

These Terms & Conditions govern the use for
HowToRobot Platform

Introduction to HowToRobot

PLEASE READ THIS TERMS OF CONDITIONS (TERMS) CAREFULLY. IT SETS FORTH THE LEGALLY BINDING TERMS OF CONDITIONS FOR YOUR USE OF HOWTOROBOT. THESE TERMS CONTAIN IMPORTANT INFORMATION REGARDING YOUR LEGAL RIGHTS, REMEDIES AND OBLIGATIONS WHEN USING HOWTOROBOT.

These Terms & Conditions (Terms) are a legally binding agreement between the User of HowToRobot and the Company HowToRobot.com. "HowToRobot", "we", "us" or "our" mean the Contracting Entity.

By accessing or using HowToRobot you acknowledge that you have read and understood, agree to be bound by and accept the validity and enforcement of these Terms. Accepting these Terms is a requirement for using HowToRobot. These Terms apply to all Visitors, Users, and others who use HowToRobot.

All Content, Features and Functionalities are owned by HowToRobot and HowToRobot has the full Right to use and copyrights to Content unless specifically mentioned. Any use of the Platform must respect the rights and business of HowToRobot and any use of Content must therefore contain or refer information of HowToRobot as the source. Any User is prohibited from copying/distribute/republish Content without written consent from HowToRobot, and Content must not be changed in any way without written consent from HowToRobot.

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Part I – Structure of Terms and Conditions

The Terms and Conditions are structured as follows:

Part I – Structure of Terms and Conditions

1. Introduction to purpose of the HowToRobot Platform
2. Definitions
3. The Platform

Part II – Regulation Customers access and use

4. Regulation applying only to Customers using the HowToRobot Platform

Part III – Regulation Suppliers access and use

5. Regulation applying only to Suppliers using HowToRobot Platform

Part IV – General regulating the use of HowToRobot

6. General regulation applying to all use of HowToRobot, including information obligations and restrictions
7. General regulation regarding liability, indemnification, termination term, governing law and venue

1. Introduction to purpose of the HowToRobot Platform

HowToRobot is offering an online Platform on the website www.howtorobot.com (and its related domains) that allows professional Customers and Suppliers a Platform for acquiring automation solutions.

The Platform for acquiring physical robots, automation solutions, components and related services, services supporting the purchase and access to help in defining needs and processes to automate, access to market information, supplier information, white papers and newsletters.

2. Definitions

AI-tool: Tool to generate Customer Project requests based on the use of OpenAI which process Customer and Supplier data.

Budgetary Quote: Tool to obtain detailed Solution and pricing information on specific Project.

Content: Any information, images, videos, data and/or data-structure found and accessible on the HowToRobot Platform provided or created by HowToRobot, Suppliers, Customers, AI-tool or third parties.

Customer: A User who have created a Project, registered on the Platform, uses the Platform.

Functionalities: All tools and features accessible on HowToRobot.

Key Commitments: Obligations to which HowToRobot expects the Users to commit themselves during the use of the Platform.

Related Purchase: A Platform transaction that directly builds on the Procurement Service HowToRobot have performed including the Supplier selection, solution scope, and process.

Request Quote: The Customer creates a project on the Platform describing the their overall need for automation

Platform: Provide access to Functionalities and Support to Customers and Suppliers.

Projects: Customer Projects including description and requirements published on the Platform.

Proposals: Solution-description designed for a specific Project including timeline, cost and Supplier and/or Manufacturer terms.

Procurement Service: Consultancy service to assist the Customer and Supplier to find the best possible Solution

Request For Interest: Request for Supplier Project interest.

Expression of Interest: Supplier Expression of Interest in the Project.

Support: Supporting the process for alignment between Projects and Budgetary Quotes.

Suppliers: A User who have registered and claimed their public Supplier profile.

Solutions: Proposed technical Solution related to a specific Project.

Subsupplier: Engaged and managed by Supplier.

Subscription: Customers or Suppliers subscription to a HowToRobot Service.

Users: A Supplier or a Customer.

Visitor: Any person that can access non restricted content including using AI-assistant and have not registered as a User.

Technical support: Support on how to use the Functionalities and technical issues on the Platform.

Tools: Processes and workflows on the Platform used to Support the Customer and Suppliers.

Workshops: Onsite workshop at the Customers appointed location.

3. Platform

Listed below are the Platform with the current Functionalities that HowToRobot offers to either Visitors, Customers or Suppliers. The Functionalities and Products may be subject to change or HowToRobot may add additional Products to the Platform.

3.1. Content on the Platform

All Users on the platform are permitted non-commercial access to content owned by HowToRobot. The content available on the Platform is the intellectual property of HowToRobot. Unauthorized copying, distribution or other use of this content is strictly prohibited, unless the express written permission of HowToRobot is obtained. Misuse of the terms 'can' and 'may' result in appropriate legal action being taken against the company or individual responsible for the violation of property rights.

3.2. Visitors of Platform

Visitors are provided with non-commissioned non-commercial access to Content and specific functionality on the Platform. The Content and functionality are offered to Visitors free of charge. Commercial use of any Content is prohibited. Use of the Platform and the Content is at the Visitors own risk. HowToRobot is not reliable for the Content provided to the Visitor based on the use of HowToRobot.

3.3. Supplier Functionalities on the Platform

Suppliers are provided with the Functionalities of expressing their interest toward Customer Projects and submitting Budgetary Quotes.

A. Expression of Interest (Eol):

Suppliers may submit their Eol towards any described Customer Project on HowToRobot.

B. Budgetary Quote:

If the Supplier is selected by the Customer to submit budgetary quotes, the Supplier may submit their preliminary budgetary quote and proposal based upon the Customer's project description.

3.4. Customer Functionalities on the Platform

3.4.1. Projects

Based upon the HowToRobot tools, the Customer can create a project as a Request for quotes. Request for quotes supports the process of finding components, training, service/maintenance and getting a quote for the Solution through placing a request on the HowToRobot. Creating a Request for quote can be initiated by the Customer in two (2) ways; manually or using AI-tool.

Manually: When using the manual process, the Customer is guided through step to fill out the required information. It is the Customer's sole responsibility that the information provided is correct and accurate.

AI-tool: When using the HowToRobot AI-tool the Customer is guided through an AI-generated series of questions with the intention of providing sufficient information about the Customers Project. All AI-generated information such as questions, assumptions, calculations and recommendations is solely based on the Customers information provided to the AI-tool.

