

1. AGREEMENT

All business undertaken between you and Pitney Bowes Ireland Limited specified overleaf is subject to these terms and conditions. Any references to "we", "us" or "our" are references to Pitney Bowes Ireland Limited. The terms and conditions set out in the Order Form, together with the terms and conditions of business set out below constitute this entire Agreement. Unless otherwise stated on the Order Form these terms and conditions (i) replace and override in its entirety all previous terms and conditions issued to you by us in any document; and (ii) excludes to the extent permitted by law all statements and representations (whether made orally or in writing) made prior to you signing this Agreement save except in the case of fraudulent representation or fraudulent concealment.

2. WAIVER

Any relaxation or indulgence granted by us to you will not be deemed in any way to be a waiver of or to prejudice our rights under this Agreement and shall not prevent us from enforcing such rights subsequently.

3. CHANGE OF ADDRESS

You must notify us within 7 days of any change in your address(es) stated on the Order Form and confirm any verbal notification in writing. We shall not be liable for any failure to carry out our obligations under this Agreement caused by your failure to notify us of any change of address.

4. DEFINITIONS

In this Agreement the following words shall have the following meanings:

"Ascending Register Lock" - An Post stipulate that when the meter has reached its life end it can no longer be used. A postal requirement (predetermined by An Post and which is dependent on model) shown by the ascending registers locking when the first frank takes the most significant digit of the ascending register to 9, eg 9000,000.00.

"AutoInk" - our ink replacement programme as set out more fully here:

www.pitneybowes.com/ie/support/article/000083354/autoink-explained.html

"Data Capture" - the capability of Pitney Bowes to process and archive information regarding postal product usage by product type and weight break.

"Data controller, personal data, and processing" are as set out in the Data Protection Legislation in force at the time.

"Data Protection Legislation" means (i) the Data Protection Act 2018; (ii) the General Data Protection Regulation ((EU) 2016/679) (GDPR) and any national implementing laws; and (iii) any successor legislation to the Data Protection Act 2018 and the GDPR.

"Equipment" - items referred to in Equipment Schedule on the Order Form.

"Mandatory Meter Inspections" - an agreement for periodic mandatory meter inspection as required by An Post for Meters.

"Meter" - the franking and date stamping device used to show the postage paid.

"Normal Business Hours" - 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm Friday (excluding public holidays) for Service Cover.

"Order Form" means the form setting out the Equipment and services signed by you and which references this Agreement.

"PB Postage™" - the postage resetting facility.

"PSD" - Postal Security Device. Security device used to manage security and funds management associated with PB Postage.

"Service Cover" - provides (i) during Normal Business Hours next day response to emergency calls (ii) all emergency repairs, labour, spare parts (iii) unlimited update to tariff increases. If ink is included, as indicated on the Order Form, AutoInk is provided as a service to you as part of the Service Cover you chose. Technical assistance will be provided in the first instance through our knowledge base web support. This can be accessed by visiting www.pitneybowes.ie. In the event the problem cannot be remedied over the telephone or further investigation is necessary, we will send an engineer to assist on-site in line with the level of Service Cover that you have chosen.

"Vault" - PB Postage revenue security device;

"Warranty Period" - 3 months from installation of the Equipment.

5. PAYMENT TERMS

5.1 Unless otherwise stated in this Agreement you are required to settle your accounts within 30 days of invoice date without deduction or discount. Failure to pay on time and in full could put the provision of any selected Service Cover at risk. In addition we will be entitled to terminate or suspend this Agreement and/ or any other agreement between us and claim damages from you for breach of this Agreement.

5.2 We reserve the right to amend the annual charge for applicable Service Cover or other services covered by this Agreement once annually, effective on each

anniversary date of this Agreement.

5.3 Unless otherwise stated, prices are quoted exclusive of value added tax which will be added when you are invoiced.

6. WARRANTY PERIOD

6.1 During the Warranty Period we will, free of charge provide service cover to ensure the Equipment installed remain free from defects, including parts and labour and carrying out on-site repairs and mechanical adjustments or replacing defective Equipment.

