

END-USER LICENSE AGREEMENT

READ CAREFULLY THE TERMS AND CONDITIONS OF THIS END-USER LICENSE AGREEMENT (“AGREEMENT”) BEFORE YOU CLICK ON THE “ACCEPT” BUTTON OR OTHERWISE USE THE PRODUCT. BY CLICKING ON THE “ACCEPT” BUTTON AND SELECTING, DOWNLOADING, INSTALLING AND/OR UTILIZING THE LICENSED SOFTWARE, INCLUDING ANY UNDERLYING SERVICES, OR ANY TECHNOLOGY, IDEA, DATA AND DATABASES, ALGORITHM OR INFORMATION CONTAINED THEREIN OR PROVIDED THEREWITH (COLLECTIVELY, THE “SOFTWARE”), YOU ESTABLISH A BINDING AGREEMENT BETWEEN YOU AS THE PERSON LICENSING THE PRODUCTS, EITHER ON BEHALF OF YOURSELF OR ANY THIRD PARTY ENTITY (“YOU” OR “LICENSEE”) AND PLIANT.IO. INC. (“PLIANT”), YOU (WHETHER AN INDIVIDUAL OR FORMAL LEGAL ENTITY) (HEREINAFTER REFERRED TO AS “YOU”) AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT WITH RESPECT TO YOUR USE OF THE SOFTWARE.

BY INSTALLING AND/OR BY USING THE SOFTWARE, YOU REPRESENT AND WARRANT THAT YOU HAVE THE LEGAL CAPACITY AND AUTHORITY TO ENTER INTO A BINDING AGREEMENT TO ADHERE TO THE TERMS AND CONDITIONS SET FORTH HEREIN, AND THAT THE SOFTWARE WILL BE USED ONLY IN ACCORDANCE WITH THESE TERMS AND CONDITIONS AND WITH ALL APPLICABLE LAWS. IF AN INDIVIDUAL IS REGISTERING OR USING THE SOFTWARE ON BEHALF OF AN ENTITY OR ORGANIZATION, THAT INDIVIDUAL WARRANTS, REPRESENTS, AND COVENANTS TO PLIANT THAT SUCH INDIVIDUAL IS DULY AUTHORIZED TO AGREE TO THESE TERMS AND CONDITIONS ON BEHALF OF THE ORGANIZATION AND TO BIND THE ORGANIZATION TO THEM. WHERE APPLICABLE, THIS AGREEMENT APPLIES TO ALL SOFTWARE PROVIDED BY PLIANT, INCLUDING ANY EVALUATION LICENSE.

IN THE EVENT YOU HAVE EXECUTED A SEPARATE MASTER AGREEMENT WITH PLIANT, OR A PLIANT AUTHORIZED RESELLER, SUCH MASTER AGREEMENT SHALL INSTEAD GOVERN THE PARTIES’ RESPECTIVE RIGHTS AND OBLIGATIONS WITH RESPECT TO THE SUBJECT MATTER SET FORTH HEREIN.

1. Grant of Rights

1.1 License; Copies. Subject to the terms and conditions of this Agreement, Pliant hereby grants to Licensee a non-exclusive, non-transferable, license (without the right to grant sublicenses) to use the Software and any third party software licensed to Pliant and provided to Licensee (which includes any updates and upgrades of Software provided as part of Pliant’s support and maintenance services), as specified in an order submitted by Licensee and accepted by Pliant (each, an “Order”), solely for Licensee’s own internal business operations, in accordance with the related user and technical documentation (the “Documentation”), and in accordance with the license term, scope and type of use set forth in such Order. Any use of third party software provided as part of the Software shall be governed by such third party’s terms and conditions, as identified in Pliant’s then-current Documentation or otherwise notified to Licensee in writing. Any such third party terms shall take precedence over the terms of this Agreement, which shall solely govern Licensee’s rights and obligations with respect to such third party software.

1.2 Restrictions. Except as otherwise expressly provided in this Agreement (or where such restrictions are prohibited by law), Licensee shall have no right, and Licensee specifically agrees not to: (i) transfer, assign or sublicense its license rights to any other person; (ii) make error corrections or otherwise modify or adapt the Software or create derivative works based upon the Software, or to permit third parties to do so; (iii) rent, lease, loan or use the Software as a service bureau, as an application service provider, to perform consulting or training services for a third party or in any commercial time share arrangement; (iv) decompile, decrypt, reverse engineer, disassemble or otherwise reduce the Software or any part thereof to human-readable form to gain access to trade secrets or confidential information in the Software; (v) use the Software in contravention to any applicable laws or government regulations; or (vi) remove any product identification, trademark, copyright or other notices contained in or on the Software.

