

TERMS AND CONDITIONS OF USE OF THE SOFT-TRANSPORT LICENSE.



This Licensing Agreement is a legal agreement between

EULOAD S.R.L. as Manufacturer and Distributor:

and

The beneficiaries of this application,

for the use of the **software product Soft-Transport**, which includes the software, its database structure, and the associated support services.

DURATION OF THE AGREEMENT

The license granted by this Convention shall begin with payment of the software right to use (its price according to the chosen plan), and shall expire at the end of the period for which the license was acquired.

The duration of the license may not be less than 1 year.

In the case of successive renewals of the license, this Convention shall be automatically concluded, without any other formality, for the period for which the right to use the software has been paid, but not less than 1 year.

LOCATION OF THE SOFTWARE

The Client understands and accepts that the license is granted for use the software at a specified location (web address) on one of the distributor's servers, in the Ultra-Light, Light and Convenient Plan, respectively on the beneficiary's server in the Standard Plan.

PLANS & PRICES

The price of the subscription (usage license) differs depending on the purchased plan, as stated on the invoice:

ULTRA LIGHT plan– 1 year license and annual payment - 49 euro / month plus VAT

- 1 ADMIN user
- 1 OPERATIONAL user
- 1 CLIENT user

- 3 DRIVER-type users
- 1 additional staff account * : +20 euro/month
- 10 Additional driver accounts *: +20 euro/month
- Unlimited remote support
- Free updates
- 30-Day Warranty (Product Guarantee)
- Price guarantee
- SSL Certificate

□ **LIGHT plan – 1 year license and annual payment - 99 euro/ month plus VAT**

- 1 ADMIN user
- 2 OPERATIONAL users
- 1 CONTROL user
- 1 CLIENT user
- 1 VIEW user
- 10 DRIVER-type users
- 1 additional staff account *: +20 euro/month
- 10 additional driver accounts*: +20 euro/month
- Unlimited remote support
- Free updates
- 30-Day Warranty (Product Guarantee)
- Price guarantee
- SSL Certificate

* Additional accounts added can no longer be removed / deleted.

□ **STANDARD plan for 1 year – 1 year license and annual payment - 249 euro / month plus VAT**

- Unlimited number of users
- Unlimited remote support
- Free updates
- Customizable menus
- 30-Day Warranty (Product Guarantee)
- Price guarantee
- Data on the client's server. The client owns and manages the server, installs the updates.
- After 10 years we offer you the license for free, for the next 99 years, in which case you can opt for an annual customer support plan and new versions with 20 euros / month.

□ **STANDARD 5-years plan – 5-years license and one payment for 5 years – 183 euro/month plus VAT**

- Unlimited number of users
- Unlimited remote support
- Free updates
- Customizable menus

- Upon request, a period of 14 days of TRIAL, in exchange for an amount of 200 euros plus VAT, refundable at the time of purchase (payment) of the 5-year license.
- Price guarantee
- Data on the client's server. The client owns and manages the server, installs the updates.
- After 10 years we offer you the license for free, for the next 99 years, in which case you can opt for an annual customer support plan and new versions with 20 euros / month.

□ **CONVENIENT plan for 1 year – 1 year license and annual payment - 349 euro / month plus VAT**

- Unlimited number of users
- Unlimited remote support
- Free updates
- Customizable menus
- 30-Day Warranty (Product Guarantee)
- Price guarantee
- Server and SSL Certificate included. Hosting on Dedicated Virtual Server, made available, updated and managed by the manufacturer Soft-Transport.
- After 10 years we offer you the license for free, for the next 99 years, in which case you can opt for an annual customer support plan and new versions with 20 euros / month. Hosting services can continue for 80 euros / month.

□ **CONVENIENT plan for 5 years – 5 years license and one payment for 5 years - 283 euro / month plus VAT**

- Unlimited number of users
- Unlimited remote support
- Free updates
- Customizable menus
- Upon request, a period of 14 days of TRIAL, in exchange for an amount of 200 euros plus VAT, refundable at the time of purchase (payment) of the license for 5 years.
- Price guarantee
- Server and SSL Certificate included. Hosting on Dedicated Virtual Server, made available, updated and managed by the manufacturer Soft-Transport.
- After 10 years we offer you the license for free, for the next 99 years, in which case you can opt for an annual customer support plan and new versions with 20 euros / month. Hosting services can continue for 80 euros / month.

□ **Extra OPTION HERE Maps – 1 euro / managed truck / month plus VAT (minimum 50 euro / year plus VAT)**

- Annual license
- Route Planner
- Road Tax Calculator
- Tonnage and dimension restrictions
- Interactive maps

- POIs for drivers
- Integrated into Soft-Transport
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As functionality, the plans differ as follows:

- The Ultra-Light plan does not benefit from the section dedicated to Subcontractors, Auto Service and Driver Shifts.
- The Light Plan does not benefit from the section of Auto Service.