Prior to publication on the Platform, HowToRobot may review each Request for Quote (RQ) to ensure that the content does not appear to be false, misleading, offensive, abusive, or otherwise inappropriate. If the RQ is approved, it will be published on the Platform. Approval by HowToRobot for publication does not constitute any verification, endorsement, or guarantee of the accuracy, completeness, legality, or suitability of the information contained in the RQ. The Customer remains solely responsible for all content provided in the RQ.

Request for quotes consist of the following main phases:

A. Request for quote (RQ):

The Customer briefly describes the Project scope, which must be sufficient for Suppliers to Express their interest to the Project. The description can be made manually or using HowToRobots AI-tool. In case a third-party, on behalf of the Customer creates the RQ, the Customer will be provided with a validation and approval of the RQ before published.

B. Expression of Interest (Eol):

Based upon the Customers RQ the Suppliers submit their Eol towards the described Customer Project.

3.4.2. Budgetary Quote:

As part of the Customers selection process, the Customer select one or more Suppliers to submit budgetary quotes. The Supplier submits their preliminary budgetary quote and proposal based upon the Customer's project description. The Customer uses the tools "Budgetary Quotes" to review the incoming budgetary quotes and select Suppliers towards the final quote and proposal dialogue.

Part II- Regulation of Customers access and use

4. Registration as a Customers

Registration as a Customer on the Platform provides access to all Content. Registration is only permitted for legal entities and organizations, and individuals who are 18 years or older. If you agree to the Terms and Conditions on behalf of a legal entity or organization, you represent and warrant that you have the authority to bind that entity or organization to the Terms and Conditions.

5. Project on HowToRobot

A Customer can create Projects as Request for Quotes, by using the Platform Functionalities. When using these Functionalities, it is the Customer's sole responsibility to ensure that all information regarding the Project is correct and non-confidential. Upon receiving Expression of Interest from Suppliers, Customer must fully register to use the Platform.

All Projects will be Published globally without geographical limitations. This means that HowToRobot can't prohibit or limit that a Publish Project, including project information, will be matched and partly visible to Claimed Suppliers outside the Customers country. The Customer acknowledges that any approved Request for Quote, whether approved by the Customer or on their behalf, constitutes their approval and that the project and all relevant information will be published globally on the Platform.

All Claimed Suppliers will have limited access to all published Projects. HowToRobot will not be able to limit a Project to only be published, and therefore visible, to Claimed or Premium Suppliers who are matched by HowToRobot.

5.1. Project Drafts

Users may create and store an unlimited number of project drafts within the platform. Project drafts are private and visible only to the user who created them and authorized users within the same account. Creating or editing project drafts does not consume project credits. Users may update, edit, or modify project drafts without limitation.

5.2. Project Publication

A project is considered published when the buyer actively selects the “Publish” function within the HowToRobot platform.

Once a project is published:

- the project may become visible to suppliers and vendors
- the project may be distributed through the platform
- one (1) project credit is consumed

Publishing a project is the event that triggers credit usage.

5.3. Editing Published Projects

Users may edit project details after publication.

Such edits do not consume additional credits unless the project is withdrawn and republished as a new project

5.4. Republishing

If a project is withdrawn and later republished, HowToRobot may require the use of an additional project credit.

6. Project Quality Review

Before a project is distributed to suppliers or made available on the marketplace, HowToRobot may perform a basic quality and legitimacy review.

The purpose of this review is to:

- maintain the quality and integrity of the platform
- prevent spam or fraudulent project submissions
- ensure projects contain sufficient information for supplier evaluation

HowToRobot may delay publication, request clarification, or refuse publication of projects that appear incomplete, misleading, or unrelated to legitimate automation sourcing needs.

This review is conducted solely for platform quality purposes. It does not constitute technical validation, verification, or endorsement of the project or its contents. Buyers remain solely responsible for all information submitted in connection with their projects.

7. Key Commitments

HowToRobot, provide a Platform for Customers with the best tools and resources to help you succeed with your Project. However, Customers are expected to commit to the Project during all the activities on the

Platform. The Customers are expected to allocate the needed internal resource so that the Project can be published timely on the Platform. Additionally when initiating the Project the Customer should have the internal investment approval and allocate the expected resources to complete the Project. This is to ensure the best possible process for both Customer, Supplier and HowToRobot and avoid costly unnecessary time and effort.

7.1. Use of Platform

Customer commitment is imperative for a well-functioning Platform where professional Customers and Suppliers meet. Therefore, HowToRobot emphasize that the Customers behave loyal and respectful when using the Platform. Customers cancelling a Project will impact Suppliers who have invested time and effort to provide competitive.

7.2. Profile and project descriptions

Customers commit to finalizing their profile and ensure continuously updating of their profile to ensure correct information regarding profile and project descriptions. The Customer is prohibited from:

- Using the Platform if lacking the capacity to act and enter legally binding contracts;
- Posting false, inaccurate, misleading, defamatory, or offensive data;
- Engaging in actions aimed at destabilizing the feedback system;
- Transferring their account (including feedback) and user ID to others without our consent;
- Using contact information of other users for purposes other than completing a specific transaction on www.howtorobot.com;
- Copying, modifying, or disseminating rights or content from the Platform or the services, or HowToRobot's intellectual property rights and trademarks;
- Collecting user information, including email addresses, manually or automatically, without their consent.

8. Subscription Services

8.1 Subscription Plans

HowToRobot may offer certain parts of the platform as paid subscription services ("Subscriptions"). Subscriptions may provide access to additional platform features, automation sourcing tools, analytics, and a defined number of project credits. Subscription plans may be offered with monthly or annual billing periods. Each subscription plan includes a specific number of project credits available during the applicable subscription period.

Example plans may include:

- Basic Subscription
 - Includes up to three (3) project credits per year.
- Pro Subscription
 - Includes up to ten (10) project credits per year.

HowToRobot may introduce additional subscription plans or modify existing plans from time to time. Details of subscription plans and included features are described on the HowToRobot website.

8.2 Additional Procurement Service

HowToRobot offers additional Procurement Services to our Customers. These services may include, but are not limited to:

- Onsite workshops
- Needs assessment and scoping
- Supplier identification and outreach
- Request for quotation (RFQ) or budgetary quote coordination
- Supplier qualification and technical alignment

Fees for these Procurement Services are charged directly to the Customer and are invoiced separately from any platform transaction.

For additional information about our Services please see www.howtorobot.com

8.3 Billing

Subscriptions are billed in advance for the selected billing period.

Monthly subscriptions are billed once per month.

Annual subscriptions are billed once per year.