1.3 Ownership. Pliant and its suppliers reserve any and all rights, implied or otherwise, which are not expressly granted to Licensee hereunder, and retain all rights, title and interest in and to the Software. Licensee acknowledges and agrees that this Agreement in no way shall be construed to provide to Licensee, or any third party, any express or implied license to use, copy or otherwise exploit the Software or any portion thereof, (including any intellectual property embodied therein) other than as specifically set forth in this Agreement. Without limiting the foregoing, Licensee may not sublicense or otherwise distribute the Software or any portion thereof to any affiliate or any other third party, unless otherwise authorized by Pliant in writing.

1.4 Audit Rights. In the event the use of the Software exceeds that licensed by Licensee, as set forth in the Order, Licensee agrees to immediately notify Pliant in writing and pay to Pliant the then-current fee associated with such additional usage. Pliant may, upon thirty (30) days advance notice and at its expense, conduct an annual audit, during Licensee’s normal business hours, of Licensee’s use of the Software to verify compliance with this Agreement. If the audit reveals that Licensee’s use has exceeded the authorized use of the Software by more than five percent (5%) or more, Licensee shall

reimburse Pliant for the expense of such audit and shall promptly pay to Pliant any and all fees owing as a result of such discrepancy.

1.5 Remote Diagnostics. Licensee agrees that the Software may (i) transmit to Pliant technical and related information about Licensee's use of the Software which may include, without limitation, system performance, capacity usage, hardware faults, internet protocol address, hardware identification, operating system, application software, peripheral hardware, and other non-personally identifiable Software usage statistics to trouble shoot the Software, as well as (ii) facilitate the provisioning of updates, upgrades, support, invoicing or online services (including the provision of notices from Pliant to Licensee via the Software), and to enhance, improve, and develop current and future Pliant products and services. Such transmissions and/or notices may be on a daily or other periodic basis, or upon a failure or crash of the Software. Licensee also agrees that Pliant may transfer such information to Pliant affiliates and partners from time to time.

1.6 Maintenance and Support. Upon payment of applicable fees, Pliant will provide maintenance and support services to Licensee in accordance with Pliant's maintenance and support policy.

1.7 Community Version. If Licensee has downloaded the community version of the Software (the "Community Version"), such Community Version is free of charge until the earlier of termination by Pliant in our sole discretion. Additional terms applicable to the Community Version may appear on the registration web page. Any such additional terms and conditions are incorporated into this Agreement by reference and are legally binding. NOTWITHSTANDING SECTIONS 2 AND 3 HEREOF, THE COMMUNITY VERSION IS PROVIDED "AS-IS" AND "WHERE IS" WITHOUT ANY WARRANTY OR INDEMNITY. Use of the Community Version is at Licensee's sole discretion and risk.

2. Infringement Indemnity

2.1 Indemnification. Subject to the limitations set forth in this Section 2, Pliant shall defend, or at its option, settle any claim or action against Licensee and hold Licensee harmless from any and all liabilities, damages, expenses, settlements and costs (including reasonable attorney's fees) finally awarded against Licensee, arising from or occurring as a result of any third party claim or action alleging that the Software infringes any United States patent or copyright. Pliant's obligation to indemnify Licensee under this Section 2 shall be subject to Licensee: (i) promptly notifying Pliant in writing promptly upon first learning of the claim or action giving rise to the indemnity; (ii) providing Pliant with sole and exclusive control over the defense and/or settlement of such action or claim; and (iii) providing Pliant with proper and full information and reasonable assistance to defend and/or settle any such claim or action. Pliant shall not be responsible for indemnifying Licensee with respect to costs incurred, or amounts paid in any settlement, unless Pliant approved such costs or settlements in advance. If Licensee's use of the Software becomes enjoined, Pliant may at its sole option: (i) procure, at no cost to Licensee, the right to continue using the Software; (ii) replace or modify the Software to render it non-infringing; or (iii) if, in Pliant's reasonable opinion, neither (i) nor (ii) above are commercially feasible, immediately terminate Pliant's obligations (and Licensee's rights) under this Agreement with regard to such Software, and, if Licensee returns such Software to Pliant, refund to Licensee (a) for perpetual licenses, the price originally paid by Licensee to Pliant for such Software as depreciated or amortized by an equal annual amount over five (5) years, or (b) for subscription, prepaid fees for the remainder of the subscription term, on a pro rata basis.

