

# Training and Support Services Agreement

## Stegmann Systems GmbH

Version dated 1.1.2014

### 1. Contractual basis

#### 1.1 Preamble

Stegmann Systems GmbH (Stegmann Systems) is a company developing and distributing software.

This Agreement is applicable to Stegmann Systems' training for Stegmann Systems' software products (SSY-SOFTWARE) and related support services by Stegmann Systems.

We hereby explicitly object to any counter-confirmations referring to the General Terms and Conditions of Business of contractual partners (Customer). The foregoing shall also be applicable if submittal or acceptance of offers by contractual partners is made subject to the prior applicability of their own General Terms and Conditions of Business.

#### 1.3 Assignment of rights and obligations

Stegmann Systems may transfer any of the rights and obligations under this Agreement to third parties at any time and is entitled to use agents for fulfilment of Stegmann Systems' contractual obligations.

### 2. Content of Services

#### 2.1 Training by Stegmann Systems

##### 2.1.1 General

Stegmann Systems holds special know-how in connection with SSY-SOFTWARE and passes on this know-how in training classes. Stegmann Systems offers such training both as open training at Stegmann Systems and as on-site training at Customer's premises. Both kinds of training are also available as online training (e.g. by webinar). In case of online training, Customer has to provide the technical requirements for participation at Customer's side (hard- and software, internet and telephone connectivity) and has to bear Customer's costs of telecommunication. Additional technical requirements may be specified on Stegmann Systems' website ([www.stegmannsystems.com](http://www.stegmannsystems.com)) or in Stegmann Systems' training offer. In all other respects the following terms for open training and on-site training apply accordingly.

For those classes, Stegmann Systems uses professional trainers which are qualified both in technical and educational respect.

Stegmann Systems is not obliged to provide a success in those training classes. Success is especially dependent upon participants' previous knowledge and individual effort. Training by Stegmann Systems is governed by the service provisions of Sec. 611, following German Civil Code (BGB).

##### 2.1.2 Place of Training

###### 2.1.2.1 Open Training

Open training takes place at the place stated in Stegmann Systems' offer for such training. Stegmann Systems reserves the right to change the place on short notice, provided such change is reasonable for the participants.

###### 2.1.2.2 On-site Training

Where individually agreed between Stegmann Systems and Customer, training can also take place at Customer's premises. In this case, Customer will provide adequate rooms.

##### 2.1.3 Payment

###### 2.1.3.1 Open Training

The standard fee as evidenced by Stegmann Systems' current price list apply. Those fees are per person, without current VAT. Those fees cover documentation, catering during coffee breaks and a certificate of participation. All additional expenses which may be incurred by the participants in connection with training (especially travelling expenses and additional costs for hotels and for additional food and beverages besides coffee breaks) have to be borne by the participant.

###### 2.1.3.2 On-site Training

On-site training on Customer's premises will take place exclusively for such individual Customer. Fees for such training will be individually negotiated between Stegmann Systems and Customer. If such fees are not agreed individually between Stegmann Systems and Customer, Stegmann Systems' current price list is applicable.

Trainer's or trainers' travelling and hotel expenses will be invoiced separately to Customer provided any such expenses are evidenced by receipts.

###### 2.1.3.3 No Reduction in Case of Participation in Part

A participation only in part does not entitle Customer to reduce the fees for open training or on-site training.

###### 2.1.3.4 Time of Payment

Training fees and fees invoiced on a pro rata basis for cancellation according to sec. 4.1.4. and 4.1.5 are payable without deduction within 14 days after Stegmann Systems has invoiced the amounts. In case of Customer having altered its booking or in case of cancellation, any amount that may have been overpaid by Customer will immediately be repaid by Stegmann Systems.

#### 2.2 Related Support Services

Stegmann Systems also offers support services related to training either by phone or on Customer's premises. The extent of this support has to be individually agreed between Stegmann Systems and Customer. Related support services can range from simple support with respect to SSY-SOFTWARE's functionality and operation of SSY-SOFTWARE up to project oriented creation and application of tests with SSY-SOFTWARE. Stegmann Systems provides these services with best endeavours. Stegmann Systems is not obliged to provide a success in rendering support. Related support services by Stegmann Systems are governed by the service provisions of Sec. 611, following German Civil Code (BGB) unless expressly stated otherwise in this Agreement.

Fees for related support services are subject to individual agreement.

Fees for related support services are payable without deduction within 14 days after Stegmann Systems has invoiced the amounts.