All subscription fees are exclusive of applicable taxes, duties, VAT, GST, or other governmental charges. The subscriber is responsible for any applicable taxes associated with the subscription.

8.4 Automatic Renewal

Unless cancelled before the end of the current billing period, subscriptions automatically renew for the same billing period. Monthly subscriptions renew monthly. Annual subscriptions renew for an additional twelve (12) month period. Upon renewal, the subscription fee applicable at the time of renewal will be charged.

8.5 Cancellation

Subscribers may cancel their subscription at any time through their account settings or by contacting HowToRobot. Cancellation becomes effective at the end of the current billing period. No refunds will be issued for unused time within a subscription period unless required by applicable law.

8.6 Subscription Changes

HowToRobot may modify subscription pricing, plan structure, or features. Any changes to pricing will apply only to future billing periods. Users will be notified of any material subscription changes prior to renewal.

8A. Bolt-On Services

8A.1 Definition and Scope

In addition to Platform access, HowToRobot may offer Bolt-On Services to Customers. Bolt-On Services are discrete professional services delivered in connection with the Customer's use of the Platform, including but not limited to:

- Automation Discovery Workshops — structured facilitated sessions to identify and prioritize automation opportunities within the Customer's operations
- Feasibility Assessments — remote or on-site evaluations of specific automation use cases
- Scoping and Project Definition Support — expert-assisted structuring of automation project briefs
- Sourcing and Supplier Outreach — active management of RFI/RFQ processes and vendor engagement on behalf of the Customer

- Budgetary Quote Review and Second Opinion — independent review of vendor proposals and pricing
- Market Benchmarking — analysis of prevailing market pricing and supplier landscape for a defined automation category

Bolt-On Services are separate from and supplementary to the Customer's Platform subscription. They are subject to separate commercial terms agreed in writing between HowToRobot and the Customer prior to commencement.

8A.2 Delivery of Bolt-On Services

Bolt-On Services may be delivered by HowToRobot employees, by independent contractors or freelance automation experts engaged by HowToRobot, or by authorized partner organizations acting under HowToRobot's direction. HowToRobot will inform the Customer of the anticipated delivery model prior to commencement.

Where Bolt-On Services are delivered by independent contractors or third-party experts, HowToRobot acts as the organizing party and commercial counterpart. The independent contractor or expert is not a party to the agreement between HowToRobot and the Customer.

8A.3 Nature of Bolt-On Services

Bolt-On Services are advisory and procurement support services only. HowToRobot does not design, manufacture, supply, install, or commission automation equipment or robotic systems. Outputs of Bolt-On Services — including assessments, project briefs, scoping documents, supplier shortlists, and quote comparisons — are informational in nature and are intended to support the Customer's own decision-making process.

The Customer remains solely responsible for all decisions made on the basis of Bolt-On Service outputs, including decisions to procure automation equipment or engage specific suppliers.

8A.4 Fees and Payment for Bolt-On Services

Fees for Bolt-On Services are agreed in writing prior to commencement and are invoiced separately from Platform subscription fees. Unless otherwise agreed, fees for Bolt-On Services are due within thirty (30) days of invoice date.

Where HowToRobot's commission fee under Section 14.2 applies to a project that also received Bolt-On Services, the commission fee and the Bolt-On Services fee are both payable. The reimbursement provisions under Section 8.2 apply only where explicitly stated in the applicable service agreement.

8A.5 Cancellation of Bolt-On Services

Where a Customer cancels a confirmed Bolt-On Services engagement, the following cancellation terms apply unless otherwise agreed in writing:

- Cancellation more than ten (10) business days before the scheduled commencement date: no cancellation fee

HowToRobot reserves the right to reschedule Bolt-On Services in the event of circumstances outside its reasonable control. In such cases, no cancellation fee will apply.

9. Project Credits

9.1 Credit Allocation

Each subscription plan includes a defined number of project credits.

A project credit allows a buyer to publish one automation project or sourcing request to the HowToRobot marketplace.

Project credits are allocated at the beginning of each subscription period.

Example:

- Basic subscription – three (3) project credits per year
- Pro subscription – ten (10) project credits per year

HowToRobot may offer additional credit allocations or additional subscription plans.

9.2. Credit Usage

A project credit is consumed only when a project is published to the marketplace. Creating a project, editing a project, or storing a project draft does not consume project credits. Once a project credit has been used, it cannot be reused.

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9.3. Credit Validity

Project credits are valid only during the active subscription period. Unused credits expire at the end of the subscription period. Unused credits do not roll over or accumulate into future subscription periods. Upon renewal of a subscription, a new set of project credits is issued according to the applicable plan.

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9.4. Additional Credits

HowToRobot may offer the ability to purchase additional project credits outside of a subscription plan.

Additional credits may be subject to separate pricing and conditions.

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9.5. Credit Expiry Upon Termination

If a subscription expires, is cancelled, or is terminated, any unused project credits expire immediately. Access to subscription-based platform functionality may also be suspended or removed.

10. Platform Integrity and Project Removal

HowToRobot reserves the right to remove, suspend, or refuse publication of projects that:

- appear fraudulent
- constitute spam
- contain misleading or incomplete information
- violate these Terms
- undermine the integrity of the platform

Such actions may be taken at HowToRobot's discretion. Removal or rejection of a project does not automatically restore any consumed project credits.

Part III- Regulation of Suppliers access and use

11. Registration as a Supplier

HowToRobot provides the possibility for Suppliers to register on the Platform. Registration as a Supplier provides Functionalities to show case brands and products. Registration as a basic member with a claimed profile provides access to limited data and functions but with no membership fee. Registration as a Premium member provides full access to all Projects, data and Functionalities on HowToRobot.

Any registration on HowToRobot is only permitted for legal entities and organizations, and individuals who are 18 years or older. If you agree to the Terms and Conditions on behalf of a legal entity or organization, you represent and warrant that you have the authority to bind that entity or organization to the Terms and Conditions.

12. Memberships

Membership (Non-claimed profile):

Suppliers using the Platform free of charge with no claimed profile, will accept Functional limitations. As a Supplier with a non-claimed profile, the Supplier will not receive notice regarding Request for Quotes. Additionally, the Supplier will not be able to submit “Expression of Interest” towards the announced Request for Quotes.

Membership (Claimed profile):

Suppliers using the Platform free of charge, will accept Functional limitations. As a Supplier with a claimed profile, the Supplier will receive notice regarding Request for Quotes. Additionally, the Supplier will be able to submit “Expression of Interest” towards the announced Request for Quotes. As a member of HowToRobot the Supplier is obligated to keep the company profile updated.

