



TERMS AND CONDITIONS OF SALE AND SUPPLY ARROW ECS BALTIC OÜ

By placing an Order with Arrow ECS, Customer agrees that these Terms and Conditions of Sales shall apply to such Order. Any terms in Customer's Order are void.

1. Definitions

These Conditions will use the following definitions:

"Arrow ECS" shall mean Arrow Baltic OÜ, Sõpruse pst 145, 13425 Tallinn, Estonia, Company number 12141384.

"Conditions" shall mean these Terms and Conditions of Sale and Supply. The Conditions are automatically incorporated into any Order, Confirmation and Contract.

"Confirmation" shall mean Arrow ECS's written acceptance, acknowledgement or confirmation of an Order or (if earlier) Arrow ECS's supply of Deliverables to Customer. A Confirmation may be in whole or in part with respect to Deliverables.

"Consents" shall mean all necessary authorisations, consents and registrations required by Data Protection Laws in connection with the execution or performance of these Conditions or a Contract, including, but not limited to, accessing, processing and/or transferring any end customer personal data and providing Arrow ECS with copies thereof upon Arrow ECS's request.

"Contract" shall mean the agreement between the Parties for the sale of Deliverables when Arrow ECS has confirmed an Order as set out in Paragraph 2 of these Conditions. Any Contract is subject to these Conditions. Also, for the sake of clarity, any SOW will be deemed to incorporate these Conditions.

"Customer" shall mean the entity purchasing Deliverables from Arrow ECS.

"Deliverables" shall mean any equipment, products, software, services (including cloud, consultancy or professional services) and/or standard, customised and/or tailored courses and trainings sold or supplied by Arrow ECS to Customer.

"Export Terms" shall mean the separate terms and conditions of export under which equipment, software and/or products are exported by Arrow ECS from the

Manufacturer to any particular territory or jurisdiction for a Customer. Such terms shall be made available to Customer either via access to an electronic portal or sent via Email to the Customer.

“Data Protection Laws” shall mean all data protection laws, including the General Data Protection Regulation 2016/679 (**“GDPR”**) and any equivalent, applicable or associated law regarding data protection, including other regulations and directives covering the same topic and applicable local laws regarding the same.

“Late Payment Charge” shall mean, when a Contract is in default based on Customer’s failure to pay the Price and Other Charges in accordance with Paragraph 3 of these Conditions, a monthly rate of 1% per month from the invoice due date on any amounts owed by Customer to Arrow ECS until the Contract is paid in full, provided that the rate does not exceed the maximum statutory rate allowable under the applicable law, in which case such monthly rate shall be reduced to the maximum legally permissible rate for interest. In addition, Arrow ECS may charge dunning fees, debt recovery fees and other fees in connection with collection of the Price under an Order.

“Manufacturer” shall mean the manufacturer, vendor and/or original supplier of any Deliverable.

“Order” shall mean Customer's order for Deliverables as set out in a purchase order form and as further detailed in paragraph 2 of these Conditions. An Order is deemed an offer by Customer to Arrow ECS for said Deliverables.

“Other Charges” shall mean amounts chargeable to Customer for value added tax, all costs or charges in relation to freight, handling, loading, unloading, carriage and insurance, temporary storage related to a Contract. Such Other Charges may also include a small order fee of €7 per Order when the value of the Order is less than €135 or a return fee of €45 applied in connection with an approved, returned Deliverable.

“Parties” shall mean Arrow ECS and Customer.

“Premises” shall mean Customer’s place of business or such other place specified by Customer and agreed by Arrow ECS as being the place for performance of a Contract.

“Price” shall mean, unless otherwise agreed by the Parties in writing, the price (or licence fee as appropriate) payable by Customer to Arrow ECS for the Deliverables as set out in the Confirmation and/or Arrow ECS invoice. VAT, applicable at the time of invoicing, shall be charged via a separate line item. Arrow ECS or Manufacturer may provide recommended resell prices for the Deliverables. However, for the avoidance of doubt, Customer remains free to determine its own price to its customers.

“SOW” shall mean a statement of work in writing and agreed between the Parties for the delivery of services (including, but not limited to, cloud, consultancy or professional services).

