.29 **“Personal information”** means any information about a living human being or existing organisation (as applicable data protection laws require), provided that someone is capable of identifying them from that information.
- 1.1.30 **“Reseller”** means an independent third party authorised or certified by us to act as a partner or distributor of the Software.
- 1.1.31 **“Restricted Territories”** means (i) Cuba, Sudan, Iran, North Korea, Syria and the territory of Crimea / Sevastopol; and (ii) any other country or territory that is subject to sanctions by the United Kingdom, the European Union, the U.S, United Nations or elsewhere.
- 1.1.32 **“Sage” “us” “we” “our”** means Sage South Africa Proprietary Limited, company registration number 2003/015693/07, or where applicable the Reseller.
- 1.1.33 **“Sage Data”** means the information on the Order, data about the configuration and use of the Software, the Documentation, and other information provided to you through login to the Software or otherwise by Sage in the course of performance under this Agreement, excluding: (i) Customer Data (including AI Input Data); and (ii) AI-Generated Outputs.
- 1.1.34 **“Software”** means the Sage X3 solution that you procure from Sage (or your Reseller) as more particularly described in the Documentation, including any add-ons, modules or features or functionality that work with the Software but excluding any Third-Party Service.
- 1.1.35 **“Third-Party AI Provider”** means a provider, other than Sage, of a Third-Party AI Tool.
- 1.1.36 **“Third-Party AI Tool”** means any tool, product or service of a third party that employs or makes use of an AI System provided by a Third-Party AI Provider.
- 1.1.37 **“Third-Party Provider”** means a Third-Party AI Provider and/or Third-Party Service Provider, as the case may be depending on the context.
- 1.1.38 **“Third-Party Service(s)”** means any product(s) (e.g. Apps, software of any kind, or forms), tool(s) (e.g. integration or development tools) or service(s) (e.g. cloud services, hosting, implementation, configuration, development or accounting services) provided to you under a separate agreement or terms and conditions by a party other than Sage or our subcontractors.
- 1.1.39 **“Training Data”** means training data, validation data and test data or databases used to train or improve AI Systems.
- 1.1.40 **“Users”** means those individuals who are authorised by you to access and use the Software. Users may include your employees, consultants, contractors or agents.
- 1.1.41 **“You” or “your”** means the person accepting this Agreement, provided that if such acceptance is on behalf of a company or other legal entity then: (i) the person represents that they have the authority to bind such entity and its Affiliates to the terms of this Agreement; and (ii) “you” and “your” and “Customer” refers to such entity and its Affiliates (to the extent that Users who are employed or who are otherwise engaged as consultants, contractors or agents by Affiliates access and use the Software).
- 1.1.42 OTHER CAPITALISED TERMS SHALL HAVE THE RESPECTIVE MEANINGS GIVEN TO THEM ELSEWHERE IN THIS AGREEMENT.

1.2 Interpretation.

- 1.2.1 In this Agreement: (a) the headings are for convenience only and shall not affect its construction or interpretation; (b) “including” and “includes” and similar expressions shall, if the context requires, be interpreted as illustrative, not exhaustive; (c) words of a technical nature shall be construed in accordance with the relevant general usage in the computer software industry; (d) references to a person include an individual, a body corporate and an unincorporated association of persons; (e) use of the singular shall be treated as including the plural and vice versa; and (f) a reference to writing or written includes email but not faxes.
- 1.2.2 In this Agreement, terms used that have meanings ascribed to them in applicable data protection laws, including “data subject”, “processing”, “personal information”, “controller”, “responsible party”, “processor” or “operator”, carry the meanings set out under those laws to

the extent that this Agreement does not define them.

2. Usage rights.

- 2.1 Licence grant. Subject to the rights and limitations set out in this Agreement and your payment of all Licence Fees when due, we grant you a non-exclusive, non-sublicensable, non-transferable (except as expressly permitted herein) limited licence to use the Software provided that (i) your use of the Software: (a) is solely for your internal business purposes; (b) is in accordance with the scope of use set out in your Order and the Documentation; and (c) shall be restricted to use in object code form only; and (ii) unless otherwise specified in the Order, you install the Software on an Approved Environment at one Installation Site only.
- 2.2 Except as set out in your Order, you may transfer the Software from one Approved Environment and/or Installation Site to another, provided always that the Software is permanently deleted from your previous Approved Environment and/or Installation Site. You shall not: (i) unless you have purchased a separate disaster recovery licence pursuant to clause 2.2, install the Software at any other premises other than your Installation Site; or (ii) permit any other unauthorised access to or use of the Software, and you shall notify us immediately if you become aware of any unauthorised access or use.
- 2.3 Backups and copies. You may: (i) make backup copies of the Software for the sole purpose of reinstalling the Software; (ii) make one copy of the Software for use in a testing environment solely for internal testing purposes; and (iii) provided that you have paid the additional disaster recovery licence fees, make and install one copy of the Software at a disaster recovery site. In each case, you shall record the number and location of all copies of the Software and use all reasonable endeavours to prevent unauthorised copying.
- 2.4 Affiliate use. You may either (i) process the data of an Affiliate (to create a group or non-consolidated reports); or (ii) permit Users who are employed or who are otherwise engaged as consultants, contractors or agents by an Affiliate to access and use the Software on your behalf only if you: (a) have paid the relevant Licence Fees for such Users; (b) maintain an accurate list of the relevant Affiliates and provide us with a copy of such list, upon request; and (c) promptly notify us of any change to the list of Affiliates specified in this clause 2.4 (ii) above.
- 2.5 Limitations. Except with our prior written consent, you shall not access or use all or any part of the Software if you provide, or intend to provide, any service or functionality which competes with the Software, or for any other benchmarking or competitive purposes. Any breach of this clause 2.5, by you, shall amount to a material breach of this Agreement.
- 2.6 Compatibility. You are solely responsible for procuring, maintaining and securing your network connections and telecommunications links from your systems (or those provided by a Third-Party Provider) to the Software, and for all problems, conditions, delays, delivery failures, costs and all other losses or damage arising from or relating to your (or any Third-Party Provider's) network connections, telecommunications links or caused by the Internet.
- 2.7 Hosting Services. May be provided by Us, your Reseller or a Third-Party Provider under the terms of a separate hosting agreement to be signed by the parties.
- 2.8 Users. You undertake that: (i) the maximum number of Users that you permit to access and use the Software shall not exceed the number of Users that you have purchased from us; and (ii) Users shall keep confidential any user ids and passwords relating to their use of the Software.
- 2.9 Microsoft SQL.
 - 2.9.1 Microsoft SQL is a service that integrates with certain eligible Sage products, which may include the Software if detailed in your Order. The Customer agrees and acknowledges that Microsoft SQL, is provided by Microsoft®.
 - 2.9.2 You agree to be bound by the additional terms and conditions for Microsoft SQL which terms can be accessed at the following link <https://www.microsoftvolumelicensing.com/>. Where there is a conflict between the terms and conditions of this Agreement and the additional terms for Microsoft SQL, the Microsoft SQL terms shall prevail in respect of Microsoft SQL.