Premium membership:

Supplier may subscribe to Premium membership on HowToRobot which will enable visible identity through displaying the industries, application areas, and brands of the Suppliers business. As a Premium Member of HowToRobot the Supplier will receive notifications when your expertise matches the needs of the Customer. Please refer to (weblink) for more information about HowToRobot membership Services.

For the Suppliers to use HowToRobot Functionalities and Tools, such as “Expression of Interest” and “Budgetary Quoting”, the Supplier must subscribe to a Premium membership. By subscribing, you accept that HowToRobot may automatically charge you for the selected amount and period on a recurring basis.

You can cancel your subscription at any point in time. Once you cancel your subscription, your account will automatically be downgrade from Premium membership to a free of charge membership. The Premium membership will close at the end of your current billing period.

HowToRobot reserves the right to change prices for subscriptions. For existing subscribers, new prices will become effective upon renewal of the subscription period. Any price changes must be communicated to the affected users minimum two (2) months before taking effect.

To see what is included in a subscription, refer to this page: <http://howtorobot.com/join/>
More information about the current fees can be found at the Service Fee age: <https://howtorobot.com/service-fees>.

13. Key commitments

13.1. Profile and product catalogue updates

Suppliers commit to ensure continuously updating of their profile to ensure correct information regarding products and contact details. The Supplier is prohibited from:

- Posting content or items in an inappropriate category or section;
- Selling counterfeit solution, items or items that infringe copyright, trademarks, or any other third-party rights;
- Using the Platform if lacking the capacity to act and enter into legally binding contracts;
- Posting false, inaccurate, misleading, defamatory, or offensive data;
- Engaging in actions aimed at destabilizing the feedback system;
- Transferring their account (including feedback) and user ID to others without our consent;
- Using contact information of other users for purposes other than completing a specific transaction on www.howtorobot.com;
- Collecting user information, including email addresses, manually or automatically, without their consent.

13.2. Main HowToRobot contact

Suppliers commit to ensure continuously updated contact information to the Suppliers main contact person.

13.3. Behavior on the Platform

If a Supplier acts against the Terms and Conditions of the Platform, HowToRobot may introduce disciplinary actions on the Supplier. The below situations may, but not limited to, result in disciplinary actions.

HowToRobot will always notify the Supplier and engage in open dialogue with the Supplier before disciplinary actions are applied:

- Failure to pay the Commission fee for at agreed Project between Customer and Supplier
- Bypassing and acting disloyal to the Platform by not suggesting Customers to use the Platform
- Excluding HowToRobot in the dialogue with Customer thereby disabling HowToRobot to track the status of the engagement

13.4. Suppliers Proposal

Suppliers may Express their interest (Eoi) on Projects published by a Customer. Once the Supplier submits interest in a published Project, HowToRobot expect the Supplier to be able to submit a Budgetary Quote, if selected by the Customer by using the Platform. This is of great importance as the Customer down select Suppliers based on their initial interest. Misalignment between interest and submitting Budgetary Quotes may collide with the Customers expectation on the potential Solutions in the market.

The Suppliers submitted Budgetary Quote must be valid for a period of minimum of three (3) months from the day that the Supplier submitted their Budgetary Quote on the HowToRobot Platform.

13.5. Subsuppliers

Suppliers may use Subsuppliers to perform Supplier proposals unless otherwise agreed with the Customer. Suppliers must inform the Customer if they intent to use Subsuppliers. Customers may decline the use of Subsuppliers if they have reasonable cause for this. The Supplier agrees and acknowledges that these Terms and Service applies to the Supplier's Subsuppliers as well and the Supplier is solely responsible for the Supplier's Subsuppliers.

14. Memberships and fees

Suppliers can use the Platform (A) free of charge, (B) pay a Premium membership fee and (C) pay a commission fee on facilitated Project won by the Supplier.

14.1. Membership subscription fee (B)

HowToRobot reserves the right to change the service fees at any time and will provide Users notice of any fee changes before they become effective. Fee changes will not affect services provided by or products purchased from HowToRobot prior to the effective date of the fee change.

If you disagree with a fee change, you may terminate this agreement at any time.

14.2. Commission fee (C)

HowToRobot's commission is based on a standard 5% commission per completed transactions excluding taxes, regardless of whether any aspect of the transaction was completed using the HowToRobot Platform. The Commissions are paid solely by the Supplier. When a Customer completes a transaction through the Platform, the Supplier is charged the standard commission of 5% of the total transaction value, unless otherwise agreed in writing.

For transactions exceeding USD 1,000,000, the commission charged to the Supplier is capped at USD 100,000, plus the value of any Procurement Services already rendered to the Customer (i.e., see section regarding Customer regulation).

This cap ensures that Suppliers are not overcharged on high-value transactions and Customers are not double-billed for Procurement services already delivered.

Examples:

Transaction value of the agreed delivery between Customer and Supplier is \$100.000,- HowToRobot issue an invoice of 5% of the agreed contract value equal to \$5.000,-

15. Payment Methods

HowToRobot accepts the following payment methods:

- Credit and/or debit cards offered by our payment provider (Stripe).
- Digital invoice with bank transfer. Request invoice payment on hello@howtorobot.com.

16. Refund Policy

HowToRobot does not offer any refunds from payment of Premium memberships or payment of commissions.

17. Actions if misconduct

Possible actions applied to the Supplier, if misconduct on the Platform is identified. Before any such actions are initiated the Supplier will receive prior information and warning:

- Degradation of the Supplier: The Supplier will for a period of three (3) months be degraded to free membership. After the three (3) months the Suppliers Premium membership will be reactivated.
- Eliminated from future projects: The Suppliers will be limited from submitting proposals on the next 10 matched projects.
- Removal from the Platform: If continuous misconduct of the Platform is identified, the Supplier risk the chance of being permanently removed / deleted from the Platform.

18. Delivery of product and/or Solution

The Supplier is legally responsible to the Customer for fulfilling the purchase placed through the Platform and ensuring the successful delivery and/or implementation of the Solution to the Customer.

Since HowToRobot plays no role in the delivery and/or implementation, HowToRobot cannot be held responsible for any delivery delays by the Supplier. Consequently, the Supplier is responsible to the Customer for all delivery-related issues. Each Supplier has their own delivery terms, which can and should be reviewed by the Customer.

If there is a delay in delivery by the Supplier, the Customer can and should contact the Supplier of the Solution. HowToRobot will not act as a part in any issues, discussion or other conflicts which may arise between the Customer and the Supplier.