6.2 Clause 6.1 above does not apply during the Warranty Period:

(a) outside Normal Business Hours;

(b) to any person or entity other than you;

(c) if the Equipment have been misused or operated incorrectly;

(d) if in our opinion a defect is not due to materials or workmanship;

(e) if you fail to tell us within 28 days of learning that a defect exists;

(f) to repairing or replacing consumable parts;

(g) to repairing or replacing parts or Equipment due to fair wear and tear;

(h) where the use of third party supplies (such as ink) is proven to have resulted in (i) damage to the Equipment; and/or (ii) poor quality printing of indicia or other text/images.

(i) to any modification or adjustment necessary under Clause 11 below.

6.3 Subject to this clause 6 and save as otherwise expressly stated in this Agreement, all warranties, conditions and other terms implied by statute or common law as to fitness for purpose or quality of the Equipment or services provided under this Agreement are expressly excluded to the fullest extent permitted by law, including the implied terms set out in Section 39 of the Sale of Goods and Supply of Services Act 1980 which shall not apply to this Agreement and you shall not be able to avail of the protection afforded by such implied terms

7. THE EQUIPMENT

7.1 Notwithstanding delivery of the Equipment title in the Equipment remains with us until payment is received in full.

7.2 Unless otherwise agreed the risk in the Equipment shall pass to you immediately upon delivery of the Equipment. Equipment shall be deemed to have been delivered upon dispatch by us (or our appointed contractor or independent carrier) to the Equipment Location Address.

7.3 We reserve the right to supply Equipment of a different model than that stated provided that it is of a specification equal or superior to that listed on the Order Form and with no increase to your payments.

7.4 We may assign or transfer our rights and obligations to another party by giving you written notice. You must not assign this Agreement to anyone else, nor charge, sell, or part with the Meter, nor allow anyone else to use or move the Meter from the Equipment Location Address stated on the Order Form without first obtaining our written permission.

7.5 As part of our environmental policy it is our aim to optimise the recovery and utilisation of Equipment at end of life and to this end Equipment supplied, whether newly manufactured or remanufactured, may contain serviceable new or used parts which are warranted equivalent to new.

7.6 In accordance with the requirements of An Post we shall at all times own the Meter, Vault and PSD which are rented to you under the terms of this Agreement. If the terms of the An Post Franking Machine Licence are breached by you, the Meter, Vault and PSD can be withdrawn without prior notice.

7.7 Standard installation of any digital Equipment shall not include re-configuration of your system network or computing devices and shall only include installation in conjunction with standard protocol platforms and standard connectors, unless otherwise agreed in writing and upon payment of our then prevailing charge out rates.

7.8 For users of the Connect+ Series Equipment. Your Connect+ Series Equipment may use an internet access point (e.g., wireless router) provided by Pitney Bowes. Pitney Bowes recommend you to only use this access point for connectivity between the Connect+ Series Equipment and the internet and for no other purpose. You agree to pay all costs associated with use of the access point (i.e. ISP) or in violation of this restriction.

7.9 Embedded software. Our Equipment may contain embedded software. You agree that:

(a) Pitney Bowes Inc. and its licensors own the copyrights and other intellectual property in and to the embedded software; (b) you are licensed only to use the embedded software with our Equipment in which the embedded software resides; (c) you will not copy, modify, de-compile, or otherwise attempt to unbundle, reverse engineer or create derivative works of the embedded software, except as permitted

by applicable law; (d) you will not distribute or otherwise disclose the embedded software (or any portion thereof) to any other person; and (e) you may not export the embedded software in contravention of applicable export control laws. The embedded software contains third party software, which, notwithstanding the above, is subject to any terms that may accompany such third party software.

8 PREPAY

8.1 If you have selected a PrePay Account, then you will pay us in accordance with the terms and conditions of your Account set forth at: www.pitneybowes.com/ie/PrePayTerms0325ie, and which are incorporated by reference. Those provisions govern to the extent that they are not inconsistent with the terms and conditions of this Agreement.