2. Contract Formation

- 2.1 These Conditions form the exclusive basis on which Arrow ECS will sell or supply, and Customer will purchase, Deliverables under a Contract. The Parties agree that no trade, custom, usage, practice or course of dealing will govern or supplement their Contract. The Parties have no other written agreements or oral agreements regarding the subject matter of these Conditions or with respect to any Contract. Any term or condition of Customer, however expressed (orally, in writing, in an Order, etc.), are void and shall in no way govern the Parties' Contract. To the extent there is any conflict the order of precedence shall be as follows: (i) these Conditions and (ii) the Contract.
- 2.2 Arrow ECS may provide quotations for Deliverables. Quotations are not offers; rather, they are invitations to Customer to make an offer to Arrow ECS. Each quotation is valid for 14 calendar days from the date of the quotation unless a different period is stated in writing on the quotation.
- 2.3 A Customer's Order is an offer to purchase Deliverables in accordance with these Conditions. An Order may not be rescinded except by written agreement of Arrow ECS. An Order shall be sent in writing via email or via another mutually agreed digital medium.
- 2.4 Arrow ECS may accept or reject an Order. An acceptance occurs when Arrow ECS issues a Confirmation or ships the Deliverables or otherwise makes the Deliverables available, at which point and on that date a Contract is formed. If Arrow ECS reject an Order, no Contract is formed.
- 2.5 Any variation to a Contract shall only be binding if expressly agreed in writing and signed by both Parties and by directors of the respective Parties. Provided, however, that offers are issued and Orders are accepted by Arrow ECS for Deliverables that are not currently in stock are subject to availability and delivery by the Manufacturer. Each offer and acceptance is subject to availability, delivery, import and export conditions. If such conditions arise which impact Arrow ECS's ability to source and deliver the Deliverables, Arrow ECS are entitled to rescind the acceptance and reject the Order, without this entitling Customer to demand compliance with the Order.
- 2.6 Any typographical, clerical or other error, omission or mistake of fact in any sales literature, quotation, price list, Confirmation, invoice or other document or information issued by Arrow ECS shall be subject to correction without liability on the part of Arrow ECS.
- 2.7 Arrow ECS shall have the right, from time to time, to amend and/or augment these Conditions to the extent the Manufacturer requires certain terms and conditions be included associated with a Contract for Deliverables. Arrow ECS shall provide access to Customer of a copy of the same, whereby upon such provision such amended and/or augmented terms shall be considered part of any existing Contract and these Conditions.
- 2.8 The Parties may enter into an SOW associated with services. The SOW shall be deemed to incorporate these Conditions and the terms of the same shall take precedence over these Conditions to the extent of any inconsistency.

2.9 Support

2.9.1 Pre-sales

Arrow ECS offer Customer presales support in connection with the selection of Deliverables, dimensioning and/or configuration of large servers/net- work solutions. Should paid services be involved, Arrow ECS will make Customer aware of this prior to proceeding.

2.9.2 Post-sales

Arrow ECS offer Customer technical assistance in conjunction with installation and correction of technical issues. Support is not provided to end users unless a corresponding agreement is entered into. Where the configuration/software is not supplied by Arrow ECS, Customer will be invoiced at the Arrow ECS hourly rate (minimum of 1 hour).

3. Price and Payment Terms

- 3.1 With respect to a Contract, Arrow ECS shall invoice Customer for the Deliverables.
- 3.2 Customer shall pay the Price and Other Charges in accordance with the payment term set forth under the invoice in full and in cleared funds to a bank account nominated in writing by Arrow ECS. Failing a payment term in the invoice, the Price and Other Charges shall be paid by Customer to Arrow ECS within thirty days of the date of the invoice.
- 3.3 Price and Other Charges shall be paid in full without any deduction or withholding (other than any that are required by law), and Customer shall not assert any set-off or counterclaim against Arrow ECS. Should a dispute concerning an invoice arise, Customer is required to inform Arrow ECS of such dispute in writing within 7 days of the invoice date. Relevant, detailed documentation and names of any Arrow ECS personnel who have been involved must be communicated. Notwithstanding such dispute, the Customer is not entitled to withhold payment of an invoice, either in whole or in part.
- 3.4 If Customer fails to pay the Price and Other Charges within the time stated in clause 3.2, the Contract shall be considered in default. For the avoidance of doubt, payment of the Customer is only considered on-time to the extent Arrow ECS receive the payment in their bank account during the time period stated in clause 3.2. If Customer issues payment within the time period stated, however Arrow ECS receive such payment after the payment term under 3.2 has passed, the Customer is considered in default and clause 3.5 applies.
- 3.5 While the Contract is in default, Arrow ECS may assess a Late Payment Charge. The Parties agree that the Late Payment Charge represents a fair attempt to recompense Arrow ECS for associated costs, lost business opportunity and administrative burdens associated with late payments, and Customer covenants that it will not challenge these Late Payment Charges in any forum. In addition to clause 16.5, the Parties agree that if for any reason the interest rate is declared to be unlawful, the Late Payment Charge should be reduced to the maximum amount allowed by law.
- 3.6 Any credit account facility or extension of credit by Arrow ECS to Customer, if any, may be changed or withdrawn by Arrow ECS at its sole discretion at any time.
- 3.7 Arrow ECS reserve the right at any time prior to delivery of the Deliverables to adjust the Price in proportion to any increase of costs to Arrow ECS, including, but