### 3. Securing of Services

#### 3.1 Customer's Obligation to Co-Operation in Training

##### 3.1.1 Hardware and Software / Additional Equipment

###### 3.1.1.1 Open Training

In case training is on Stegmann Systems' premises, each participant has to bring a laptop containing SSY-SOFTWARE software in a current version. In order to avoid delays during training, participant has to install such software prior to participation. Where necessary, Stegmann Systems will license an appropriate version of SSY-SOFTWARE for the duration of training.

###### 3.1.1.2 On-site Training

In case of on-site training, Customer will provide the necessary software, hardware and additional equipment free of charge. Training will place using the most current version of SSY-SOFTWARE for which Customer has obtained a license. Customer will be responsible that all participants have installed this version of SSY-SOFTWARE on their respective computer for the duration of training. Where necessary, Stegmann Systems will license an appropriate version of SSY-SOFTWARE for the duration of training.

Should during the time of training arise technical problems with respect to Customer's data processing components of hardware or software, Customer will provide technical assistance on Customer's account. Customer guarantees that at least one member of staff who is familiar with Customer's data processing system is available at all times during the time of training to competently answer queries.

###### 3.1.2 Previous Knowledge

Should previous knowledge be necessary to follow open training or on-site training, respectively Stegmann Systems' offer for such training will

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point this out. Every participant and Customer, respectively, is responsible that each participant has such previous knowledge.

### 3.2 Obligation of Co-Operation for Related Support Services

It is Customer's obligation to provide the software and hardware necessary for related support services and to ensure full functionality of such.

### 3.3 Limitation/Exclusion of Liability

3.3.1 Stegmann Systems is liable without contractual restrictions in accordance with statutory regulations:

- for damages based on a breach of a guarantee provided by Stegmann Systems;
- for willful misconduct;
- for damages arising from injury to life, body or health caused by an intentional or negligent breach of duty by Stegmann Systems or otherwise on the intentional or negligent conduct by a legal representative or a vicarious agent of Stegmann Systems;
- for damages other than those listed under indent 3 based on intentional or grossly negligent breach of duty by Stegmann Systems or otherwise on the intentional or grossly negligent conduct by a legal representative or a vicarious agent of Stegmann Systems.

3.3.2 In cases other than those listed in 3.3.1, Stegmann Systems' liability for negligent breaches of Cardinal Duties by Stegmann Systems or by a legal representative or agent of Stegmann Systems shall be limited to such damage which was typical for this kind of business and foreseeable upon the execution of this Agreement. Cardinal Duties shall mean duties which enable the performance of the Agreement i.e. are precondition of the performance of the Agreement and which the Licensee may therefore rely on. Typical and foreseeable is a damage which Stegmann Systems has foreseen as a potential consequence of a breach of duties or - taking into consideration the circumstances QSF was or should have been aware of - Stegmann Systems should have foreseen.

3.3.3 In cases other than those listed in 3.3.1 and 3.3.2 the liability of Stegmann Systems for negligence is excluded.

3.2.4 The plea of contributory negligence (sec. 254 German Civil Code/BGB) remains unaffected. The Licensee is especially obliged to make backup copies and to provide sufficient and up to date anti-virus protection. Backup copies have to be made regularly and to an extent that is appropriate when considering the usage and the risks, typically once a day in order to ensure restoration of data with reasonable time and effort. In case of loss of data, Stegmann Systems' liability is limited to the restoration expenses that would have arisen if backup copies had been made regularly and where anti-virus protection had been in place.

3.2.5 The foregoing provisions regarding the limitation of liability apply to all contractual and non-contractual claims for damages against Stegmann Systems regardless of their legal grounds and accordingly to the liability of Stegmann Systems to compensate futile expenses.

### 3.4 Intellectual Property Rights

#### 3.4.1 Rights on the Software

Stegmann Systems is copyright holder and holder of any resulting rights therefrom such as protective rights, rights of usage and exploitation in any and all materials capable of copyright made available by Stegmann Systems to Customers and / or participants in connection with training. The software provided by Stegmann Systems must especially not be taken away or duplicated in full or in part. The same applies in case of Stegmann Systems' support services related to training.

#### 3.4.2 Rights on Materials

Stegmann Systems holds any and all intellectual property rights in and to the training materials, especially in view of translation and duplication. The training material must not in any way be modified, copied or passed on in whole or in part without Stegmann Systems' prior written consent. The same applies to material handed out during related support services by Stegmann Systems.