9 PAYG

9.1 If you have selected a PAYG Account, then you will pay us in accordance with the terms and conditions of your Account set forth at: www.pitneybowes.com/ie/PAYGTerms0325ie and which are incorporated by reference. Those provisions govern to the extent that they are not inconsistent with the terms and conditions of this Agreement.

10 POSTAGE METERS

10.1 We must obtain a licence on your behalf from An Post for you to use a Meter and you undertake to strictly perform and observe the conditions of the licence.

10.2 When you are licensed to use the Meter, you must not:

- (a) do anything which may result in An Post revoking your licence;
- (b) make any alterations to the Meter, or the design or colour of any impression approved by An Post without written consent from An Post or us;
- (c) make any modifications or attachments to the Meter which will affect the franking or revenue recording system.

10.3 When you are licensed to use the Meter, you must:

- (a) if you do not have Service Cover, have in place, from the date we or another party approved by An Post installs the Meter, an agreement for Mandatory Meter Inspections. Mandatory Meter Inspections are required by An Post for the period you hold a licence to use a Meter. These Inspections may be conducted by remote access. Any such agreement shall be separate and in addition to this Agreement.
- (b) for a period of 1 year from installation (and after then in accordance with the current An Post regulations) allow us to remotely inspect a Meter fitted with a Vault as required by An Post guidelines and permit us to supply An Post with reports of inspections, maintenance and postage resets. Overdue inspections will render the Meter inoperable;
- (c) immediately upon request, at any time, deliver the Meter to us or to a specified Post Office for inspection, and collect the Meter following inspection by An Post;
- (d) allow us to repossess any franking, date stamping dies, PB Postage security codes, Vaults, PSDs or Meters if we provide you with evidence that An Post has asked us to repossess them;
- (e) indemnify us against any liability incurred by us to An Post if An Post demands payment from us because you are using a Meter or made a payment for postage without a valid licence.

11 SERVICE COVER

11.1 All exchanged parts become our property.

11.2 You shall maintain a safe working environment in accordance with health and safety laws

11.3 You must provide a suitable electrical power supply in accordance with our advice and/or recommendations.

11.4 We may:

- (a) cease Service Cover if you are late paying us;
- (b) sub-contract in whole or part the services provided under Service Cover.
- (c) make additional charges for time and material used for (i) repairs caused by (including, but not limited to) accidental or deliberate damage; (ii) improper use or operation of the Equipment by untrained and/or non-competent personnel; (iii) operating adjustments made by the engineer that an operator would have been expected to conduct during normal operation; (iv) work outside of Normal Business Hours or which cannot conveniently be carried out on site.

11.5 We will not under any circumstances make any adjustments that may alter the Equipment specification or render them unsafe or unreliable.

11.6 If during the first 5 years or an agreed extended contract period the Meter required substitution due to failure or Ascending Register Lock, we will substitute the Meter subject to payment by you of a nominal administration fee as long as you have a fully inclusive Service contract since the date of installation, and the Meter has been used within its specification and has not been subjected to misuse.

11.7 If in our opinion reconditioning of the Equipment is required due to deliberate or accidental damage, abnormal use outside the Equipment specification, or failure outside the first 5 years or an agreed extended contract period, an estimate of the cost of reconditioning will be submitted to you. You must pay the costs of any necessary reconditioning. If you do not authorise the work we may immediately terminate Service Cover.

11.8 Service Cover does not cover re-licensing or re-fitting of Meter indicia in the event you change your Equipment Location Address.