Part IV- General regulation

19. Authority of HowToRobot

HowToRobot provides a Platform for both Customers and Suppliers. HowToRobot is independent and doesn't have any commercial engagement or employees at Customers or Suppliers. Neither Party has the right or authority to make any contract, sale or other agreement in the name of, or for the account of the other Party, or to make any representation, or to assume, create or incur any obligation or liability of any kind, express or implied, on behalf of the other Party.

20. Information and communication on HowToRobot

20.1. Accuracy of Information

HowToRobot does not guarantee and assumes no responsibility regarding the:

- existence, quality, safety, and legality of the advertised items
- the truthfulness or accuracy of the content, listings, and feedback
- the ability of Customers to pay; the ability of Users to sell, purchase, and make offers

HowToRobot does not interfere in any way with the Customer or Supplier content and the presentation of the requests or Solutions. The solutions are sold, shipped, and delivered to the Customer by the Supplier under their sole responsibility.

Some Content contained on the Platform has been supplied and obtained from largely HowToRobot and its Users and third parties' websites. While the Content contained on the Platform has been obtained from believed reliable sources, HowToRobot disclaims all warranties as to the accuracy, completeness or adequacy of such information on the Platform and shall not be responsible for the consequences of any errors or omissions in the Content held herein.

Therefore, as Supplier or Customer of HowToRobot Services you accept sole responsibility for the use of the Platform and the accuracy of the information found on HowToRobot.

20.2. AI generated information

The HowToRobot AI-tool generates questions, assumptions, calculations, and recommendations solely based on the information provided by the Customer. All outputs from the AI-tool are for informational purposes only and do not constitute professional advice. The Customer acknowledges that the accuracy, completeness, and relevance of the AI-tool's outputs depend entirely on the accuracy and sufficiency of the information supplied by the Customer.

HowToRobot makes no representations or warranties, express or implied, regarding the correctness, reliability, or applicability of any AI-generated questions, assumptions, calculations, or recommendations. HowToRobot shall not be held liable for any errors, omissions, misinterpretations, or decisions made by the Customer or any third party in reliance on the AI-tool's outputs, particularly where such outputs are based on incomplete, misleading, or false information provided by the Customer.

By using the AI-tool, the Customer accepts full responsibility for verifying the accuracy and suitability of any AI-generated outputs before making decisions or acting based upon them.

20.3. Access and right to the Content

The use of automated processes to login, perform searches, query the database, return results, view of download data, screen-scraping or access any logged-in portions of the Platform is strictly prohibited.

HowToRobot logs any suspicious behavior on the Platform to avoid misuse of the Platform.

The re-sale of Content from the Platform is strictly prohibited.

All Content obtained from the logged in sections of the Platform should be treated as private and confidential, and use of all such Content should be as an end-user only for the User's own use or for the internal purposes or benefit of the User's business alone.

20.4. Data storage and retention

HowToRobot retains event logs related to the use of its services for a period of five (5) years for operational, security, and compliance purposes.

Data generated using HowToRobot's AI-tool is processed by OpenAI and stored by OpenAI for a maximum period of thirty (30) days for the purpose of service delivery, monitoring, and improvement. After this period, such data is deleted from OpenAI's systems in accordance with their data retention policies.

HowToRobot maintains a separate, locally hosted database containing Customer and Supplier information. This local database is not accessible to, shared with, or used by OpenAI or any other third party, except as required by law or with the Customer's explicit consent.

20.5. E-mails (Spam)

HowToRobot uses state-of-the-art technology to recognize filter out unwanted e-mails (spam). It may nevertheless occur that an e-mail is erroneously treated as spam. HowToRobot can therefore not guarantee that the Customers or Suppliers e-mails will be received by the desired recipient.

20.6. Marketing Rights

The User grants to HowToRobot the right to use, reproduce, display, publicly perform and publish the Users trademarks, names, or logos, and to modify any description of the Users Offering published on the Platform solely to correct obvious spelling, grammatical or typographical errors, in connection with the marketing, advertising, or promoting of the User.

20.7. Links and Advertisements

Links to or from websites may be provided on the Platform. These links are provided solely as a convenience to the User and not as an endorsement of the contents of such third-party sites.

HowToRobot is not responsible for any links provided on the Platform by the User or on behalf of the User.

20.8. Privacy

The Customer and the Suppliers right to privacy is of great importance to HowToRobot. HowToRobot refer to our Privacy Policy [insert link]

20.9. Deleting Personal Information

HowToRobot refer to our Privacy Policy regarding your personal information <https://howtorobot.com/cookie-and-privacy-policy>

20A. Data, Privacy and Infrastructure

20A.1 Types of Data Processed

HowToRobot processes three categories of data in connection with the operation of the Platform and the delivery of Bolt-On Services. These categories are distinct in their nature, ownership, and treatment:

(a) Account and Registration Data.

Information provided by Users upon registration, including company name, contact name, email address, and billing information. HowToRobot acts as data controller for this category. This data is used to manage User accounts, administer subscriptions, send service communications, and comply with legal obligations.

(b) Project Content Data.

Information submitted by Customers in connection with their use of the Platform, including project descriptions, process descriptions, automation requirements, facility details, and related content entered into the Platform. This data belongs to the Customer. HowToRobot processes it solely for the purpose of operating the Platform and delivering agreed services, and does not claim ownership of it.

Project Content Data is stored on HowToRobot's cloud infrastructure (see Section 20A.4). It is not shared with third parties except as necessary to operate the Platform — for example, making project briefs visible to matched suppliers where the Customer has chosen to publish a project.

Project Content Data does not include operationally sensitive metrics such as production volumes, throughput rates, unit counts, or financial performance data. Customers are advised not to include such information in project briefs. HowToRobot is not liable for any consequences arising from the Customer's inclusion of operationally sensitive information in Platform content.

(c) Anonymized Pattern Data.

HowToRobot's AI tools learn from the structural nature of automation challenges submitted through the Platform — including the type of process, industry category, technical environment, and types of questions raised during project definition. This learning is based on anonymized, aggregated patterns only.

Anonymized Pattern Data does not include:

- Customer or company names
- Contact names or personal identifiers
- Facility names or locations
- Production rates, volumes, or operational metrics
- Financial data or commercially sensitive information

The AI system is designed and operated such that no individual Customer can be identified from the patterns used to train or inform it. HowToRobot retains the right to use Anonymized Pattern Data to improve and develop the Platform and its AI capabilities.

20A.2 Data Ownership and License

Project Content Data submitted by the Customer to the Platform remains the property of the Customer at all times. HowToRobot does not acquire ownership of Project Content Data through the Customer's use of the Platform.