not limited to, any increase as a result of default of the Customer, rescheduling costs, cancellation of any part of an Order, non-adherence to agreed call-off or scheduled delivery arrangements and/or any increase in the costs to it of materials, labour, transport taxes or services, any currency fluctuation, change in Price by the Manufacturer or any other matter beyond the control of Arrow ECS. Price changes may be communicated to Customer via the website of Arrow ECS or sent directly to Customer via email. To the extent Customer has entered into a "multi-year-deal" regarding a product, meaning any deal for which Arrow periodically bills for a product over a period of several months or years, Arrow may adjust the price also after delivery with regards to currency fluctuations and apply the currency exchange rate applicable at the time of invoicing.

4. Delivery and Performance

- 4.1 Customer accepts that Arrow ECS are dependent upon the manufacture and supply of Deliverables by third parties, including the Manufacturer, and therefore all times and dates provided by Arrow ECS for delivery of Deliverables are estimates and not binding delivery dates and times. If no dates are specified, delivery and/or performance shall be within a reasonable time, continuing to bear in mind the first sentence of this clause.
- 4.2 Shipping of Deliverables shall be pursuant to Incoterms (2020) ExWorks unless Arrow ECS specifies otherwise in writing.
 - 4.2.1 Unless otherwise agreed, delivery shall be effected from the Arrow ECS warehouse or from the warehouse of Arrow ECS's supplier.
 - 4.2.2 Unless otherwise requested by Customer, Arrow ECS shall arrange for transport, including transport insurance, and choose the most appropriate method of transport. Transport and shipping will be charged on the invoice and paid by Customer. Arrow ECS will endeavour to minimise Customer's shipping costs.
 - 4.2.3 Shipping prices are calculated with reference to the standard prices according to DHL, UPS or equivalent carrier. Insurance is invoiced at 1% of the invoiced amount as part of the shipping fee.
 - 4.2.4 On payment of an extra charge, special transport may be arranged where necessary, e.g. for removal personnel, cranes and unpacking.
- 4.3 Customer will take delivery of the Deliverables within the time specified or estimated by Arrow ECS. Arrow ECS will strive to give Customer notice once the Deliverables are ready for delivery or shipping.
- 4.4 Arrow ECS shall deliver the Deliverables to the Premises. Customer shall provide Arrow ECS details of the Premises at the time Customer places an Order.
- 4.5 Arrow ECS may make and Customer shall accept one or more partial deliveries of Deliverables. Each delivery shall be considered to be part performance of the Contract. Failure by Arrow ECS to make one or more deliveries shall not entitle the Customer to treat the Contract as a whole as repudiated.
- 4.6 Customer shall prepare the Premises, including the area of delivery and installation for the Deliverables, and provide Arrow ECS (including its employees, agents and/or subcontractors) free access to the Premises and area of installation and to any information required for the performance of Arrow ECS's obligations for such period of time as Arrow ECS reasonably requires to deliver, perform or meet its obligations under a Contract.
- 4.7 Customer shall procure that the owner(s) and occupier(s) of the Premises shall take all measures as necessary to ensure that the Premises are safe and without risks to the health and safety of Arrow ECS's employees, agents and/or subcontractors and that they comply with all relevant health and safety legislation.

Customer shall indemnify Arrow ECS against all losses, claims and demands suffered by Arrow ECS as a result of its employees, agents and/or subcontractors attending the Premises and suffering any injury and/or loss and/or damage as a result of non-compliance with this clause. Customer shall make the Premises available to Arrow ECS and/or its agents to the extent necessary for Arrow ECS to perform its obligations under these Conditions and/or Contract and to grant Arrow ECS and/or its agents licence to enter and inspect Premises.

- 4.8 Arrow ECS reserve the right to defer the date of delivery or terminate a Contract or reduce the volume of Deliverables (without liability to Arrow ECS) if Arrow ECS are prevented from or delayed in the carrying on of its business due to circumstances beyond the reasonable control of Arrow ECS including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), changes in law, Brexit or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials.
- 4.9 Customer acknowledges that the sale, resale or use of any software/licenced Deliverable or incorporated as part of any hardware is subject to the acceptance of the relevant Manufacturer's end user licence agreement and/or other conditions. Customer shall sign and return, and/or as the case may be, shall procure that its end customer shall sign and return, such end user licence agreement and/or registration card and/or other conditions (as maybe appropriate) relating to each licenced Deliverable to the Manufacturer or as otherwise specified. Customer shall immediately report violations of the end user licence agreement or other conditions to Arrow ECS or the Manufacturer.
- 4.10 If Customer fails, or the end user fails, either to communicate acceptance of the terms of the end user licence agreement or other conditions in accordance with these Conditions or pay any relevant licence fee for the licenced Deliverable, Customer's or the end user's, as the case may be, right to use the licenced Deliverable shall immediately cease, and the Customer/end user shall remove the licenced Deliverable from its computer systems and return all physical copies thereof to Arrow ECS. Customer will (upon request) provide a signed declaration (from a director of Customer) that clauses 4.9 and 4.10 have been complied with. Customer shall indemnify, defend and hold harmless Arrow ECS in respect of all loss, damages, costs and expenses howsoever incurred where Customer or end user fail to comply with clauses 4.9 and 4.10.