11.9 Any agreement for Service cover may be separate to this Agreement.

11.10 Service Cover does not cover any repairs known by you and/or by us before the Service Cover's subscription starts.

11.11 For the DM60 technical assistance will be provided in the first instance, through our support articles found at:

www.pitneybowes.com/ie/support.html

12 TERM AND TERMINATION

12.1 Service Cover: Service Cover shall commence on signature of this Agreement, and unless terminated earlier in accordance with this clause, Service Cover shall continue for a 12 month period (Initial Term) and shall automatically extend for 12 months (Renewal Term) at the end of the Initial Term and at the end of each Renewal Term. Either party may give written notice to the other party, not later than 90 days before the end of the Initial Term or the relevant Renewal Term, to terminate Service Cover at the end of the Initial Term or the relevant Renewal Term, as the case may be.

12.2 During an Initial Term or a Renewal Term either party may terminate Service Cover on 90 days notice however in the event you terminate we will not refund any unexpired value Service Cover and you will, in accordance with the instructions provided to you, arrange to return any Equipment containing a Meter to us.

12.3 If you cancel before payment in the case of Equipment Purchase; or cancel a Service Cover Agreement, you shall pay our reasonable costs and expenses incurred for transport, installation, uplift, administration and storage.

12.4 We may terminate this Agreement without notice and without prejudice to all other rights in the event that:

- (a) you breach any of the terms of this Agreement if such breach is remediable and such breach remains unremedied for 7 days following written notice by us specifying such breach; or
- (b) you compose or negotiate for any composition with your creditors or become bankrupt or commit any act of bankruptcy or suffer a receiver to be appointed of all or any of your assets or permit a judgement against you to remain unsatisfied for more than seven days or (in the case of a company) enter into any form of liquidation or winding up.

12.5 On such termination you will cease to possess any Meter which forms part of the Equipment and/or Vault and will upon demand deliver the same to us. Failure to deliver the same will entitle us to repossess the Meter and/or Vault.

13 LIABILITY

13.1 Except in the case of fraud, personal injury or death caused by our negligence, or any other liability by law which cannot be excluded or limited, our total liability under or in connection with this Agreement shall be limited to €150,000;

13.2 We shall in no circumstances be liable for any consequential, indirect or special loss or damage (including, without limitation, loss of business or loss of profit, whether direct or indirect) however so arising (whether in contract, tort, negligence, other tort or otherwise).

13.3 You will indemnify us and keep us indemnified against any loss, damage, expense or injury arising directly or indirectly out of the use of the Equipment other than in accordance with our operating instructions or out of any cause beyond our reasonable control.

13.4 We will not be responsible for any delay or the consequences of any delay in performing our obligations due to circumstances beyond our control.

13.5 Where there are two or more persons party to this Agreement other than us their liabilities hereunder will be joint and several.

14 MISCELLANEOUS

If any provision of this Agreement is found to be illegal or unenforceable for any reason, this shall not affect the validity or enforceability of the remaining provisions.

15. NOTICES

Except for legal notices, any requirement to provide notice in writing to you can be made to the email address registered in Your Account. Legal notices to you or any

notice to us given under this Agreement must be sent by pre-paid post to the address shown on the Order Form or to any other address we have told each other about in writing. The notice will be deemed delivered 2 business days after posting. Legal notice(s) to us must be clearly marked "FOR THE ATTENTION OF THE COMPANY SECRETARY". Under this clause a "legal notice" is the service of any proceedings or other documents in any legal action.

16 DATA PROTECTION

16.1 You and we will comply with all applicable requirements of Data Protection Legislation. You agree that we will not be processing any personal data on behalf of you as data controller. We will collect, use, disclose, transfer, and store personal information when needed to administer this Agreement and for our operational and business purposes, as further described in our Privacy Statement which is found here: <https://www.pitneybowes.com/content/pb/ie/en/privacy-statement.html>

16.2 PB Postage and Data Capture information may be routinely supplied by us to An Post to provide you with information about An Post products and services. We will use the PB Postage and Data Capture information to ensure your postage meter is operating within specification and to provide elements of reporting as and when appropriate.

17 JURISDICTION

This Agreement is governed by and construed in accordance with Irish law and we both agree to submit to the exclusive jurisdiction of the Irish courts.