By submitting Project Content Data to the Platform, the Customer grants HowToRobot a limited, non-exclusive, royalty-free license to store, process, and use that data for the sole purpose of operating the Platform, delivering agreed services, and fulfilling HowToRobot's obligations under these Terms. This license terminates upon deletion of the Customer's account or upon written request for data deletion, subject to any applicable legal retention requirements.

HowToRobot does not sell, license, or transfer Project Content Data to third parties for commercial purposes.

20A.3 AI Tools and Data Processing

HowToRobot uses AI tools to assist Customers in defining and structuring automation projects. These tools process the information provided by the Customer during project creation — including process descriptions, constraints, and requirements — to generate questions, suggestions, and structured project outputs.

AI-generated outputs are informational only. They are based solely on the information provided by the Customer and do not constitute technical advice, engineering recommendations, or procurement guidance. HowToRobot is not liable for decisions made on the basis of AI-generated outputs. The Customer remains responsible for reviewing and verifying all AI-generated content before acting on it.

The AI tools used by HowToRobot may be provided by third-party AI providers. Where such providers process Customer data as part of AI tool operation, HowToRobot ensures that appropriate data processing agreements are in place with those providers. Third-party AI providers are not permitted to use Customer data for their own model training purposes.

20A.4 Cloud Infrastructure and Subprocessors

The HowToRobot Platform is hosted on Amazon Web Services (AWS) – EU-North-1 and EU-West-1. By using the Platform, the Customer acknowledges that their data is processed and stored on AWS infrastructure. AWS operates under internationally recognized security and compliance frameworks including ISO 27001, SOC 2, and GDPR adequacy mechanisms.

HowToRobot maintains a current list of material subprocessors that process Customer data. This list is available on request. HowToRobot will provide reasonable advance notice to Customers of any material changes to its subprocessor arrangements.

20A.5 Security

HowToRobot implements technical and organizational measures appropriate to the nature of the data processed on the Platform, including:

- Encryption of data in transit using TLS/HTTPS
- Encryption of data at rest using AWS-managed encryption services
- Access controls limiting Platform data access to authorized personnel on a need-to-know basis
- Regular security reviews and vulnerability assessments
- Incident response procedures for security events affecting Customer data

HowToRobot does not guarantee that the Platform will be free from unauthorized access or security incidents. In the event of a security incident materially affecting Customer data, HowToRobot will notify affected Customers without undue delay and in accordance with applicable legal requirements.

20A.6 Data Retention and Deletion

HowToRobot retains Project Content Data for the duration of the Customer's active subscription and for a period of twelve (12) months following termination or expiry, unless a shorter or longer period is required by law or agreed in writing.

Account and Registration Data is retained for the duration of the Customer's account and for such period thereafter as is required to comply with applicable legal and regulatory obligations.

Customers may request deletion of their Project Content Data at any time by contacting HowToRobot at legal@howtorobot.com. HowToRobot will action such requests within thirty (30) days, subject to any legal retention requirements that prevent immediate deletion.

Anonymized Pattern Data, having been stripped of all identifying information, is not subject to deletion requests as it cannot be attributed to any individual Customer.

20A.7 GDPR and European Data Protection

Where HowToRobot processes personal data of individuals located in the European Economic Area (EEA) or the United Kingdom, it does so in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and applicable national implementing legislation.

For Account and Registration Data, HowToRobot acts as data controller. The lawful basis for processing is the performance of a contract (Article 6(1)(b) GDPR) and, where applicable, HowToRobot's legitimate interests in operating and improving the Platform (Article 6(1)(f) GDPR).

For Project Content Data submitted by enterprise or business Customers, HowToRobot acts as a data processor to the extent that such data contains personal data of the Customer's employees or other individuals. In such cases, the processing is governed by HowToRobot's Data Processing Agreement, which is available on request and forms part of the agreement between HowToRobot and the Customer where applicable.

Where data is transferred outside the EEA — including to AWS infrastructure in the United States — HowToRobot relies on Standard Contractual Clauses (SCCs) as the lawful transfer mechanism, or such other mechanism as may be applicable under GDPR.

EEA and UK Users have the following rights in relation to their personal data: the right to access, rectification, erasure, restriction of processing, data portability, and the right to object. Requests should be directed to legal@howtorobot.com.

20A.8 US Data Privacy

HowToRobot operates in compliance with applicable US federal and state data privacy laws. Where Customers or Users are located in US states with specific consumer privacy legislation — including but not limited to the California Consumer Privacy Act (CCPA) — HowToRobot will honor applicable rights and obligations under such legislation.

HowToRobot does not sell personal data to third parties as defined under applicable US privacy law. HowToRobot does not use personal data for targeted advertising purposes. US Users with privacy-related requests should contact HowToRobot at legal@howtorobot.com.

21. User Obligations

21.1. Login and password

Login passwords are personal and should not be shared with anyone. You are responsible for the safekeeping of the password. HowToRobot is not responsible for any loss or damage suffered by you as a result of other Parties accessing HowToRobot using your passwords. You agree to be solely responsible for any and all use (including any unauthorized use) of your username and password on the Platform when agreeing to these Terms. HowToRobot will be indemnified by you against any loss incurred as a result of such use.

You undertake to notify HowToRobot in writing of any change in the information provided for your account.

21.2. Electronic Communications

When registering as a User on the Platform you choose to receive communications from HowToRobot electronically, usually by e-mail. From time to time, we will send you relevant general news, update notices as well as information about the Platform, site amendments and additional services.

We communicate with you in two ways, either by e-mail or by posting notices on the Platform. When using or visiting the Platform, you agree that all notices and communications that we provide electronically or otherwise, satisfy any legal requirement that such communications should be in writing. Please be aware that unprotected e-mail communication via the internet is not secure and it is subject to possible interception, loss or alteration. HowToRobot is not responsible for and will not be liable to you or anyone else for any damages in connection with any e-mail sent by you to HowToRobot or an e-mail by HowToRobot to you or anyone else at your request.

22. Liability and Indemnification

22.1. Limitations of Liability

HowToRobot will in no event be liable in respect of any incidental, special, exemplary or consequential damages, including, but not limited to, loss of profits, data, opportunity, goodwill and/or revenue, service interruption, delay or disruption on the Platform, computer and/or hardware damage from the use of the Website (including viruses or other malicious software obtained by accessing, or linking to, the Website), system failure (including glitches, bugs, errors or inaccuracies) or the cost of substitute products or services arising out of or in connection with (A) these Terms, (B) the use of or inability to use the Platform or any other service or product provided by HowToRobot, (C) a suspension or other action taken with respect to your account, (D) your reliance on the quality, accuracy, or reliability of job postings, profiles, ratings, recommendations, and feedback (including their content, order, and display), composite information, or metrics found on, used on, or made available through the Website, and (E) your need to modify practices, content, or behavior or your loss of or inability to do business, as a result of changes to the Terms.