5. Risk and title

- 5.1 Subject to clauses 4.2 and 5.2, risk in equipment, products and non-licenced software, passes to the Customer upon the earlier of the following:
- 5.1.1 a freight forwarder takes possession of the same for onward shipment to Customer or its designee;
 - 5.1.2 the equipment, products and non-licenced software leave Arrow ECS's warehouse for onward shipment to Customer or its designee; and
 - 5.1.3 in the case of non-licenced software delivered electronically to Customer, the time at which the software is sent or is otherwise made available to Customer or its designee by Arrow ECS or a third-party supplier.

5.2 If for any reason:

- a. Customer will not or does not accept delivery of any part or all of the Deliverables when they are ready for delivery; or
- b. delivery of the Deliverables is delayed because Customer has not provided appropriate instructions, documents, licences or authorisations or because of any other circumstances within the Customer's responsibility,

then risk in the Deliverables shall immediately pass to Customer, and Arrow ECS shall be entitled (at its discretion) to store the Deliverables until delivery is made, whereupon Customer will be liable for all related costs and expenses (including, without limitation, storage and insurance).

5.3 In the case of licenced software and/or cloud services, title shall vest with the Manufacturer and only a licence to use the software/cloud service, upon acceptance of the end user licence agreement and/or the terms of access and use set forth by the Manufacturer, shall be granted and then only in accordance with the terms of the end user license agreement or other conditions.

5.4 Title to other Deliverables for a given Contract shall pass to Customer when full payment in cleared funds under said Contract has been received by Arrow ECS. Until such time Arrow ECS shall retain title to the Deliverables until payment is made in full and Arrow ECS shall have a security interest in the Deliverables to secure payment. Arrow ECS may record applicable financing and charging statements to protect its security interest, and Customer shall, at the request of Arrow ECS, assist in taking any measures necessary to protect Arrow ECS's title to Deliverables in the country or countries concerned.

5.5 Customer may resell the Deliverables before title has passed to Customer only on the following conditions:

- a. the sale shall be in the ordinary course of the Customer's business;
- b. the sale shall be a sale of Arrow ECS's property on Customer's behalf and the Customer shall deal as principal when making such a sale; and
- c. Customer shall hold sums due to Arrow ECS pursuant to such sale in trust for the sole benefit of Arrow ECS and separately from any other money held by the Customer.

5.6 Arrow ECS may request that Customer insures the Deliverables that have been sold with a recognised and reputable insurance firm.

6. Warranty

6.1 Customer acknowledges and accepts that Arrow ECS are not the Manufacturer and that Deliverables sold or supplied under these Conditions is subject to, if any, a warranty with the Manufacturer.

6.2 The following sets forth Arrow ECS's sole obligations with respect to warranties. Arrow ECS makes no other warranty and excludes all others.