- 2.10 Use of Software. You and/or your Users must not use the Software in a way which is illegal, or which interferes with or disrupts other Internet users, service providers including the Supplier, their computers, software or hardware including without limitation: a) propagating computer worms, trojans or viruses; b) attempting a denial of service attack on the Software; c) hacking or breaking any security mechanism on any of the Software; d) using the Software to gain unauthorised access to another computer or network or in a way that disrupts or threatens the Software; e) sending harassing, obscene, indecent, offensive or threatening electronic mail; f) forgery (or attempted forgery) of electronic mail messages; or g) placing, transmitting or storing any defamatory material or using the Software in a service bureau or outsourcing capacity to generate revenue.
- 2.11 Changing your license. You may from time-to-time request changes to your license, which may include changes to Users or changes to the modules you wish to access and use. If you request additional Users or additional modules, then we shall invoice you for any additional Licence Fees (based on our then-current price list) on or around the date such additional Users and/or modules are made available to you. If you request a reduction in the number of Users or a reduction in the number of modules you access and use, then (i) you may only do so with effect from the commencement of your next Renewal Term, at which point your Maintenance and Customer Support Fees will be calculated (as per our then-current price list) taking into account the reduction in Users and/or modules; and (ii) you shall not be entitled to any refund and/or credit in respect of any Licence Fees previously paid. You shall pay any Fees due pursuant to this clause 2.11 and under the provisions of clause 6.3.
- 2.12 Your obligations. You shall: (i) provide us with all necessary co-operation in relation to this Agreement, and all necessary access to such information as we may require in order to fulfil our obligations under this Agreement; (ii) carry out all of your obligations under this Agreement in a timely and efficient manner, failing which we may adjust any agreed timetable or delivery schedule as reasonably necessary; (iii) ensure that the Users use the Software only in accordance with the Documentation and the terms of this Agreement, and be responsible for any User's breach of this Agreement; (iv) obtain and maintain all necessary licenses, consents and permissions necessary to allow us (or our employees, consultants, subcontractors or agents) to perform our respective obligations under this Agreement; (v) ensure that your network and systems comply with any requirements as notified to you from time to time; (vi) comply with all notices, policies and instructions relating to the Software which we (or your Reseller) provide to you, from time to time; (vii) be solely responsible for the accuracy, quality, reliability, integrity and legality of the Customer Data and for obtaining the necessary consents and permissions to allow you to input Customer Data into the Software.
- 2.13 Restrictions. You shall not: (i) license, rent, sell, resell, lease, transfer, assign, distribute, display, disclose or otherwise commercially exploit or make the Software available to any third party other than your Users, or include the Software as part of facility management, timesharing or service bureau arrangement except as expressly authorised in the Agreement; (ii) Except to the minimum extent allowed by your local jurisdiction, you shall not rename files or alter, modify, reconstruct, translate, localize, decompile, disassemble, decrypt, reverse engineer, discover, attempt to derive source code from, remove any proprietary notices from, or create derivative works based upon the Software, or Required Third Party Services, in whole or in part. If your local jurisdiction allows any of these activities, you shall provide Sage with ten (10) business days' prior written notice before conducting any of these activities. Sage has the right and at its sole discretion to withhold its consent in this regard; (iii) remove any proprietary notices or labels from the Software or the Documentation; (iv) use the Software, including through a Third-Party Service, for any purpose other than those for which it was designed and specifically not use it: (a) to send spam or otherwise duplicative or unsolicited messages in violation of applicable laws or regulations; (b) to provide us with fraudulent information; (c) to send or store, or otherwise provide material which violates the rights of a third party; (d) to send or store, or otherwise provide material containing viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; (e) to interfere with or disrupt the integrity or performance of the Software or other data contained therein or threaten to do the same; or (f) for any other illegal or unlawful purposes. You shall not facilitate or assist a third party in any of the activities described in this clause 2.13.
- 2.14 AI Systems. You hereby expressly acknowledge and agree that we may, during the course of carrying out the services or otherwise in connection with this Agreement, use AI Systems. Unless otherwise agreed by us in writing, we may make use of AI Systems without specific notice to or approval from you. We may modify or discontinue any AI Systems integrated to our services (or that otherwise form

part of our services) at our discretion.

- 2.15 If you breach any of the provisions of clause 2, then we reserve the right, without liability or prejudice to our other rights under this Agreement, to: (i) immediately suspend the provision of Maintenance and/or Customer Support; and/or (ii) request that you uninstall the Software (including, where applicable, all copies of the Software), in which case you shall carry out such uninstallation immediately (and in any event within ten (10) days of receiving our request to do so).
- 2.16 Using a Sage application together with the Software. We may make available to you an App which will allow you to access the Software. Your access to and use of the App is subject to the terms of this Agreement and any supplemental terms and conditions governing the use of the App. Where there is a conflict between this Agreement and any supplemental terms accompanying the App, those supplemental terms shall prevail in respect of the conflicting subject matter.
- 2.17 API. If the Software offers integration capabilities via an API, your use of the API may be subject to additional costs or Sage-specific policies and terms and conditions (which shall prevail in relation to your use of the API). You may not access or use the API in any way that could cause damage to us or the Software, or in contravention of any applicable laws. We reserve the right in our sole discretion, to (i) update any API from time to time; (ii) place limitations around your use of any API; and (iii) deny you access to any API in the event of misuse by you or to otherwise protect our legitimate interests.

