

PART A - APPLICABLE TO END USERS PURCHASING SOFTWARE LICENCES FROM COHESION SOFTWARE

1 DEFINITIONS

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

- 1.1 "Agreement" means these Terms and Conditions together with the terms of any applicable Specification Document;
- 1.2 "Customer" means the organisation or person who purchases goods and services from the Supplier;
- 1.3 "Intellectual Property Rights" means all patents, registered and unregistered designs, copyright, trademarks, know-how and all other forms of intellectual property wherever in the world enforceable;
- 1.4 "Specification Document" means a statement of work, quotation or other similar document or website describing the goods and services to be provided by the Supplier;
- 1.5 "Supplier" means Cohesion Software trading as Connector Lab Limited (Co Reg 05988154), 59 Down View, Chalford Hill, GL6 8NB, registered address Paradise Farm, High Street, Kempsford, Fairford, Gloucestershire, GL7 4EU or it's appointed agent.

2 GENERAL

- 2.1 These Terms and Conditions shall apply to all contracts for the supply of software licences by the Supplier to the Customer.
- 2.2 Before the commencement of the licence the Supplier shall submit to the Customer a Specification Document which shall specify the software to be supplied under licence. The Customer shall notify the Supplier immediately if the Customer does not agree with the contents of the Specification Document. All Specification Documents shall be subject to these Terms and Conditions.
- 2.3 The Supplier shall use all reasonable endeavours to complete the services within estimated time frames but time shall not be of the essence in the performance of any services.

3 PRICE, PAYMENT, REFUNDS & CANCELLATIONS

- 3.1 The price for the supply of the software licence is as set out by the Supplier.
- 3.2 Where the Supplier is an appointed agent of Cohesion Software the Customer is bound by the Terms and Conditions as agreed between the appointed agent and the Customer.
- 3.3 All payments to the Supplier are to be made with cleared funds within 28 days of the invoice date.
- 3.4 Refunds shall only be made by the Supplier in the event of a cancellation under Clause 3.5 or if the software does not conform to the Specification Document and:
 - 3.4.1 the customer takes reasonable steps to rectify the fault by reference to the installation instructions, website, and forum as published by the Supplier; and
 - 3.4.2 the Customer allows the Supplier reasonable access including but not limited to remote session to the Customer's IT system to rectify any fault: and
 - 3.4.3 the Supplier is able to verify the software does not conform to the Specification Document.
- 3.5 Cancellations shall be made in writing to the Supplier and will only qualify for a refund before the licence has been dispatched to the Customer.

4 SPECIFICATION OF THE SOFTWARE

All goods shall be required only to conform to the specification in the Specification Document. For the avoidance of doubt no description, specification or illustration contained in any product pamphlet or other sales or marketing literature of the Supplier and no representation written or oral, correspondence or statement shall form part of the contract.

5 DELIVERY

- 5.1 The date of delivery specified by the Supplier is an estimate only. Time for delivery shall not be of the essence of the contract and the Supplier shall not be liable for any loss, costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of the goods.
- 5.2 All risk in the goods shall pass to the Customer upon delivery.

6 TITLE AND LICENCE

- 6.1 Title in the software shall not pass to the Customer.
- 6.2 The licence to use the software shall not pass to the Customer until the Supplier has been paid in full for the Goods.
- 6.3 The licence is not transferable.

7 CUSTOMER'S OBLIGATIONS

- 7.1 To enable the Supplier to perform its obligations under this Agreement the Customer shall co-operate with the Supplier.
- 7.2 The Customer shall be liable to compensate the Supplier for any expenses incurred by the Supplier as a result of the Customer's failure to comply with Clause 7.1.
- 7.3 Without prejudice to any other rights to which the Supplier may be entitled, in the event that the Customer unlawfully terminates or cancels the goods and services agreed to in the Specification Document, the Customer shall be required to pay to the Supplier as agreed damages and not as a penalty the full amount of any third party costs to which the Supplier has committed and in respect of cancellations on less than five working days' written notice the full amount of the goods and services contracted for as set out in the Specification Document, and the Customer agrees this is a genuine pre-estimate of the Supplier's losses in such a case. For the avoidance of doubt, the Customer's failure to comply with any obligations under Clause 7.1 shall be deemed to be a cancellation of the goods and services and subject to the payment of the damages set out in this Clause.
- 7.4 In the event that the Customer or any third party, not being a sub-contractor of the Supplier, shall omit or commit anything which prevents or delays the Supplier from undertaking or complying with any of its obligations under this Agreement, then the Supplier shall notify the Customer as soon as possible and:
 - 7.4.1 the Supplier shall have no liability in respect of any delay to the completion of any project;
 - 7.4.2 if applicable, the timetable for the project will be modified accordingly;

7.4.3 the Supplier shall notify the Customer at the same time if it intends to make any claim for additional costs.

8 ALTERATIONS TO THE SPECIFICATION DOCUMENT

The Supplier may at any time alter the Specification Documents (for example in line with changes to SIMS .net and to alter the functionality of the software). Any alterations in the software to be provided under this Agreement shall be set out in the Specification Document.