Equipment, Software and Products

- 6.3 Subject always to all the limitations, terms and conditions of a warranty contained in the contractual documents between the Manufacturer and Arrow ECS, Arrow ECS will either:
- a. obtain for Customer the benefit of standard end-user warranties available in respect of the equipment, software or products; or, if this is unavailable,
 - b. grant Customer the same warranties that Arrow ECS receives from the Manufacturer in respect of the equipment, software or products.
- 6.4 Arrow ECS shall not be liable under any warranty referenced clause 6.3(a).
- 6.5 The sum total of payments by Arrow ECS to Customer pursuant to clause 6.3(b) shall be limited to the sum total of payments received by Arrow ECS from the relevant Manufacturer in respect of Customer's warranty claim.
- 6.6 Arrow ECS shall not be liable under any warranty issued pursuant to clause 6.3(b) unless Customer gives notice and details of the damage or defect in the equipment, software or products to Arrow ECS within one business day from delivery; Arrow ECS are given a reasonable opportunity after receiving such notice from the Customer to examine the equipment, software or products; and the Customer (if asked to do so by Arrow ECS) returns such equipment, software or products in the packaging in which it was supplied in resaleable condition to Arrow ECS's place of business for examination there.
- 6.7 Arrow ECS shall not be liable under any warranty in clause 6.3(b) if:
- a. the defect arises because Customer or end user has failed to follow instructions of Arrow ECS and/or the Manufacturer as to the storage, installation, commissioning, use or maintenance of the equipment, software or products, or, if there are none, good trade practice; or
 - b. Customer or end user alters or repairs the equipment, software or products without the written consent of Arrow ECS or the Manufacturer or takes any step or action which has the effect of invalidating the warranty; or
 - c. the defect arises out of regular wear and tear; or
 - d. Arrow ECS are unable to pass any such liability onto the relevant Manufacturer under its warranty due to an act or omission of Customer or any person to whom Customer has supplied the equipment, software or products (including a failure by Customer to return the same in the relevant packaging in resaleable condition).
- 6.8 In the event that Customer has a valid claim under any warranty issued pursuant to clause 6.3(b), Arrow ECS shall provide Customer with the remedy or remedies available under the warranty. If, in accordance with the terms of the warranty, Arrow ECS are required to refund and do refund the price of any equipment, software or products as set out in a Contract, Arrow ECS shall have no further liability to Customer under any of the warranties issued pursuant to clause 6.3(b) in respect of such claim, and any equipment, software or products returned by the Customer in accordance with instructions given by Arrow ECS and within 14 days of receiving such instructions as described in clause 8 to Arrow ECS, will therefore belong to Arrow ECS.

- 6.9 If Arrow ECS change Deliverables or take other measures with Deliverables which affect their design or function prior to the sale to the Customer or has made Deliverables itself based on instructions, drawings, design or specifications provided by the Customer, Arrow ECS shall not be liable according to defects in Deliverables which are caused by such instructions, drawings, designs or specifications of Customer.
- 6.10 The performance of any customised and/or value-added products and services may void the Manufacturer's warranty and render products or services non-returnable which, in turn, will void any Warranties made under these Conditions. Orders incorporating customised products or value-added services are, accordingly, non-cancellable and the products or services are non-returnable. Any third-party value-added service provider is deemed to be an agent of Customer.
- 6.11 Arrow ECS offer to Customer, subject to agreed remuneration, technical assistance in conjunction with installation and correction of technical issues. Support is not provided to end users unless explicitly agreed. Where the configuration/software is not supplied by Arrow ECS, Customer will be invoiced at the Arrow ECS's hourly rates (minimum of 1 hour).

Services (Including Cloud Services) and Education/Trainings

- 6.12 Arrow ECS warrant to Customer that the services (including cloud services) and education/trainings will be provided using reasonable care and skill.
- 6.13 Arrow ECS reserve the right (at its sole discretion) to re-perform any services or education/trainings which have been defectively performed or otherwise refund the price of such services or education/trainings as set out in the Contract.

Other general warranty provisions

- 6.14 CUSTOMER ACKNOWLEDGES THAT, EXCEPT AS SPECIFICALLY SET FORTH OR REFERRED TO HEREIN, AND TO THE EXTENT PERMITTED BY LAW, ARROW ECS MAKES NO WARRANTY AND EXPRESSLY EXCLUDES OTHER REPRESENTATIONS OR WARRANTIES REGARDING THE DELIVERABLES, EXPRESS OR IMPLIED, SUCH AS A WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE OR NON-INFRINGEMENT OR ANYTHING ELSE THAT MAY BE IMPLIED BY ANY APPLICABLE SALES OF GOODS ACT, AND CUSTOMER ACCEPTS THE DELIVERABLES "AS IS". EXCEPT AS SET FORTH HEREIN, ARROW ECS EXCLUDE ALL WARRANTIES, CONDITIONS OR OTHER TERMS IMPLIED BY STATUTE OR OTHERWISE TO THE FULLEST EXTENT PERMITTED BY LAW. BOTH PARTIES ACKNOWLEDGE THE REASONABLENESS OF THESE EXCLUSIONS.
- 6.15 Under no circumstance will Arrow ECS be liable for anything more than repairing, replacing or refunding the Price for the Deliverables, all at Arrow ECS's discretion. All other Customer remedies or damages associated with the Deliverables are hereby excluded and waived.
- 6.16 Any transport in connection with repair or replacement of a Deliverable shall be arranged by and be carried out at the risk and expense of the Customer.
- 6.17 If the Customer has made a claim for defective Deliverables and it is determined that there is no defect for which Arrow ECS is liable, Arrow ECS shall be entitled to compensation for the work carried out and the costs incurred by Arrow ECS because of the complaint. Arrow ECS will invoice Customer for these costs and Customer shall pay the same.