3. Maintenance, customer support and professional services

- 3.1 Maintenance and Customer Support. Either us or your Reseller (in the event of the Software being purchased through a Reseller) will use reasonable endeavours to provide Maintenance and Customer Support to you in accordance with the Documentation. You shall promptly install all Maintenance that we (or your Reseller) make available to you. Neither us nor your Reseller (in the event of the Software being purchased through a Reseller) will be required to provide Maintenance Customer Support where any errors arise from: (i) your failure to fulfil or comply with your obligations under this Agreement; or (ii) any other circumstance where it is stated in the Documentation that such Maintenance and Customer Support will not be provided. If we or your Reseller (in the event of the Software being purchased through a Reseller) offer enhanced Customer Support, then you may purchase these services separately in accordance with the then-current price list.
- 3.2 Unless otherwise expressly stated in the Order, you will be required to purchase Maintenance and Customer Support from us or your Reseller for 12 months from the Commencement Date (“Initial Term”). Your right to access Maintenance and Customer Support shall automatically renew for successive periods of 12 months (unless a different period is agreed in writing between the parties) (“Renewal Term”) unless either party gives the other party notice of non-renewal at least 60 days before the end of the Initial Term or any Renewal Term.
- 3.3 If you fail to give us notice of non-renewal within the timescales specified in clause 3.2, then you shall remain liable for the Maintenance and Customer Support Fees for the remainder of the following Renewal Term.
- 3.4 Please refer to the applicable SERVICES SUPPORT GUIDE for additional Support guidance: <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-and-conditions/> .

4. Installations and implementation services

Your Reseller may provide you with other services, such as consulting, training, installation, implementation and/ or development services. Any such services or requirements are outside the scope of this Agreement and shall only be provided subject to the terms of a separate written agreement between the parties thereto.

5. Third-party services and Third-Party AI Tools

- 5.1 Third-Party Services. You may retain Third-Party Services in connection with the Software. If for the purpose of providing the relevant Third Party Service, the Third-Party Provider needs to install the

Software then you acknowledge and agree that: (i) the Third-Party Provider shall have the right to install your copy of the Software provided you don't install a separate copy yourself; (ii) the Third-Party Provider must not, other than for the sole purpose of providing the relevant Third-Party Service use the Software or allow anyone else to use it; (iii) you are solely responsible for ensuring the Third-Party Provider complies with the terms of this Agreement in relation to their access and use of the Software; and (iv) you must enter into an agreement with the Third-Party Provider in relation to the provision of the Third-Party Service, which does not increase or otherwise affect our obligations, liabilities or costs in relation to this Agreement, and must include provisions which protect our proprietary rights in the Software.

- 5.2 You acknowledge and agree that: (i) we have not tested the Software for use with any particular Third-Party Service; (ii) due to using the Software with a Third-Party Service, there may be times when Users are unable to access and use the Software; (iii) the relevant Third-Party Provider is fully responsible and liable for the provision of any Third-Party Service; and (iv) if there is a conflict between this Agreement and the agreement you have with the Third-Party Provider, then the provisions of the agreement you have with the Third-Party Provider will apply in relation to the Third-Party Service but you will remain responsible and liable to us for your compliance with this Agreement.
- 5.3 We may present to you, or the Software may integrate with Third-Party Services and Third-Party AI Tools that are offered by Third-Party Providers. Sage does not endorse, and does not make any representation, warranty or promise regarding any Third-Party Service, Third-Party AI Tool or Third-Party Provider and shall have no liability whatsoever for any damage, liabilities or losses caused by an act or omission in respect of Third-Party Service, Third-Party AI Tool or Third-Party Provider, regardless of whether it is described as "authorised," "certified", "recommended" or the like and regardless of whether the Third-Party Service or Third-Party AI Tool is included in your Order. Your use of the Third-Party Services and Third-Party AI Tool is subject to the terms and conditions imposed by the relevant Third-Party Providers, in addition to any terms relating to the same under this Agreement. If there is a conflict or inconsistency between this Agreement and such terms and conditions imposed by the Third-Party Providers, this Agreement shall take precedence in connection with the use of the Software. If you do not accept or agree to the terms and conditions imposed by the Third-Party Providers, then your access and use of the Software may be affected. You are solely responsible for evaluating Third-Party Services, Third-Party AI Tools and Third-Party Providers, and for reviewing all applicable terms and conditions and policies of any such Third-Party Providers. Sage has no obligation to make available or provide any support for Third-Party Services and/or Third-party AI Tools and does not guarantee the initial or continuing interoperability of the Software with any Third-Party Services or Third-Party AI Tools. If a Third-Party Provider ceases to make the Third-Party Services or Third-Party AI Tools available for interoperation with the Software features on reasonable terms, Sage may cease providing those Software features without any further responsibility or liability to you.
- 5.4 Data Sharing. If you obtain a Third-Party Service or a Third-Party AI Tool that requires or otherwise involves access to or the transfer of Customer Data, you acknowledge that any such access or transfer is between you and the Third-Party Provider pursuant to the Third-Party Provider's own privacy notices and policies, and you authorise us to provide the Customer Data as requested by the Third-Party Provider. We are not responsible for any modification, loss, damage or deletion of Customer Data by any Third-Party Service or Third-Party AI Tool obtained by you.

6. Fees and payment

- 6.1 In consideration of the provision of the Software you shall pay to us, or your Reseller (in the event of the Software being purchased through a Reseller), the License Fees as stipulated in the applicable Order.
- 6.2 Payment of Licence Fees to Sage by either you or your Reseller is not dependent on implementation services and/or successful implementation.
- 6.3 If you purchase additional Users or modules, then either us or your Reseller (in the event of the Software being purchased through a Reseller) will invoice you separately for the relevant Fees in accordance with the provisions of clause 2.11.
- 6.4 In consideration of the provision of the Maintenance and Customer Support you shall pay to us or your

Reseller (in the event of the Software being purchased through a Reseller) an Annual License Fee.