The liability of HowToRobot to any User for any claim arising out of or in connection with the use of the Platform or any other service and/or product provided by HowToRobot shall not exceed the lesser of: (A) EUR 1,000; or (B) any fees retained by HowToRobot for which the User was involved as Customer or Supplier.

These limitations set out in this section will apply to any liability arising from any cause of action whatsoever arising out of or in connection with the use of the Platform or any other service and/or product provided by HowToRobot, whether based on warranty, in contract, tort (including negligence), strict liability, product liability or otherwise, even if advised of the possibility of such costs or damages and even if the limited

remedies provided herein fail of their essential purpose. Some jurisdictions do not allow for all of the foregoing exclusions and limitations and, to that extent, some or all of these limitations and exclusions may not apply to you.

22.2. Disclaimer of Warranties

HowToRobot does not make any warranties, whether express or implied, including, without limitation, those of merchantability and ability for a particular purpose, with respect to the Website. Although HowToRobot takes reasonable action to screen the Platform for infection by viruses and other manifesting contaminating or destruct properties, HowToRobot cannot guarantee that it will be free of infection.

22.3. Indemnification

You agree to defend, indemnify and hold harmless the Platform and its subsidiaries, agents, managers, and other affiliated companies, and their employees, contractors, agents, officers and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees) arising from: (A) your use of and access to the Platform, including any data or content transmitted or received by you; (B) your violation of any term of this Agreement, including without limitation your breach of any of the representations and warranties above; (C) your violation of any third-party right, including without limitation any right of privacy, publicity rights or intellectual property rights; (D) your violation of any law, rule or regulation of the United States or any other country; (E) any claim or damages that arise as a result of any of your User Content or any that are submitted via your account; or (F) any other party's access and use of the Platform with your unique username, password or other appropriate security code.

22.4. Buyer Responsibility for Project Content

Buyers are solely responsible for:

- project descriptions
- technical specifications
- automation requirements
- commercial terms
- all information submitted through the platform

HowToRobot does not verify or guarantee the completeness or accuracy of project information. HowToRobot assumes no liability for any errors, omissions, or inaccuracies contained in buyer-submitted project descriptions.

22A. Liability for Bolt-On Services and Third-Party Experts

22A.1 Advisory Nature of Services

All Bolt-On Services provided by HowToRobot are advisory and informational in nature. HowToRobot does not warrant that any recommendation, assessment, feasibility opinion, supplier shortlist, or project scope produced in connection with Bolt-On Services will result in a successful automation outcome, cost saving, or return on investment.

The Customer acknowledges that automation projects involve technical, operational, and commercial risks that are outside HowToRobot's control and that HowToRobot's role is limited to supporting the Customer's own procurement and decision-making process.

22A.2 No Liability for Automation Outcomes

HowToRobot is not liable for:

- The performance, quality, fitness for purpose, or delivery of any automation equipment, robotic system, or related solution procured by the Customer through or following the use of the Platform or Bolt-On Services
- The accuracy or completeness of vendor proposals, budgetary quotes, or firm quotes received through the Platform
- Any delays, cost overruns, technical failures, or business disruptions arising from the implementation of an automation project
- Decisions made by the Customer based on Platform content, AI-generated outputs, or Bolt-On Service deliverables

The Customer's recourse for any issues relating to the performance of automation equipment or services lies solely with the relevant supplier or system integrator.

22A.3 Liability for Independent Contractors and Third-Party Experts

Where Bolt-On Services are delivered in whole or in part by independent contractors or third-party experts engaged by HowToRobot, HowToRobot's liability for the acts or omissions of such persons is limited to direct losses caused by their gross negligence or willful misconduct in the delivery of the specific service engagement, and only to the extent such losses are not otherwise recoverable by the Customer.

HowToRobot is not liable for any consequential, indirect, or punitive losses arising from the acts or omissions of independent contractors or third-party experts, regardless of whether HowToRobot was aware of the possibility of such losses.

22A.4 Liability Cap for Bolt-On Services

HowToRobot's total aggregate liability to the Customer in connection with any Bolt-On Services engagement — whether arising in contract, tort, or otherwise — is limited to the total fees paid by the Customer for the specific Bolt-On Services engagement giving rise to the claim.

This cap applies regardless of the number of claims made in connection with a single engagement. It does not apply in cases of fraud or willful misconduct by HowToRobot.

22A.5 No Liability for Platform-Referred Third Parties

Where the Platform connects the Customer with suppliers, system integrators, financing providers, or other third parties, HowToRobot acts solely as an intermediary and is not a party to any agreement between the Customer and such third parties. HowToRobot is not liable for the acts, omissions, representations, or performance of any third party connected to the Customer through the Platform or through Bolt-On Services.

23. Vendor Responses and Supplier Proposals

Suppliers and vendors may submit responses to published projects through the platform.

These responses may include:

- Quotations
- solution proposals

- pricing information
- technical suggestions
- other commercial or technical responses

All such responses are provided solely by the suppliers submitting them. HowToRobot does not verify, validate, endorse, or guarantee any supplier responses.

23.1. Buyer Evaluation Responsibility

Buyers are solely responsible for evaluating supplier responses and proposals.

This includes verifying:

- supplier capabilities
- Pricing
- technical feasibility
- delivery terms
- contractual conditions

Buyers must conduct their own due diligence before entering into any agreement with suppliers.

23.2. No Liability for Supplier Performance

HowToRobot is not a party to any contract between buyers and suppliers.

Any agreements resulting from interactions through the platform are entered into directly between the buyer and the supplier.

HowToRobot assumes no liability for:

- supplier performance
- product quality
- delivery obligations
- contractual disputes between buyers and suppliers

24. Platform Integrity and Project Removal

HowToRobot reserves the right to remove, suspend, or refuse publication of projects that:

- appear fraudulent
- constitute spam
- contain misleading or incomplete information
- violate these Terms
- undermine the integrity of the platform

Such actions may be taken at HowToRobot's discretion. Removal or rejection of a project does not automatically restore any consumed project credits.