- 6.18 Arrow ECS are not responsible for defects in Deliverables delivered that are due to errors or neglect on the part of Manufacturer or are in any other way caused by the Manufacturer. Where Arrow ECS may be entitled to take action against a Manufacturer, Arrow ECS may transfer this claim to the Customer.
- 6.19 On request, Arrow ECS can provide configuration benefits subject to agreed prices and Manufacturer guidelines. Configuration benefits implemented according to the Customer's instructions or specifications, and that are not in accordance with the Manufacturer's guidelines, are implemented at the responsibility and liability of the Customer. Arrow ECS do not provide any separate warranty for configured Deliverables.

7. Liability

- 7.1 Subject to clause 6, the following provisions set out the entire financial liability of Arrow ECS (including any liability for the acts or omissions of its employees, agents and/or sub-contractors) to Customer.
- 7.2 Nothing in these Conditions excludes or limits the liability of Arrow ECS for:
 - a. death or personal injury caused by Arrow ECS's gross negligence or the gross negligence of its employees, agents or subcontractors; or
 - b. fraud or fraudulent misrepresentation.
- 7.3 Subject to clause 7.2:
 - a. Arrow ECS shall under no circumstances be liable to Customer in contract, tort (including negligence), breach of statutory duty, misrepresentation, restitution or otherwise, for any increased costs or expenses, or any loss of profit, business, contracts, revenues, or anticipated savings or any special, indirect or consequential damage and/or loss of any nature whatsoever and howsoever arising under or in connection with a Contract; and
 - b. Arrow ECS's total liability to Customer in respect of all other losses arising under or in connection with a Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the lesser of the Price paid by Customer under a Contract or one hundred thousand Euros (100,000€).

8 Packaging and Returns

- 8.1 Any Deliverables supplied in accordance with a Contract can only be returned to Arrow ECS under conditions where a return is authorised in writing and if Customer obtains a return authorisation number from Arrow ECS.
- 8.2 Customer shall send returns to the location advised by Arrow ECS. All such returns are at Customer's sole risk and expense. Arrow ECS reserve the right to refuse to accept any such returns if they are not returned in the original packaging in resaleable condition.

9 Renewal Contracts

- 9.1 If the contract between Arrow ECS and Manufacturer contains an automatic renewal clause, an identical term shall be implied into a Contract, save that any notice period specified in the automatic renewal clause relating to notice of intention not to renew shall be extended by 20 business days. Arrow ECS will provide Customer notice of any such automatic renewal clause at the quote stage of the initial purchase of the Deliverable.
- 9.2 Customer shall indemnify Arrow ECS in respect of all costs and expenses howsoever incurred as a result of any breach and/or failure to strictly comply with clause 9.1.

10 Data Protection

- 10.1 Customer represents and warrants to Arrow ECS that Customer shall comply with all Data Protection Laws in respect of the processing of the personal data.
- 10.2 Customer hereby explicitly authorises Arrow ECS and the Manufacturer and any of their sub-processors to process data provided by Customer and/or to access the network of the end customer if necessary to provide Deliverables. Customer represents and warrants that it will only disclose personal data after the Consent of the end customer has been obtained in accordance with the authorisation set out herein. Under the authorisation, Arrow ECS and the Manufacturer and their sub-processors may directly process the data and/or access the network of the end customers upon written notification of Customer for the purpose of providing Deliverables to such end customer.
- 10.3 Customer warrants to Arrow ECS that (i) Customer has obtained and maintained all necessary Consents to make such authorisations; (ii) all instructions from Customer to Arrow ECS to process and/or access the data are in compliance with the Data Protection Laws; (iii) Customer has in place and undertakes to maintain at all times appropriate technical and organisational measures against the accidental, unauthorised or unlawful processing, destruction, loss, damage or disclosure of personal data.
- 10.4 Customer shall provide Arrow ECS with such other documentation and information on request and as necessary for Arrow ECS to provide the Deliverables and to comply with its data processing and collection obligations under this clause 10.
- 10.5 Customer shall indemnify, defend and hold harmless Arrow ECS in respect of all losses, damages, costs and expenses howsoever incurred by Arrow ECS as a result of any breach and/or failure to strictly comply with this clause 10.