- 6.5 Either us or your Reseller (in the event of the Software being purchased through a Reseller) will invoice you in accordance with the applicable Order for the Annual License Fee which is payable in respect of the Initial Term and, subject to clause 3.2, at least thirty (30) days before the commencement of each Renewal Term for the Annual License Fee in respect of Maintenance and Customer Support in respect of the relevant Renewal Term. We shall be entitled to increase the Fees at the start of each Renewal Term upon giving you reasonable prior written notice.
- 6.6 You agree to accept receipt of all invoices electronically. You shall pay all invoices within thirty (30) days of the date of the invoice. All Fees stated or referred to under this Agreement: (i) shall be payable in the currency stipulated in the Order; and (ii) are non-cancellable and non-refundable.
- 6.7 Billing and Contact information. You shall on the Commencement Date provide us and your Reseller (in the event of the Software being purchased via a Reseller) with valid, up to date, complete and accurate billing and contact information (including a valid email address) and shall promptly notify us of any change to this information.
- 6.8 Taxes. All Fees are exclusive of applicable taxes (including value-added tax), levies, or duties imposed by taxing authorities, and you are responsible for the payment of all such taxes, levies or duties in addition to the Fees.
- 6.9 Late Payment. If any Fees are not received by us or the Reseller (in the event the Software is purchased via a Reseller) by the due date, then without limiting our or the Resellers rights or remedies (in the event the Software is purchased via a Reseller): those unpaid Fees may accrue interest at the rate of 2% of the outstanding balance per month, or up to the maximum rate permitted by law, whichever is lower; and/or (ii) we or the Reseller (in the event the Software is purchased via a Reseller) may apply shorter payment terms in respect of any future Fees.
- 6.10 Effect of non-payment. If any License Fees, Fees or any other fees owing by you under this Agreement to us or the Reseller (in the event the Software is purchased via a Reseller) (or any other amount which is owing by you under any other agreement for Sage services or Software) are thirty (30) or more days overdue we may, without limiting our other rights and remedies under this Agreement: (i) accelerate your unpaid fee obligations under such agreements so that all such obligations become immediately due and payable; (ii) immediately suspend the provision of Maintenance and/or Customer Support as well as your access to the Software until such overdue amounts are paid in full; (iii) request that you uninstall the Software (including, where applicable, all copies of the Software), in which case you shall carry out such uninstallation immediately (and in any event within ten (10) days of receiving our request to do so; and/or (iv) and/or not grant access to a license key to access the Software.

7. Verification of use

- 7.1 We (or our designated auditors) shall have the right to audit your use of the Software to verify your compliance with any usage limits and this Agreement. You shall permit us to inspect and have access to: (i) any premises at which the Software is installed (including your Installation Site and, if applicable, any disaster recovery site) or used; and (ii) to the computer equipment located at such premises. We will conduct any such audit at our expense and will use reasonable endeavours to provide you with reasonable prior notice of any such audit. If any such audit reveals that you owe any Fees to us or the Reseller (in the event the Software is purchased via a Reseller) then, without prejudice to any other rights that we may have under this Agreement, we will invoice you for the underpayment or amount due based on our then-current price list. You shall pay any such invoice within ten (10) days of the date of the invoice.

8. Proprietary rights

- 8.1 Sage Intellectual Property Rights. Subject to the limited rights expressly granted under this Agreement, Sage (and our licensors, where applicable) reserve all rights, title and interest in and to the Software (including any configurations, customisations, modifications, enhancements, updates and revisions thereof), Sage Data and Documentation, including all related Intellectual Property Rights therein. All rights not expressly set out in this Agreement are reserved by us. The Sage name, logo and the product names associated with this Software are trademarks of Sage or third parties and

no right or license is granted to use them.

- 8.2 Ownership of Customer Data. Customer Data is owned by you, and you grant Sage and our subcontractors a worldwide, royalty-free, non-exclusive license to and use any Customer Data provided through your use of the Service to the extent necessary to provide the Service, and otherwise use in accordance with this Agreement.
- 8.3 Feedback. You may, but are not required to, provide Sage or its subcontractors with ideas, suggestions, requests, recommendations or feedback about the Software. If you do so, you grant Sage a non-exclusive, royalty-free, worldwide, perpetual, irrevocable license to use, exploit, reproduce, incorporate, distribute, disclose, and sublicense any feedback for any purpose.
- 8.4 AI Generated Output. Sage does not claim ownership in any AI-Generated Outputs. You are solely responsible for your AI-Generated Outputs, including for any use, modification, incorporation into other materials, publication of such AI-Generated Outputs.
- 8.5 Licence. You grant Sage and its subcontractors a worldwide, royalty-free, irrevocable, perpetual, non-exclusive and sublicensable right to host, process, copy, transmit, store, analyse, sublicense, display, transform, reduce to mathematical form, reformat, combine with Training Data, create derivative works from and use the Customer Data (including the AI Input Data) and any rights owned by you or your licensors subsisting in the AI-Generated Outputs created in the course of your use of the services to: (i) carry out research and development to improve our, and our Affiliates' services, products and applications; (ii) develop and provide new and existing functionality and services (including to develop, improve, refine, integrate and make available AI Systems, relating to the digitisation and automation of business processes and other commercially reasonable purposes) to you, to Users, to Sage's customers generally or to any other individual or entity using Sage's products or services; (iii) provide, administer and ensure the proper operation of the services and related systems (including any AI systems and Third-Part AI Tools); and (iv) perform our rights and obligations under this Agreement.