## 4. Performance of the Agreement

### 4.1 Training

#### 4.1.1 Open Training

The contract for open training is concluded by Customer's registration and Stegmann Systems' confirmation of registration. This Agreement and the guidelines regarding training are integral part of Stegmann Systems' training offer. Registrations will be dealt with in order of

receipt by Stegmann Systems. Deadline for registration lapses one week prior to begin of training.

#### 4.1.2 On-site Training

The contract for on-site training is concluded by Customer's acceptance of Stegmann Systems' offer. This Agreement and the guidelines regarding training are integral part of Stegmann Systems' training offer.

#### 4.1.3 Number of Participants

The minimum number of participants is indicated in Stegmann Systems' offer for training. Should the minimum number not be reached at the time of the deadline for participation (Sec. 4.1.1), Stegmann Systems is entitled to cancel the training in accordance with Sec. 4.1.5.3.

#### 4.1.4 Altered Booking

##### 4.1.4.1 Open Training

Altered booking is free of charge provided notification of such is done by Customer at least 10 days prior to start of the booked open training. Participant having altered its booking and having paid the training fee will receive a voucher entitling Customer to participate in another open training (substitution). The validity of the voucher is one year, starting with the date the originally booked training took place.

In case altered booking takes place less than 10 days prior to start of the booked open training, 50% of the original fee will be charged. This 50 % charge can not be used for setting-off with fees incurred for later open training classes.

##### 4.1.4.2 On-site Training

Altered booking in case of on-site training is possible any time. In case Customer will alter booking, Customer will have to reimburse Stegmann Systems' actual and evidenced expenses (especially cancellation fees for travelling and hotels).

#### 4.1.5 Cancellation

##### 4.1.5.1 Open Training

Should a participant be unable to attend open training, a substitution person designated by participant is allowed to participate at no additional cost. The participant continues to be bound by the contractual obligations entered into vis-à-vis Stegmann Systems.

In case of cancellation without designation of a substitute at least 10 days prior to start of the booked open training, 50% of the original fees will be charged. In case of cancellation without designation of a substitute within 10 days prior to start of the booked open training, the fee will be payable in full.

##### 4.1.5.2 On-site Training

Cancellation of an on-site training is possible any time. Customer will have reimburse Stegmann Systems' actual and evidenced expenses (especially cancellation fees for travelling and hotels).

##### 4.1.5.3 Cancellation by Stegmann Systems

Stegmann Systems is entitled to cancel training courses in case of reasons beyond Stegmann Systems' control which would make it impossible for Stegmann Systems to provide such training courses, especially in case where one or more trainers are unable to perform the services without Stegmann Systems' fault. The same right applies where the minimum number of participants is not reached at the time of deadline for booking such training. In case of cancellation by Stegmann Systems, Stegmann Systems will inform Customers and the participants, respectively, immediately. Any and all fees paid for the training course thus cancelled will be reimbursed. Stegmann Systems will not pay participant's costs which are related to such cancellation (e.g. cancellation fees for travelling and hotels) provided the reasons for cancellation are beyond Stegmann Systems' control.

### 4.2 Related Support Services

The agreement of related support services is concluded by Customer's confirmation of Stegmann Systems' support offer. This Agreement is part of Stegmann Systems' offer.

## 5. General Provisions

### 5.1 Choice of law and venue

This Agreement shall be governed exclusively by German law. Should German law make reference to foreign jurisdictions, this reference is excluded. The applicability of the UN Sales Convention is explicitly excluded. In case the parties are merchants, legal entities under German

public law or special assets under German public law, the exclusive venue shall be Stegmann Systems' seat of business. The same applies in case one party does not have a legal domicile in Germany. It is in Stegmann Systems' discretion to bring charges forward also at the other party's seat of business in cases stated in this paragraph.

#### 5.2 Written form and simple text without signature

Any modifications of and/or amendments to this Agreement, as well as all other statements of legal import of both parties, shall only take effect if made in writing or simple text without signature (e.g. email, or facsimile). The same applies to modification of this clause; abandoning the formal requirement requires an agreement in writing or simple text without signature.

#### 5.3 Interpretation of the Agreement

If any of the provisions of this Agreement should be or become invalid, ineffective or unenforceable, that will not affect the effectiveness of the remaining provisions. The same applies to any gaps in individual provisions and/or parts of this Agreement.