11 Compliance with local laws and regulations, export terms and other terms

- 11.1 Any export of the Deliverables shall be subject to the Export Terms which will apply in addition to these export sections under these Conditions.
- 11.2 Should the delivery include Deliverables that are subject to Estonian, United States or European Union export restrictions, such Deliverables may not be exported/re-exported without an approved licence, nor may they be resold to entities or persons included in the above authority's restrictions lists, nor sold to or made available to entities, organisations or persons involved in nuclear activity or for use in nuclear applications or systems without a special licence.
- 11.3 Customer shall be responsible for obtaining all necessary export and import licences or permits necessary for the export of the Deliverables and warrants that none of the of the Deliverables will be exported and/or imported unless and until

all such necessary export and import licences or permits have been obtained in writing from the appropriate regulatory authorities. Customer shall be responsible for customs duties, clearance charges, taxes, brokers' fees and other amounts payable in connection with the exportation, importation and delivery of the Deliverables. Without limitation Customer shall comply with all export laws, restrictions, sanctions and embargoes imposed by Estonia, the United States of America, the European Union and the United Nations.

- 11.4 Customer warrants to Arrow ECS that Customer will comply with all of the following:
- a. all applicable laws and regulations, including, without limitation, all applicable anti-bribery laws and laws governing transactions with government, public and private entities, antitrust and competition laws, applicable insider trading, securities and financial reporting laws, laws governing consumer transactions and laws regarding data privacy;
 - b. all laws and regulations affecting the purchase and/or use and/or resale of the Deliverables;
 - c. Customer warrants that the sale and supply of the Deliverables to Customer's end customer and any resale by Customer to a third party will not contravene any sanctions or restrictions on trade, nor will Customer contravene terms of an equivalent nature agreed between Arrow ECS and the Manufacturer; and
- 11.5 Customer shall comply with Arrow ECS's Business Code of Conduct, which can currently be accessed at <https://www.arrow.com/company/overview/corporate-governance/reporting-and-governance> (and as updated from time to time).
- 11.6 Customer shall comply with all further obligations imposed by the Manufacturer that apply as a condition to the supply of the Deliverables.
- 11.7 Customer represents and warrants that Customer shall: (i) not attempt to obtain, receive, review, or otherwise use or have access to the source code of the software (or any part thereof) by reverse engineering, de-compilation, disassembly or other means; (ii) refrain from reverse engineering, copying, translating, bundling, or private labelling, the product, or granting any other third party the right to do so; (iii) refrain from modifying the products, or granting any other third party the right to do so; (iv) not engage, itself or through the assistance of any third party, directly or indirectly, in the research, development, manufacturing, marketing, distribution, sale, lease or licensing of any product which is or may constitute a derivative work of the software (and its codes); (v) not represent that it possesses any proprietary interest in the product (or any part hereof); (vi) not directly or indirectly, take any action to contest the Manufacturer's intellectual property rights or infringe them in any way; (vii) not remove, obscure, or alter any notice of copyright, trademark, or other proprietary right appearing in or on any item included with or in the product; (viii) not register, nor to have registered, any trademarks, trade names or symbols of the Manufacturer (or which are similar to the Manufacturer trademarks); (ix) not register any domain name using any of the Manufacturer's trademarks; (x) not remove the software embedded in the hardware delivered as part of the product; and (xi) unless specifically otherwise authorised in writing by Arrow ECS, it shall not use the name, trademarks, trade-names, and logos of the Manufacturer in any manner whatsoever.
- 11.8 Customer shall indemnify Arrow ECS (including its employees, and/or its agents, and/or its subcontractors) in respect of all loss, damages, costs and expenses howsoever incurred as a result of any breach and/or failure to strictly comply with this paragraph 11.

12 Confidentiality

- 12.1 It is understood and agreed that these Conditions and any Contract are confidential, and no news release, advertisement or public announcement, or denial or confirmation of the same, concerning any part of the subject matter of these Conditions and any Contract will be made by either Party without the prior written consent of the other party in each instance.
- 12.2 The Parties acknowledge that during the term hereof, each Party may receive or become aware of confidential, secret or proprietary information pertaining to the other Party and its operations (including without limitation information with respect to bidding, pricing, suppliers and customers, or lists thereof, know-how, research, development and manufacturing, internal operations, inventory control, data processing, technical data and other procedures or systems) and that disclosure of such information would materially and adversely affect the affected Party. Each Party agrees to maintain such confidentiality and secrecy and not to disclose any such proprietary information which is so marked or designated as confidential or could reasonably be deemed to be so by reason of the disclosure or information itself to any person, firm or other entity or to utilise the same in any manner or form, except and to the extent that (i) disclosure is required by law, regulation or court order, or enters into the public domain through no fault of the Party obligated to maintain such confidentiality or (ii) it may be expressly required by the terms of these Conditions or a Contract. Notwithstanding anything to the contrary, Arrow ECS shall have the right to share such information with Manufacturers to the extent necessary to perform under these Conditions and a Contract. The confidential provisions set forth herein will survive any termination of these Conditions or any Contract for a period of three (3) years.
- 12.3 The Parties explicitly agree that the Price shall be absolutely confidential and shall not be shared with any third party for any reason.