9. Confidentiality

- 9.1 Definition of Confidential Information. Subject to clause 9.2, "Confidential Information" means all information of a party ("Disclosing Party") disclosed to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including the terms of this Agreement, the business and marketing plans, pricing and payment information, technology and technical information, product designs, and business processes. The Software and Sage Data are our Confidential Information.
- 9.2 Exceptions. Confidential Information excludes: (i) information that was known to the Receiving Party without a confidentiality restriction prior to its disclosure by the Disclosing Party; (ii) information that was or becomes publicly known through no wrongful act of the Receiving Party; (iii) information that was rightfully received from a third party authorised to make such disclosure without restriction; (iv) information that has been independently developed by the Receiving Party without the use of, or reference to, the Disclosing Party's Confidential Information; (v) information that was authorised for release (in writing) by the Disclosing Party; and (vi) in the case of you, the AI Data.
- 9.3 Confidentiality Obligations. The Receiving Party will use the same degree of care as it uses for its own confidential information of like nature, but no less than commercially reasonable care, to protect the Disclosing Party's Confidential Information from any use or disclosure not permitted by this Agreement or authorised by the Disclosing Party. The Receiving Party may disclose the Disclosing Party's Confidential Information to its employees, Affiliates and service providers who need access to such Confidential Information to affect the intent of this Agreement, provided that they are bound by confidentiality obligations no less restrictive than those in the Agreement.
- 9.4 Disclosure required by Law. The Receiving Party may disclose Confidential Information to the extent required by a court or administrative order or law, provided that the Receiving Party provides advance notice thereof (to the extent practicable) and reasonable assistance, at the Disclosing Party's cost, to enable the Disclosing Party to seek a protective order or otherwise prevent or limit such disclosure.
- 9.5 Injunctive Relief. A breach of this clause 9 may cause irreparable damage, which money cannot

satisfactorily remedy, and therefore, in addition to any other available remedies, the Disclosing Party may seek injunctive relief for any threatened or actual breach of this clause 9 without the need to prove damages or post a bond or other surety.

9.6 Other rights. This clause 9 is without prejudice to Sage's rights under clause 8.5.

10. Term

10.1 This Agreement shall commence on the Commencement Date and shall continue unless and until it is terminated in accordance with the provisions of this Agreement.

11. Termination

11.1 Termination for Cause. Without affecting any other right or remedy available to it, either party may terminate this Agreement with immediate effect by giving written notice to the other party if: (i) the other party commits a material breach of any other term of this Agreement which breach is irremediable or (if remediable) fails to remedy that breach within [thirty (30)] days of being notified in writing to do so; (ii) to the extent permitted by applicable law, the other party becomes the subject of a petition in bankruptcy or other proceedings relating to insolvency or makes an assignment for the benefit of creditors; (iii) if the other party suspends or ceases, or threatens to suspend or cease, to trade. You may not terminate this Agreement in whole or part during the Subscription Term except under this Agreement.

11.2 Termination for Non-Payment. We may terminate this Agreement with immediate effect by giving written notice to you if you fail to pay any amount due under this Agreement on the due date for payment and remain in default not less than thirty (30) business days after being notified in writing to make such payment.

11.3 Effect of Termination. On expiration or termination of this Agreement for any reason: (i) all rights granted to you under this Agreement (including, without limitation, your licence to use the Software and your right to receive Maintenance and Customer Support) shall immediately terminate; (ii) any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Agreement which existed at or before termination shall not be affected or prejudiced; (iii) each party shall, at the request of the other party, destroy all materials that may contain the other party's Confidential Information and/or (to the extent legally and technically practicable) erase the other party's Confidential Information from all computer and communication devices used by it; and (iv) you shall, within ten (10) days uninstall the Software (including, where applicable, all copies of the Software) and, upon our request, provide written confirmation to Sage that you have done so. Notwithstanding the foregoing, each party may retain the other party's Confidential Information to the extent required by law or any applicable governmental or regulatory authority. Save as expressly set out in this Agreement, in the event of termination or expiry of this Agreement you shall not be entitled to any refund and/or credit in respect of any Fees previously paid which relate to the period following the date of termination and/or expiry.

11.4 Survival. Any provision of this Agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this Agreement shall remain in full force and effect including clause 1 (Definitions and Interpretation), clause 6 (Fees and Payment), clause 8 (Proprietary Rights), clause 9 (Confidentiality), clause 11 (Termination), clause 13 (Indemnification), clause 14 (Limitation of Liability), clause 15 (Customer Data and Data Privacy), clause 16 (General Provisions).

11.5 Third-party licence. Your licence to use Microsoft SQL with the Software shall automatically terminate upon the termination or expiry of this Agreement, and you shall not be entitled to a refund of any prepaid fees in respect of Microsoft SQL.

11.6 Notwithstanding anything to the contrary in this Agreement, You may not terminate this Agreement in whole or part during the Term except in accordance with this Agreement.