If it is desired to change the purchased plan during the duration of the license agreement with a more expensive plan, this can be achieved by paying the difference in price between the plan already purchased and the desired plan. The price of the desired plan will be considered the most favorable to the customer among the price displayed on the www.soft-transport.com, at the date of the change or the one in force at the time of purchase of the initial plan, based on the price guarantee.

PRICE GUARANTEE

If the recipient will extend the subscription (license) every year without interruption, they will benefit from the same purchase price of the license. In other words, it will not be affected by a possible price increase.

PRODUCT WARRANTY

The provider of the Soft-Transport software does its best to present as clearly and as extensively as possible the capabilities of the software, before it is purchased.

Thus, at the address: <https://www.soft-transport.com/demo.php> there is an extensive collection of video tutorials with explanations, grouped by chapters.

In the case of 5-year licenses, taking into account the value of the transactions and the technical implications of such licenses, instead of the product guarantee, at the customer's request, the application provider can prepare a 14-day TRIAL at a special location for the customer, in exchange for an amount of 200 euros plus VAT, which is refundable at the time of purchase (payment) of the 5-year license.

For 1-year licenses, the customer benefits from the **Product Guarantee**, namely:

If the beneficiary is not satisfied with the purchased product, within 30 days from the date of purchase of the license, he may request in writing the termination of the contract and the reimbursement of the value of the license paid.

The beneficiary's request must be sent within the 30-day period to the address of the distributor, namely:

Str. I.L.Caragiale Nr. 49, 415300 Marghita, jud. Bihor, Romania

or

by email to contact@soft-transport.ro

This request must contain at least a proof of a minimum testing of the application (for example, a screen print) and the reasons for dissatisfaction that generated the request for reimbursement of the

value of the application.

The product warranty is valid at the first purchase of a Soft-Transport license.

ASSISTANCE DURING THE CONTRACT PERIOD

The application is distributed "AS IS" ("AS IS"). However, the Distributor provides assistance during the term of the contract as follows:

- a.** New versions. Euload may, at certain intervals of time, release new versions of the Soft Transport Application, containing corrections to errors and/or Updates. Euload will provide the Client with a copy of the new version at no additional cost for the Ultra-Light, Light, Standard (first 10 years) and Convenient (first 10 years) plans. For standard and convenient plans, after 10 years, the update of the application to the new version will be subject to the annual payment of a Customer Support Plan and New Versions, worth 20 euros / month. The installation of the new version is the responsibility of the supplier within a maximum of 7 working days from the date of its launch, for the Ultra-Light, Light and Convenient plans. Euload provides you, on www.soft-transport.com or by email, the latest news regarding the versions of the application.
- b.** Providing a user account on www.soft-transport.com, for the beneficiary of the application through which suggestions can be made and tickets can be opened. Access credentials (username and password) will be provided by the Customer Support of the distributor.
- c.** Implementation manual of the application in PDF format, structured on 10 days – a guide that we recommend you to have in front of you and follow it when accessing the program, in the first days of implementation!

Electronic User Manuals, provided at the time of installation of the application, on a structure similar to that of Frequently Asked Questions (FAQ) at: www.soft-transport.com/faq.php

Integrated Help on pages

Video Tutorials at <https://soft-transport.com/demo.php>

- d.** Fix errors. Euload is responsible for making all reasonable efforts to correct verifiable and reproducible errors when reported by the beneficiary.
- e.** Telephone and/or email support, using the contact details published on www.soft-transport.com domain, from Monday to Friday between 9 a.m. and 5 p.m., and by email at contact@soft-transport.ro, for issues related to the operation of the program.

DATA SECURITY AND CONFIDENTIALITY

The manufacturer undertakes to maintain the confidentiality of the Contact Details of the Beneficiary and of any information regarding his activity, to which he would happen to have access during the performance of this contract.

As the provider of the application we undertake not to disclose, distribute, use in any way the database

of the beneficiary, this representing his exclusive property.

The safety of your data is our number 1 priority.

The application offers several security-related facilities:

- a). Hosting, in the case of the Ultra-Light, Light and Convenient variant, on high-performance servers, which have ensured daily back-up, and which have implemented anti-fraud policies.
- b). The software that runs at the base of the application (PHP, MySQL) is state-of-the-art.
- c). The application files are encrypted using our own encryption code. In addition, in the case of the Ultra-Light, Light and Convenient variant, the server is equipped with a positive SSL digital certificate (Data retrieval is done on 256bits. To decrypt an encryption with 256 bits would take 50 supercomputers that check 10^{18} keys per second, and would take 3×10^{51} years, to be able to decrypt the information. Such a super computer has never been fabricated).

OTHER CLAUSES

This Agreement shall be governed by the laws of Romania. Any disputes arising from the interpretation, execution, application or performance of this contract will be resolved amicably, and if this is not successful, it will be within the competence of the courts of Oradea, Romania.

Downloading, installing or using the Soft-Transport application implies the beneficiary's implicit consent to the Terms and Conditions of Use of the Soft-Transport License as they appear on www.soft-transport.com.

The use of the Extra Here Maps option implies the default agreement to the Here Terms of Use, accessible from the lower left corner of each interactive map or to the address <https://legal.here.com/us-en/terms>.