

## General Business Terms and Conditions

To the extent that no special terms have been entered into for the specific assignment, the following framework applies to the cooperation between Resonans Nordic and our customers.

### Order confirmation and contract

All assignments begin with sending a written order confirmation to the customer or, for larger tasks, a contract, which the customer should confirm.

### Task execution

Resonans Nordic performs the task within the agreed time and budget framework. In the event of changes in the prerequisites and the original framework for the assignment, Resonans Nordic undertakes to enter dialogue with the customer about this as soon as possible to achieve a common understanding of the level of ambition and budget for completing the task.

### Termination of Agreement

Unless otherwise agreed, three months of mutual termination applies for longer assignments. Resonans Nordic has the right to terminate the agreement immediately if the customer suspends payment, goes into receivership, is declared bankrupt, or is insolvent.

### Cancellation of task

If you cancel an agreed task before the start of the task, 50% of the total amount will be invoiced. Regarding training days, workshops, and the like, 75% of the amount will be invoiced if cancellation or postponement occurs one month before implementation - cancellations later than 14 days before will be billed at 100%.

### Billing

Unless otherwise agreed in the contract, the following billing principles apply:

- Up to DKK 25,000 are invoiced for smaller individual tasks after completion.
- For projects with a scope of up to DKK 500,000, half of the amount is invoiced at the project start and the rest continuously after subtasks.
- More extensive and long-term projects are invoiced monthly in arrears or several stages according to an agreement between Resonans Nordic and the customer.
- In addition to the nominal amount of the contract for the solution of the task, other expenses such as transport and accommodation costs, materials, and travel time are invoiced. Travel time is invoiced at half of the agreed hourly rate of DKK per hour.
- Vouchers are invoiced in full after the contract.

### Deadline for payment and interest rate

Unless otherwise expressly agreed, a payment deadline of 8 days applies from the invoice date. In the event of late payment, interest shall be payable from the due date by current rules.

### Copyright

The customer has the right to use the documents, texts, etc., produced at the customer's expense when full payment for the overall task has been made. The Customer shall be entitled to leave or make such material time available to a third party with the express approval of

Resonance Nordic. Material that Resonance Nordic designates as internal or confidential may not be distributed to third parties. Resonans Nordic guarantees that our subcontractors also disclose the right of use, cf. the above. Resonance Nordic cannot be held liable for copyright or other intellectual property rights vested in the subcontractors. The customer is responsible for agreeing directly with Resonans Nordic's subcontractors on any payment due to such copyright or other intellectual property rights.

### Confidentiality

Resonance Nordic treats all the customers' trade secrets and other information about the customers with the utmost confidentiality.

### Ethics

Resonance Nordic follows the ethical norms adopted by The International Association of Business Communicators. The rules can be read [here](#).

### AI

Resonans Nordic must be transparent about when and how we use AI to solve work tasks for the customers, and it is Resonans Nordic's responsibility to secure confidentiality regarding the data and information fed to the IA applications.

### Force majeure

Resonans Nordic undertakes to complete agreed projects and tasks within the agreed time and cost frameworks. However, Resonance Nordic is exempt from completing projects and assignments related to external circumstances in which Resonance Nordic is through no fault of its own. Such circumstances are war, acts of war, government measures, new or amended legislation, conflict in the labor market, and similar circumstances.

### Limitation

The customer is entitled, subject to reduced limitations, to compensation for direct damage due to Resonans Nordic's negligence. The customer is not entitled to compensation for indirect damages such as lost profits or other consequential damages. However, these limitations do not apply to cases where Resonance Nordic has acted with gross negligence or intention. Resonance Nordic is also exempt from all liability for damage or loss resulting from circumstances specified under force majeure. Notwithstanding the above, Resonans Nordic's total liability is limited to an amount equal to the amount paid by the customer to Resonans Nordic during the agreement period. Compensation claims can only be made if this has been raised within three months from the day the customer became aware, or ought to have become aware, of the circumstance to which the claim is attributed. The Customer may not assert any penalties against Resonance Nordic other than those stated in these Terms. The customer's liability towards Resonance Nordic is governed by this Agreement on an ongoing basis.