12. Warranties

- 12.1 Authority. Each party represents that it has validly entered into this Agreement and has the legal power to do so.
- 12.2 Sage Warranty. We warrant that the Software will perform materially in accordance with the Documentation for ninety (90) days from the Commencement Date (“Software Warranty Period”). The warranty in this clause 12.2 shall only apply provided you use the Software in accordance with our operating instructions (including any instructions set out in the Documentation) and provided that the Software has not been modified or altered by anyone other than us, or our duly authorised consultants, subcontractors or agents acting under our explicit instruction. Sage: (a) does not warrant that your Use of the Software will be uninterrupted or error-free, or that the Software, Documentation and/or the information obtained by you through the Software will meet your requirements or produce particular outcomes or results (irrespective of whether you informed Sage or a Reseller about how you intend to use the Software at the point of purchase); is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and you acknowledge that the Software may be subject to limitations, delays and other problems inherent in the use of such communications facilities; and (c) does not warrant and/or indemnify you against cyber-attacks, fraud, phishing, data breaches, data loss, data infringement or any other attack on your system or account that occurs as a result of your negligence or unauthorised access to your account by your user/s or a third party/s in relation to the Software and/or Use thereof. You agree to apply all reasonable security controls and measures when using the Software.
- 12.3 Remedies. If you notify us in writing within the Software Warranty Period that the Software does not conform with the warranty in clause 12.2, we will use reasonable endeavours to promptly correct any such non-conformance. You will provide us with all the information that may be necessary to assist us in resolving the non-conformance, including a documented example of any defect or fault, or sufficient information to enable us to re-create the defect or fault. You will take reasonable steps to mitigate any loss, damage or liability you may incur as a result of such non-conformance. Subject to your existing rights to terminate the Agreement, this clause 11.3 constitutes your sole and exclusive remedy for any breach of the warranty set out in clause 12.2.
- 12.4 DISCLAIMER OF ALL OTHER WARRANTIES. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE SOFTWARE IS PROVIDED ON AN “AS IS” BASIS AND TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW WE DISCLAIM ALL OTHER REPRESENTATIONS, WARRANTIES, CONDITIONS AND GUARANTEES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY WARRANTIES, CONDITIONS OR GUARANTEES: (I) OF MERCHANTABILITY OR SATISFACTORY QUALITY; (II) OF FITNESS FOR A PARTICULAR PURPOSE; (III) OF NON-INFRINGEMENT; OR (IV) ARISING FROM CUSTOM OR TRADE USAGE OR BY ANY COURSE OF PRIOR DEALING OR COURSE OF PERFORMANCE. EXCEPT AS EXPRESSLY PROVIDED HEREIN, WE DO NOT WARRANT THAT YOUR USE OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT THE SOFTWARE, DOCUMENTATION AND/OR THE INFORMATION OBTAINED BY YOU THROUGH THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR PRODUCE PARTICULAR OUTCOMES OR RESULTS. WE ARE NOT RESPONSIBLE OR LIABLE FOR ANY ISSUES WITH THE SOFTWARE THAT ARISE FROM CUSTOMER DATA, THIRD-PARTY SERVICES OR THIRD-PARTY PROVIDERS. YOU ACKNOWLEDGE THAT WE DO NOT PROVIDE ANY ACCOUNTING, TAXATION, FINANCIAL, INVESTMENT, LEGAL OR OTHER ADVICE TO YOU, USERS, OR ANY THIRD PARTY. YOU ARE SOLELY RESPONSIBLE FOR THE TIMELY INSTALLATION OF MAINTENANCE AND WE SHALL HAVE NO LIABILITY FOR ANY ISSUES WITH THE SOFTWARE, OR FOR ANY CLAIMS, COSTS, DAMAGES, LOSSES, LIABILITIES AND EXPENSES WHICH YOU INCUR AS A RESULT OF YOUR FAILURE TO DO SO.
- 12.5 ARTIFICIAL INTELLIGENCE TECHNOLOGY. FOR THE AVOIDANCE OF DOUBT, THE WARRANTY DISCLAIMER AT CLAUSE 12.4 SHALL ALSO APPLY TO ANY AI SYSTEMS THAT SGAE USES TO PROVIDE THE SOFTWARE AND/OR MAKES AVAILABLE TO YOU VIA THE SOFTWARE AND ANY AI-GENERATED OUTPUTS. AI-GENERATED OUTPUTS DO NOT REPRESENT THE OPINIONS OR VIEWS OF SAGE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, YOU WILL BE SOLELY RESPONSIBLE FOR: (A) EVALUATING WHETHER AI-GENERATED OUTPUTS MEET YOUR REQUIREMENTS AND ARE FIT FOR YOUR PURPOSES; (B) YOUR USE, MODIFICATION, PUBLICATION AND PROVISION OF, AND RELIANCE ON, ANY AI-GENERATED OUTPUTS (AND ANY MATERIALS CONTAINING INCORPORATING OR CREATED WITH REFERENCE TO ANY AI-GENERATED OUTPUTS).

13. Indemnification

- 13.1 Sage Indemnification. Subject to clause 13.4, we shall indemnify and hold you and your Affiliates harmless from and against any and all claims, costs, damages, losses, liabilities and expenses arising out of or in connection with a claim alleging that the Software infringes the Intellectual Property Rights of a third party. In no event shall we, our employees, consultants, agents and subcontractors be liable to you to the extent that the alleged infringement is based on: (i) a modification of the Software by anyone other than us; (ii) your use of the Software in a manner contrary to the instructions given to you by us, including such instructions given in any Documentation; (iii) your use of the Software in combination with any Third-Party Service or Third-Party AI Tool, if the alleged infringement relates to such combination; (iv) your use of the Software after notice of the alleged or actual infringement from us or any appropriate authority; (v) your use of any AI-Generated Outputs (including derivatives of such AI-Generated Outputs); or (vi) your use of any Generative AI Systems Sage makes available to you as part of the Software.
- 13.2 If the Software infringes, or we reasonably believe it may infringe, third party rights, we may, at our own expense and sole discretion: (i) procure the right for you to continue the use of such Software; (ii) modify such Software so that it becomes non-infringing; or (iii) if (i) or (ii) are not feasible, terminate the Agreement and refund you a pro-rata refund of any prepaid fees covering the remainder of the term after the effective date of termination.
- 13.3 Indemnification by you. Subject to clause 13.4, you shall indemnify and hold Sage and our officers, directors, employees, attorneys and agents harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including attorneys' fees and costs) arising out of or in connection with: (i) a claim alleging that your collection, retention or use of the Customer Data (including AI Input Data) infringes the rights of, or has caused harm to, a third party; or (ii) a claim alleging that your use of the Software in breach of this Agreement infringes the rights of, or has caused harm to, a third party.
- 13.4 Indemnification Procedure. In the event of a potential indemnity obligation under this clause 13, the indemnified party shall: (i) give the indemnifying party prompt written notice of the claim; (ii) give the indemnifying party sole control of the defence and settlement of the claim (provided that the indemnifying party may not settle or defend any claim unless it unconditionally releases the indemnified party of all liability and such settlement does not affect our business or Software); and (iii) provide to the indemnifying party all reasonable assistance, at the indemnifying party's expense.
- 13.5 Exclusive Remedy. The indemnification obligations set forth above represent the sole and exclusive liability of the indemnifying party and the exclusive remedy of the indemnified party for any third-party claim described in this clause 13.