9 WARRANTY

9.1 The Supplier warrants that for the period of the licence the goods and all their component parts, where applicable, are free from any defects in design, workmanship, construction or materials.

9.2 Except as expressly stated in this Agreement, all warranties whether express or implied, by operation of law or otherwise, are hereby excluded in relation to the goods and services to be provided by the Supplier.

10 INDEMNIFICATION

The Customer shall indemnify the Supplier against all claims, costs and expenses which the Supplier may incur and which arise, directly or indirectly, from the Customer's breach of any of its obligations under this Agreement, including any claims brought against the Supplier alleging that any goods and/or services provided by the Supplier in accordance with the Specification Document infringes a patent, copyright or trade secret or other similar right of a third party.

11 LIMITATION OF LIABILITY

11.1 Except in respect of death or personal injury due to negligence for which no limit applies, the entire liability of the Supplier to the Customer in respect of any claim whatsoever or breach of this Agreement, whether or not arising out of negligence, shall be limited to the price paid by the Customer to which the claim relates.

11.2 In no event shall the Supplier be liable to the Customer for any loss of business, loss of opportunity or loss of profits or for any other indirect or consequential loss or damage whatsoever. This shall apply even where such a loss was reasonably foreseeable or the Supplier had been made aware of the possibility of the Customer incurring such a loss.

11.3 In no event shall the supplier be liable in any form whatsoever for the loss of service caused by the temporary or permanent loss of service of SIMS or any component part thereof.

11.4 Nothing in these Terms and Conditions shall exclude or limit the Supplier's liability for death or personal injury resulting from the Supplier's negligence or that of its employees, agents or sub-contractors.

12 TERMINATION

Either party may terminate this Agreement forthwith by notice in writing to the other if:

12.1 the other party commits a material breach of this Agreement and, in the case of a breach capable of being remedied, fails to remedy it within 30 calendar days of being given written notice from the other party to do so;

12.2 the other party commits a material breach of this Agreement which cannot be remedied under any circumstances;

12.3 the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect;

12.4 the other party ceases to carry on its business or substantially the whole of its business; or

12.5 the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.

13 INTELLECTUAL PROPERTY RIGHTS

All Intellectual Property Rights produced from or arising as a result of the performance of this Agreement shall, so far as not already vested, become the absolute property of the Supplier, and the Customer shall do all that is reasonably necessary to ensure that such rights vest in the Supplier by the execution of appropriate instruments or the making of agreements with third parties.

14 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, the act or omission of government, highway authorities or any telecommunications carrier, operator or administration or other competent authority, or the delay or failure in manufacture, production, or supply by third parties of equipment or services, and the party shall be entitled to a reasonable extension of its obligations after notifying the other party of the nature and extent of such events.

15 INDEPENDENT CONTRACTORS

The Supplier and the Customer are contractors independent of each other, and neither has the authority to bind the other to any third party or act in any way as the representative of the other, unless otherwise expressly agreed to in writing by both parties. The Supplier may, in addition to its own employees, engage sub-contractors to provide all or part of the services being provided to the Customer and such engagement shall not relieve the Supplier of its obligations under this Agreement or any applicable Specification Document.

16 ASSIGNMENT

The Customer shall not be entitled to assign its rights or obligations or delegate its duties under this Agreement without the prior written consent of the Supplier.

17 SEVERABILITY

If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed and the remainder of the provisions herein shall continue in full force and effect as if this Agreement had been agreed with the invalid illegal or unenforceable provision eliminated.

18 WAIVER

The failure by either party to enforce at any time or for any period any one or more of the Terms and Conditions herein shall not be a waiver of them or of the right at any time subsequently to enforce all Terms and Conditions of this Agreement.

19 NOTICES

Any notice to be given by either party to the other may be served by email, fax, personal service or by post to such other address as such party may from time to time have communicated to the other in writing, and if sent by email shall unless the contrary is proved be deemed to be received on the day it was sent, if sent by fax shall be deemed to be served on receipt of an error free transmission report, if given by letter shall be deemed to have been served at the time at which the letter was delivered personally or if sent by post shall be deemed to have been delivered in the ordinary course of post.

20 PRIVACY

From time to time the Supplier may send emails to the Customer (including registered users and forum members) with end user tips, relevant findings from the Discussion Board and new version and software releases. The Supplier will not bombard users with irrelevant information. The supplier will not give or sell to any third party any personal information, unless required to do so by law. The Supplier respects privacy and will protect it to the same extent that it protects its most valuable information.

21 DATA PROTECTION

Any personal information provided to the Supplier will be processed in accordance with the UK Data Protection Act 1998.

21 ENTIRE AGREEMENT

This Agreement together with the on-line EULA accepted by the Customer during software activation contain the entire agreement between the parties relating to the subject matter and supersede any previous agreements, arrangements, undertakings or proposals, oral or written. Unless expressly provided elsewhere in this Agreement, this Agreement may be varied only by a document signed by both parties.

22 NO THIRD PARTIES

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

22 GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

PART B - APPLICABLE TO RESELLERS

Contact Cohesion Software for Terms and Conditions