13 Termination

- 13.1 Without limiting its other rights or remedies, Arrow ECS, without cost, penalty or liability to Arrow ECS, may terminate a Contract:
- a. by giving the Customer one month's written notice; or
 - b. immediately if Customer is in breach or in default of any of the Conditions or a Contract; or
 - c. immediately if the Customer or Customer's end customer has applied for or declared insolvency or bankruptcy.
- 13.2 Without limiting its other rights or remedies, Arrow ECS shall have the right to suspend the sale and supply of Deliverables if Customer is in breach or in default of any of the Conditions or a Contract.
- 13.3 Save as provided for elsewhere in these Conditions, no Contract may be cancelled unless agreed by Arrow ECS in writing and upon payment by the Customer to Arrow ECS sufficient to indemnify Arrow ECS for all losses and liabilities resulting from the Customer's cancellation of a Contract.

14 Click Through and E-Signatures valid

Customer agrees that by clicking its acceptance of these Conditions through any electronic portal or by making an electronic signature that this shall be sufficient to provide assent to these Conditions and shall be as valid as a traditional handwritten signature and, by doing so, Customer assents to the Conditions herein. Customer also assents to the fact that these Conditions shall apply to any Contract. Customer waives any right or claim it may have to assert invalidity of a click-through process or electronic/portal signatures. Customer warrants and covenants to Arrow ECS that persons clicking the acceptance of these Conditions and/or executing electronic or portal signatures have the authority to do so for Customer and have the authority to bind. Nothing herein should be deemed to imply that handwritten or holographic signatures are invalid.

15 Governing law and jurisdiction

- 15.1 These Conditions and any Contract, and any dispute or claim arising out of or in connection with the subject matter or formation of the same, shall be governed by and construed in accordance with internal laws of Estonia. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded.
- 15.2 Any dispute or claim arising out of or in connection with these Conditions or a Contract shall be resolved exclusively in the courts of Estonia. No other court shall have subject matter jurisdiction and the Parties irrevocably submit to the jurisdiction of said court and covenant not to file suit anywhere else or challenge the subject matter or personal jurisdiction in said court.

16 General

- 16.1 Customer may not assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights under a Contract and may not subcontract or delegate in any manner any or all of its obligations under a Contract to any third party.
- 16.2 Arrow ECS reserve the right to sub-contract or assign any part of any work or supply of any Deliverables or any other rights of obligations arising under these Conditions or a Contract.
- 16.3 As Arrow ECS have a global distribution network, the Customer may be sent Deliverables from a country other than Estonia accompanied by a packing slip issued by a Manufacturer. Should a packing slip contain sales and delivery terms and conditions that deviate from these Conditions, these Conditions are still applicable in the relationship between Arrow ECS and the Customer.
- 16.4 Each right or remedy of Arrow ECS under a Contract is without prejudice to any other right or remedy of Arrow ECS whether under the Contract or otherwise.
- 16.5 If any provision of these Conditions or any Contract is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, voidable, unenforceable or unreasonable, said Conditions and Contract shall, to the extent of such illegality, invalidity, voidness, voidability, unenforceability or unreasonableness, be deemed severable and the remaining provisions of these Conditions and any Contract shall continue in full force and effect. In such circumstance, such voided provision shall be deemed automatically adjusted to the minimum extent necessary to conform to applicable requirements of validity,

- legality and enforceability and, as so adjusted, be deemed a provision of these Conditions and a Contract as if it were originally included herein.
- 16.6 Failure or delay by Arrow ECS in enforcing or partially enforcing any provision of these Conditions or any Contract will not be construed as a waiver of any of Arrow ECS's rights under these Conditions or any Contract.
- 16.7 Any waiver by Arrow ECS of any breach of, or any default under, any provision of these Conditions or any Contract by the Customer will not be deemed a waiver of any subsequent breach or default and will in no way affect the other terms of these Conditions or any Contract.
- 16.8 In addition to any other restrictions noted herein, claims brought against Arrow ECS, regardless of the basis, are not valid more than two years after delivery of the Deliverables.
- 16.9 The parties to a Contract do not intend that any these Conditions or any Contract will be enforceable by third parties and/or any person that is not a party to it.
- 16.10 At reasonable and agreed times and upon reasonable prior notice, Arrow ECS and/or its designees/agents may audit Customer's business records as they pertain to the purchase of Deliverables, these Conditions or Contract. Customer shall make Premises available to Arrow ECS and/or its designees/agents to the extent necessary for Arrow ECS to exercise its rights under these Conditions and Contract and to grant Arrow ECS and/or its designees/agents licence to enter and inspect Premises.