2.2 Exceptions; Sole Remedy. Pliant will have no liability under this Section 2 for any claim or action where such claim or action results from (i) combination, operation or use of the Software with other hardware or software not provided by Pliant; (ii) modification of the Software unless such modification was made or authorized by Pliant in writing; (iii) compliance with Licensee's designs, specifications or instructions; or (iv) Licensee's use of the Software in any manner inconsistent with the terms of this Agreement or any documentation provided by Pliant. Notwithstanding anything to the contrary, Pliant shall not be liable for any claim based on Licensee's use of the Software after Pliant has informed Licensee of modifications of the Software required to avoid such claims and offered to implement those modifications, if such claim would have been avoided by implementation of such modifications. THE FOREGOING STATES THE ENTIRE LIABILITY AND OBLIGATIONS OF PLIANT AND THE EXCLUSIVE REMEDY OF LICENSEE WITH RESPECT TO ANY ALLEGED OR ACTUAL INFRINGEMENT ANY THIRD PARTY INTELLECTUAL PROPERTY RIGHTS.

3. LIMITED WARRANTY; DISCLAIMER. Pliant warrants that, at the time of initial delivery and for thirty (30) days thereafter (the "Warranty Period"), the Software will operate in substantial conformity with the Documentation, when used in compliance with such Documentation. This warranty applies only to the standard version of the Software made generally available by Pliant. If the Software fails to perform as warranted and Pliant is notified in writing of such failure during the Warranty Period, Pliant shall, as Licensee's sole remedy, provide all reasonable programming services within a reasonable period of time to correct or, at Pliant's sole option, replace the Software. EXCEPT AS SPECIFIED IN THIS SECTION 3, ALL EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES RELATING TO THE SOFTWARE AND SERVICES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NONINFRINGEMENT, SATISFACTORY QUALITY OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY DISCLAIMED TO THE EXTENT ALLOWED BY APPLICABLE LAW

4. Limitation of Liability. THE TOTAL LIABILITY OF PLIANT AND ITS SUPPLIERS AND CONTRACTORS ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL NOT THE AMOUNTS PAID BY LICENSEE TO PLIANT FOR THE SOFTWARE DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE EVENT OR CIRCUMSTANCE GIVING RISE TO SUCH LIABILITY. THIS LIMITATION OF LIABILITY IS CUMULATIVE AND NOT PER INCIDENT. IN NO EVENT SHALL PLIANT OR ITS SUPPLIERS OR CONTRACTORS BE LIABLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS (INCLUDING WITHOUT LIMITATION DUE TO A MALFUNCTION OR DEFECT IN THE SOFTWARE), LOST PROFITS, OR LOST DATA, OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) STRICT LIABILITY OR OTHERWISE, EVEN IF PLIANT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

5. Termination

5.1 By Either Party. Pliant shall have the right to terminate this Agreement, and/or any licenses granted herein, without liability, in the event Licensee (i) fails to cure a material default under this Agreement within thirty (30) days of Pliant sending Licensee a default notice, or (ii) becomes insolvent or takes any action to wind-up, liquidate or otherwise cease doing business. In addition, this Agreement and all licenses granted hereunder shall automatically terminate if Licensee transfers the Software to a third party.

5.2 By Licensee. Licensee may terminate this license at any time for any reason, upon written notice to Pliant, provided, however, Licensee shall remain liable for all fees due under any outstanding Orders (including any subscription fees for the balance of the then-current subscription term(s)).

5.3 Effect of Termination. Upon any termination of this Agreement or an Order, for any reason, all applicable licenses are also terminated, and Licensee shall immediately cease use of the Software and shall return the Software to Pliant. However, if this Agreement is terminated, but not any outstanding Orders, the terms and conditions of this Agreement shall continue to govern any such Orders. Termination of the term of this Agreement or an Order shall not limit either party from pursuing any remedies available to it, including injunctive relief, or relieve Licensee of its obligation to pay all fees that have accrued, have been paid, or have become payable by Licensee hereunder.