14. Limitation of liability

- 14.1 EXCEPT FOR INDEMNIFICATION OBLIGATIONS UNDER CLAUSE 13, THE PARTIES AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER PARTY SHALL HAVE ANY LIABILITY TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES. EXCEPT FOR YOUR OBLIGATIONS TO PAY FEES UNDER THIS AGREEMENT AND FOR INDEMNIFICATION OBLIGATIONS UNDER CLAUSE 13 EACH PARTY'S AGGREGATE LIABILITY UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL NOT EXCEED THE VALUE OF THE FEES ACTUALLY PAID BY YOU IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.
- 14.2 Exclusion of AI Outputs. Notwithstanding any other provisions of this Agreement, Sage shall not be liable for any losses (whether direct or indirect) you suffer or incur in connection with your use of AI-Generated Outputs, including to the extent such losses arise in connection with a claim by a third-party that your receipt, possession or use of AI-Generated Outputs infringes the Intellectual Property Rights of that third party.
- 14.3 Scope. The exclusions and limitations set out in this clause 14 apply to all causes of action whether arising from any breach of contract, tort (including negligence), breach of statutory duty, misrepresentation, restitution or otherwise, even if such loss was reasonably foreseeable or if one party had advised the other of the possibility of such loss. No party may circumvent the limitations of liability herein or receive multiple recoveries under this Agreement by bringing claims on behalf of

its Affiliates.

- 14.4 Unlimited Liability. Nothing in this Agreement shall be construed to limit or exclude any liability which cannot be legally limited, including but not limited to liability for (i) death or personal injury caused by a party's own negligence; or (ii) a party's fraud or fraudulent misrepresentation.
- 14.5 Claims against Sage. You agree that you shall only be entitled to bring a claim, whether in contract, tort (including negligence), breach of statutory duty or otherwise against us in respect of any issues related to the Software and not against any other Sage company.

15. Customer data and data privacy

- 15.1 Data Protection. The Parties agree that to the extent that Sage Processes Personal Information on your behalf in accordance with this Agreement, the Data Processing Agreement found at <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-and-conditions/> and Sage's Privacy Notice and Privacy Policy as amended and updated from time to time found at <https://www.sage.com/en-za/legal/privacy-and-cookies/protection-of-personal-information/> form part of this Agreement.
- 15.2 Access to Customer Data. You agree that we may, for the purposes of providing Maintenance and Customer Support and/or for the purpose of otherwise protecting the integrity of the Software, access and/or download your Customer Data on a limited basis.

16. Anti-bribery and conflict of interest

- 16.1 The Parties shall ensure that persons affiliated with them:
 - 16.1.1 comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption (the "Relevant Requirements");
 - 16.1.2 not engage in any activity, practise or conduct which would constitute an offence of any of the Relevant Requirements;
 - 16.1.3 not do, or omit to do, any act that may lead us to be in breach of any of the Relevant Requirements;
 - 16.1.4 promptly report to us any request or demand for any undue financial or other advantage received by you in connection with this Agreement;
 - 16.1.5 have and maintains in place throughout the term of this Agreement, their own policies and procedures to ensure compliance with the Relevant Requirements and will enforce them where appropriate; and
 - 16.1.6 if requested, provide us with reasonable assistance, to enable us to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with any of the Relevant Requirements.
- 16.2 Each Party agrees to indemnify the other against any losses, liabilities, damages, costs (including legal fees) and expenses incurred by, or awarded against, us as a result of your breach of this Clause 16.
- 16.3 Each Party shall promptly notify the other Party if, at any time during the term of this Agreement if its circumstances, knowledge or awareness changes such that it would not be able to repeat the warranties set out in clause 16 at the relevant time.
- 16.4 You shall ensure that no Conflict of Interest arises between the interests of Sage and your interests. You shall notify Sage in writing as soon as is practically possible of any potential Conflict of Interest and shall follow Sage's reasonable instructions to avoid, or bring to an end, any Conflict of Interest. For the purpose of this Agreement, "Conflict of Interest" means a situation in which you have competing interests or loyalties which could impact your ability to act objectively and fairly in your capacity.
- 16.5 In the event that you become aware your Personnel and/or Affiliates breaching the obligations under this clause 16, you shall notify Sage immediately and provide all relevant information to Sage to allow

Sage to take any and all actions as it deems appropriate including but not limited to refusing to allow the relevant party to deal with the Software.

- 16.6 Breach of this clause 16 shall be deemed a material breach incapable of being remedied under this Agreement and Sage shall, at its sole discretion, have the right to terminate the Agreement with immediate effect.

17. Export and sanctions compliance

- 17.1 You hereby confirm that: (i) you shall, at all times for the duration of this Agreement, conduct your business in compliance with all sanctions laws, regulations and regimes imposed by relevant authorities including but not limited to the Office of Foreign Assets Control (OFAC), the UN, the UK and EU; (ii) neither you nor any of your Affiliates are named on any “denied person list” (or equivalent targeted sanctions list) in violation of any such sanctions restrictions, laws, regulations or regimes, nor are you or any of your Affiliates owned or controlled by a politically exposed person; and (iii) you have and shall maintain throughout this Agreement appropriate procedures and controls to ensure and be able to demonstrate your compliance with this clause 17.2 You shall not permit Users to access and/or use the Software in violation of any export restrictions in any jurisdiction or any sanctions law or regulation or in any Restricted Territories. Such access and/or use is not permitted by us and shall constitute a material breach of this Agreement, and where we are aware of or suspect you (or any of your Users) to be accessing, using, permitting or otherwise facilitating such access and/or use in any Restricted Territory in breach of such laws or regulations, we may immediately suspend the provision of Maintenance and Customer Support and investigate any potential breach. You will promptly notify us if either you or any of your Affiliates has violated, or if a third party has a reasonable basis for alleging that you or any of your Affiliates has violated, this clause 17.2 If we have grounds to suspect that you are accessing and/or using the Software in violation of this clause 17.2, you shall provide us with your full cooperation and assistance in respect of your access and/or use of the Software and in respect of your compliance with this clause 17.2, You shall indemnify (and keep indemnified) Sage and our officers, directors, employees, attorneys and agents against any claims, costs, damages, losses, liabilities and expenses (including attorneys fees and costs) arising out of or in connection with your (or your Users) breach of this clause 17.2.
- 17.2 Sage reserves the right to carry out an audit of the End-User’s locations, Personnel and Affiliates to assess its compliance with this clause 17.
- 17.3 Breach of this clause 17 shall be deemed a material breach incapable of being remedied under this Agreement and Sage shall, at its sole discretion, have the right to terminate the Agreement with immediate effect.