25. Termination and Suspension

25.1. Termination

You may terminate this agreement at any time by written notice to hello@howtorobot.com or by deleting your account. HowToRobot may terminate this agreement and your account for any reason by providing 30 days' notice by email or using any other contact information you have provided for your account. HowToRobot may also terminate this agreement immediately and without notice and stop providing access to the Platform if you breach these Terms or any other terms, policies and/or conditions, or we reasonably believe termination is necessary to protect HowToRobot, its Users, or third parties.

25.2. Effect of Termination

In the event you properly terminate this agreement and/or your account, your right to use the Website and the services provided by HowToRobot is automatically terminated, and your account will be closed.

Except as otherwise required by law, if your account is closed for any reason, you will no longer have access to data, messages, files, or other material you keep on the Website, and any closure of your account may involve

deletion of any content stored in your account for which HowToRobot will have no liability whatsoever. HowToRobot, in its sole discretion and as permitted or required by law, may retain some or all your account information.

25.3. Survival

Upon termination of the agreement between you and HowToRobot, the terms, policies and conditions that expressly or by their nature contemplate performance after these Terms terminate or expire will survive and continue in full force and effect.

26. Miscellaneous

26.1. Interpretation

Except as they may be supplemented by additional terms, conditions, policies, guidelines etc., these Terms constitute the entire agreement between HowToRobot and you pertaining to your access and use of the Website and the services, features and/or products provided by HowToRobot, and supersede all prior oral or written understanding or agreement between HowToRobot and you.

If any provision of these Terms is declared invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be severed, the other provisions shall remain in full force and effect and shall not affect the validity and enforceability of the rest of these Terms.

26.2. Right to make changes

HowToRobot reserves the right to change, update or discontinue any aspect of the Platform at any time without prior notice or consent from Users. Your continued use of the Platform after any such changes constitutes your agreement to these Terms and Conditions, as modified.

We will do our best to provide constant, uninterrupted access to the Platform, however, we do not guarantee this. We accept no responsibility for any liability, interruption or delay or that it will be available at any time or location.

26.3. Assignment

You may not assign or transfer these Terms, or any of your rights or obligations hereunder, without HowToRobot's prior written consent in the form of a written instrument signed by a duly authorized representative of HowToRobot. HowToRobot may in its sole discretion assign these Terms and any other terms, policies, guidelines etc. incorporated by reference hereto without your consent. Any attempted assignment or transfer by you in violation with these Terms will be deemed null and void.

26.4. Modification

HowToRobot may, in its sole discretion, amend these Terms and Conditions and any of the other policies that comprise the Terms and Conditions at any time. In case of material changes to the Terms and Conditions, HowToRobot will post the revised Terms and Conditions on the Platform and update the "Last updated" date in the introduction to these Terms and Conditions.

If you disagree with the revised Terms and Conditions, you may terminate this agreement immediately as provided in these Terms and Conditions. We will inform you about your right to terminate the agreement in the notification e-mail. If you do not terminate your agreement before the date of the revised Terms and Conditions become effective, your continued access to or use of the Platform will constitute acceptance of the revised Terms and Conditions.

26.5. Severability

If any provision of this Terms and Conditions becomes or is deemed invalid, illegal, or unenforceable in any jurisdiction by reason of the scope, extent, or duration of its coverage, then such provision shall be deemed amended to the extent necessary to conform to applicable law so as to be valid and enforceable or, if such provision cannot be so amended without materially altering the intention of the parties, then such provision shall be stricken and the remainder of this Terms and Conditions shall continue in full force and effect.

26.6. No waiver

HowToRobot's waiver of any right or remedy under these Terms is only effective if given in writing. Any such waiver shall apply only to the circumstances for which it is given and shall not be deemed a waiver of any subsequent breach or default.

A failure or delay by HowToRobot to exercise any right or remedy provided under these Terms shall not constitute a waiver of that or any other right or remedy.

26.7 Force Majeure

HowToRobot will not be liable for the failure to perform, or any delay in performance of, any obligation hereunder due to labor disturbances, accidents, fires, floods, telecommunications or internet failures, strikes, wars, riots, rebellions, blockades, acts of government, governmental requirements and regulations or restrictions imposed by law or any other conditions beyond the reasonable control of HowToRobot.

26.8 Governing Law and Venue

These Terms and Conditions of the Platform are governed by Danish law. Although they are drafted in English, Danish law is applicable. The competent court is the Court of Copenhagen.

27. Enterprise Agreements

27.1 Enterprise Program

HowToRobot offers an Enterprise Program for organizations requiring platform access across multiple facilities, business units, or users, or requiring customized commercial terms, integration support, or co-development arrangements.

Participation in the Enterprise Program is subject to a separate written agreement between HowToRobot and the Customer (an Enterprise Agreement). Where an Enterprise Agreement is in place, its terms govern the Customer's use of the Platform and any Bolt-On Services to the extent they conflict with these Terms. In all other respects, these Terms continue to apply.

27.2 Master Service Agreement

Enterprise Customers may enter into a Master Service Agreement (MSA) with HowToRobot. An MSA sets out the overarching commercial and legal framework governing the Customer's use of the Platform and any Bolt-On Services. Individual engagements, subscription tiers, and service scopes are governed by Statements of Work or Order Forms executed under the MSA.

Where an MSA is in place, it supersedes these Terms to the extent of any conflict. HowToRobot will make a standard form MSA available to qualifying Customers on request.

27.3 User Limits on Standard Subscription Tiers

Standard subscription tiers (including Basic 3 and Pro 10) are designed for teams within a single organizational unit. HowToRobot reserves the right to introduce or modify named user limits on standard subscription tiers with thirty (30) days' written notice to affected Customers.

Enterprise Customers requiring access for multiple facilities, departments, or large user groups are encouraged to contact HowToRobot to discuss the Enterprise Program, which provides unlimited user access under a single organizational license.

27.4 Data and Integration

Enterprise Customers may request integration between the HowToRobot Platform and their internal enterprise systems, including ERP, procurement, and data management platforms. Such integrations are subject to separate technical scoping and commercial agreement. HowToRobot does not guarantee the availability or timeline of any specific integration and will not be liable for delays or limitations arising from third-party system constraints.

27.5 Co-Development

HowToRobot may offer select Enterprise Customers the opportunity to participate in co-development arrangements, whereby the Customer provides input into the development of specific platform features or capabilities. Any co-development arrangement is subject to a separate written agreement addressing IP ownership, confidentiality, development timelines, and commercialization rights.

Unless otherwise agreed in writing, all intellectual property developed by HowToRobot in connection with a co-development arrangement remains the sole property of HowToRobot. Customer input provided during co-development does not transfer ownership or create any license rights beyond those set out in the applicable agreement.