5.4 Survival. The provisions of Sections 1.4, 2.2, 3, 4, 5.3, 6 and 7 shall survive termination of this Agreement.

6. Confidentiality. Either party may, from time to time, deliver to the other certain non-public information including formulas, flow charts, diagnostic routines, business information, forecasts, financial plans and data, balance sheet information, customer information, marketing plans, hardware, software and unannounced product information (collectively, "Confidential Information"). Such Confidential Information, if in writing, shall be marked prominently with the legend "confidential", "proprietary", or with a similar legend, or if disclosed orally shall be described as Confidential Information at the time of oral disclosure. However, regardless of any marking or subsequent summary, information disclosed shall be considered confidential if a reasonable person under the circumstances would understand such information to be of a confidential nature. Notwithstanding anything to the contrary herein, the Software, Documentation and non-public information shall be deemed Confidential Information. A party shall not use or disclose Confidential Information of the other, except as expressly authorized by this Agreement or in writing by the disclosing party, using the same degree of care which receiving party uses with respect to its own proprietary information, but in no event with less than with reasonable care. The foregoing obligations of confidentiality shall not apply to any information that the receiving party can show is or was (i) already known to the receiving party at the time of disclosure without obligation of confidentiality; (ii) independently developed by the receiving party without use of or access to the other party's Confidential Information; (iii) approved for disclosure by the disclosing party beforehand and in writing; (iv) publicly known without breach of this Agreement; (v) lawfully received by receiving party from a third party without obligation of confidentiality; or (vi) required to be disclosed by applicable law or order of a court, tribunal or other governmental agency; provided, however, that the receiving party shall promptly notify the disclosing party in writing of such requirement, and shall cooperate with the disclosing party to minimize the scope of any such disclosure, and in the obtaining of a confidentiality, protective or similar order.

7. General Provisions. (a) This Agreement shall be interpreted and enforced in accordance with the laws of the Commonwealth of Massachusetts, without regard to its conflict of laws principles. The UN Convention on Contracts for the International Sale of Goods shall not apply. (b) This Agreement and all Orders agreed by the parties are the entire agreement of the parties, and supersedes all prior agreements and communications, written or oral, between the parties with respect to the subject matter of this Agreement. The terms and conditions of any purchase orders or invoices issued by a party shall not be binding even if accepted by the other party. If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, the remaining provisions shall not be affected or impaired. This Agreement may be modified only by a written agreement executed by authorized officers of each party. No delay or omission to exercise any right or remedy accruing to either party hereunder shall impair that right or remedy, or be construed to be a waiver of any breach or default. (c) This

Agreement may be executed in two (2) or more counterparts, each of which shall be considered an original. (d) Licensee may not assign this Agreement without the prior written consent of Pliant and any such attempted assignment shall be void. Pliant may assign this Agreement in the event of a merger, acquisition or sale of all or substantially all of Pliant's assets. Subject to the foregoing, this Agreement shall be binding upon and insure to the benefit of the parties hereto, their successors and permitted assigns. (e) Except for the obligation to pay monies due and owing, neither party shall be liable for any delay or failure in performance due to events outside the defaulting party's reasonable control, including without limitation acts of God, labor disputes, shortages of supplies, fire, war, and disruption related to terrorism, epidemics, or delays of common carriers. (f) Licensee hereby acknowledges that the Software may be subject to export controls under the laws and regulations of the United States, as well as any applicable laws and regulations of the territories outside of the United States. Licensee shall comply with such laws and regulations and agrees not to export, re-export or transfer the Software without first obtaining all required governmental authorizations or licenses. Pliant and Licensee each agree to provide the other such information and assistance as may reasonably be required by the other in connection with securing such authorizations or licenses, and to take timely action to obtain all required support documents. (g) Any notice under this Agreement must be in writing and is deemed given and effective 3 business days after mailing first class, postage prepaid, or when delivered by overnight express or other delivery service, to the party at the address listed above. (h) Licensee agrees that Pliant may list Licensee's name in any customer lists and it will cooperate with Pliant in the preparation of a press release to be issued by Pliant immediately following the Effective Date announcing the signing of Licensee as a customer of Pliant.