18. General provisions

- 18.1 Assignment. You may not assign, transfer, novate, charge, subcontract or deal in any other manner with any of your rights or obligations under this Agreement, whether in whole or in part, directly or indirectly, by operation of law, merger, acquisition or otherwise without our prior written consent. We may assign this Agreement in its entirety without your consent to any Affiliate or in connection with a merger, acquisition, corporate reorganisation or sale of substantially all of our assets.
- 18.2 Third Party Rights. Except as expressly set out in this Agreement, a person who is not a party to this Agreement will have no rights to enforce any terms of this Agreement.
- 18.3 Entire Agreement. This Agreement constitutes the entire agreement between the parties regarding the use of the Software and supersedes all prior or contemporaneous agreements, negotiations and discussions (whether written or oral) between the parties regarding the subject matter herein. The parties acknowledge that in entering onto this Agreement they have not relied on and will have no rights or remedies in respect of any statement, representation, assurance or warranty other than as expressly set out in this Agreement. Nothing shall limit or exclude either party’s liability for fraud.
- 18.4 Severability. If any provision or part-provision of this Agreement is held by a court of competent jurisdiction to be invalid, illegal or unenforceable then such provision(s) shall be deleted or shall be construed, as far as possible, to reflect the original intentions of the invalid, illegal or unenforceable provision(s) with all other provisions in this Agreement remaining in full force and effect.

- 18.5 No Partnership or Agency. Each party is an independent contractor and neither party has any authority to act on behalf of the other. Neither party will represent itself as an agent, servant, franchisee, joint venture or legal partner of the other. We are entering into this Agreement as principal and not as agent for any other Sage company. Subject to any permitted assignment under clause 18.1, the obligations owed by us under this Agreement shall be owed to you solely by us and the obligations owed by you under this Agreement shall be owed solely to us.
- 18.6 Waiver. No failure or delay by either party to exercise or enforce any of its rights under this Agreement will act as a waiver or continuing waiver of such rights. Such rights may only be waived in writing, and signed by both parties.
- 18.7 Force Majeure. Notwithstanding any provision contained in the Agreement, neither party will be liable to the other to the extent fulfilment or performance of any terms or provisions of the Agreement are delayed or prevented by a Force Majeure Event.
- 18.8 Order of Precedence. In the event of any conflict or inconsistency between the following documents, the order of precedence shall be: (i) these terms and conditions; (ii) your Order; and (iv) the Documentation.
- 18.9 Variations. From time to time, we may amend the terms of this Agreement at our sole discretion. We will notify you of any material changes to the terms of this Agreement. By continuing to access or use Software after we have provided you with such notice of a change, you are indicating that you agree to be bound by the modified terms. If the changes have a material adverse impact and are not acceptable to you, then you must notify us within [thirty (30)] days after receiving notice of the change. If we cannot accommodate your objection, then the prior terms shall remain in force for the duration of this Agreement.
- 18.10 Publicity. With your prior written consent, we may display your name and logo(s) on our website or issue a press release identifying you as a Sage customer. If at any time you do not want us to use your name or logo(s) in the ways described above please let us know by sending an email to ipfilings@sage.com or by contacting your usual Sage representative. We will remove any reference to your name and logo(s) as soon as reasonably possible, however, you acknowledge that it may take a short while to process your request and that some former publications of your name and logo(s) may still be publicly available. For more information about how we use information about you please refer to our Privacy Notice.
- 18.11 Governing law and jurisdiction. This Agreement and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by and construed in accordance with the laws of the Republic of South Africa. Each party irrevocably agrees to submit to the exclusive jurisdiction of a court of competent jurisdiction in Johannesburg over any claim or matter arising out of or in connection with this Agreement or the legal relationships established by it.
- 18.12 Notices. All notices required to be given under this Agreement by one party to the other shall be sufficiently given if in writing and delivered or sent by electronic mail; to the address specified in the Order, or such other address as the appropriate parties may designate in writing with a reasonable notice period, from time to time. Notices shall be deemed to have been received on delivery if delivered by hand or upon successful transmission of such electronic mail.
- 18.13 Dispute Resolution. If a dispute arises out of or in connection with this Agreement or the performance, validity or enforceability of it (“Dispute”) then except as expressly provided in this Agreement, the parties shall follow the procedure set out in this clause 18.3: (i) either party shall give to the other written notice of the Dispute, setting out its nature and full particulars (“Dispute Notice”), together with relevant supporting documents. On service of the Dispute Notice, the [account managers] of both parties shall attempt in good faith to resolve the Dispute; (ii) if the [account managers] are for any reason unable to resolve the Dispute within thirty (30) days of service of the Dispute Notice, the Dispute shall be referred to [senior managers] of both parties who shall attempt in good faith to resolve it; (iii) if the [senior managers] of both parties are for any reason unable to resolve the Dispute within [thirty (30)] days of it being referred to them, then either party may pursue alternative dispute resolution remedies.

19. Purchasing through a Reseller

19.1 The following supplemental terms apply if you purchase the Software, Maintenance or Customer Support through a Reseller:

19.1.1 If you place an order for the Software, Maintenance or Customer Support with a Reseller: (i) such document shall constitute an Order; and (ii) your acceptance of such Order shall be an acceptance of this Agreement provided that any transactions solely between you and the Reseller shall not form part of this Agreement. First-line technical support for the Software will be provided by the Reseller, unless otherwise expressly stated in your Order or your agreement with the Reseller. Any non-payment of fees owed to a Reseller under an Order shall amount to a material breach of this Agreement. If you grant Reseller access to your Customer Data or your Software account, such access shall constitute consent to the disclosure of your Customer Data to the Reseller pursuant to clause 4, and you will be responsible for terminating such access. If you have purchased the Software, Maintenance or Customer Support from a Reseller you should investigate and satisfy yourself regarding the experience, skills and qualifications of that Reseller. Any Reseller is an independent contractor and is neither appointed nor authorised by us as our consultant, subcontractor or agent. We do not endorse, and do not make any representation, warranty or promise regarding any Reseller and shall have no liability whatsoever for any damage, liabilities or losses caused by any Reseller.

