

PURESERVICE STANDARD TERMS AND CONDITIONS

Payment Terms and Invoicing

Subscription and setup fees are invoiced upon entering into the agreement. Subscription renewals are invoiced annually in advance. Consulting services are invoiced monthly.

Payment terms are net 30 days. In case of late payment, Pureservice AS reserves the right to charge interest according to the Norwegian Act on Interest on Overdue Payments.

Prices

All prices are stated in NOK excluding VAT, unless otherwise specified.

The current hourly rate is NOK 1575/hour.

Contract Period

Unless otherwise agreed, the subscription term is 12 months from the date the agreement was entered into between the customer and Pureservice.

Subscription Renewal

The subscription is automatically renewed for a new term unless it is terminated in writing no later than 90 days before the current term expires.

Pureservice reserves the right to adjust the subscription price annually by up to 5% without notice, unless otherwise agreed. Any price adjustment beyond this will be notified to the customer no later than 90 days before the end of the current term.

Termination of Subscription Agreement

Termination by either party in connection with a change of term, reduction in the number of licenses, or price changes must be made in writing no later than 90 days before the next contract period. Upon termination, the customer will not receive compensation or credit for any remaining contract period. Pureservice reserves the right not to renew the agreement upon expiration, which must be communicated to the customer no later than 90 days prior.

Subscription Expansion

Expansion of the subscription – for example, additional user licenses – will be invoiced in accordance with the current price list unless otherwise agreed.

Cancellations

In case of course cancellations later than 5 days before the course starts, 50% of the agreed course fee will be invoiced. If cancelled 2 days before the course, the full amount will be invoiced.

For cancellations of consulting days 3 days before the scheduled date, 50% of the amount will be invoiced. If cancelled 1 day before, the full amount will be invoiced.

Liability

Pureservice's financial liability, including any compensation, interest or similar, is limited to the annual subscription amount.

Confidentiality

All communication between the parties is confidential.

Force Majeure

Neither Pureservice nor the customer shall be liable for any failure to perform obligations under the agreement due to circumstances beyond their control, which could not reasonably have been foreseen or avoided at the time of entering into the agreement.

Circumstances affecting subcontractors are only considered force majeure if they meet the above conditions and Pureservice could not have avoided or overcome them.

Force majeure due to delays may only be invoked for the number of working days the force majeure situation lasts. Corresponding postponement shall apply to payments affected.

Force majeure may only be invoked if written notice is given to the other party no later than 10 working days after the force majeure situation has arisen.

Breach of Contract

Non-payment beyond 30 days entitles Pureservice to choose between maintaining the agreement with interest claims or terminating it with 30 days' notice. In case of non-payment, Pureservice may, with five working days' notice, suspend any ongoing service to the customer under this or any other agreement, until full payment including interest is received. In the event of material breach by the customer, Pureservice may terminate the agreement with immediate effect following written notice and a reasonable cure period.

Amendments to Standard Terms

Pureservice may amend the standard terms with effect from the next renewal of the agreement.

Governing Law

This Agreement and any disputes arising from it shall be governed and construed in accordance with Norwegian law.

Disputes

Disagreements regarding the effect, content, or implementation of the Agreement shall be resolved through negotiations. If negotiations fail, either party may refer the matter to the ordinary courts. If agreed, the matter may be settled by arbitration pursuant to the Norwegian Arbitration Act of 14.05.2004 No. 25. If the parties desire confidential arbitration, including the arbitral award and reasoning, this must be agreed in writing at the time of agreeing to arbitration. Legal venue is where the Supplier has its business address at the time the proceedings commence.

Date	Version	Change	Effective from
01.08.2025	2.1	First english version	01.08.2025