FieldBuddy specific terms

These specific terms and conditions apply to FieldBuddy Go, RSM and LINK2. If a provision applies exclusively to FieldBuddy Go, this will be explicitly stated in the relevant provision.

General

- Planning will be determined in mutual consultation and finalized during the kick-off.
- Final price depends on the results of the preliminary research (Standard/Pro)
- Billing of the subscription costs takes place in advance on a monthly basis around the 1st of the month to which the billing relates
- Payment term is 30 days after invoice date
- Amounts mentioned are exclusive of VAT

Licenses

- At the start of an implementation project, FieldBuddy starts invoicing the basic license
- When FieldBuddy Go is put into production, FieldBuddy starts invoicing the actual contracted number of licenses or as much more as extra have been requested/put into use at the time of production
- At the start of the use of FieldBuddy Go in production, FieldBuddy invoices all (additional) modules that are put into use (if applicable).
- The number of licences may be reduced during the term of a contract to 70% of the agreed number, with a minimum of the base licence of the selected package. The agreed number is the number of licences in use at the time the request for reduction is made, including any interim increases requested.
- A reduction in the number of licences may be implemented no more than once per contract year. The reduction will take effect as of the month following the month for which the most recent invoice has been sent.
- A license entitles you to one "named user" including maintenance (right of use)

Invoicing of individual consultancy & courses

- For a strip card, 100% is invoiced upon approval
- For individual consultancy hours, this is 50% upon approval and 50% upon completion of the project
- For a training this is 100% by agreement

Cancellation of appointments

- Cancellations for consultancy or training must be made in writing or by e-mail at least 48 hours before the scheduled start.
- If a cancellation is made within 48 hours before the appointment, 50% of the agreed rate will be charged.
- In case of cancellation within 24 hours before the appointment or in the event of a no-show, 100% of the agreed rate will be charged.

Implementation

- Invoicing of the FieldBuddy Go-off (project/implementation) costs is done as follows:
    - 30% at the start of the implementation process
    - 50% upon acceptance of the FieldBuddy Go software by signing the acceptance document
    - 20% when FieldBuddy Go is put into operation in the production environment
- If the project lead time is longer than three months, and this is due to the customer, 50% of the implementation costs will be charged after these three months

Other

- This quotation is valid for 30 days from the date of the quotation
- Contract duration is 36 months, starting from the time of production
- Storage capacity of our SaaS solution is offered on a fair use basis. If the storage capacity used is more than 20% above the average usage in our portfolio, we will be forced to charge these extra costs after consultation
- All deliveries, services and transactions are subject to the NLdigital Terms and Conditions 2025, filed with the District Court of Midden-Nederland, location Utrecht, and the Terms of Use apply. These can be found here: https://fieldbuddy.com/wp-content/uploads/2025/12/Termsandconditions-ENG-FBGO-RSM-LINK2-per-01-04-2026.pdf
- In the event of contradictions between the various documents applicable to the agreement, the following order of precedence applies, unless otherwise agreed in writing:
    1. The terms and conditions set out in this agreement
    2. The Service Level Agreement (SLA), if applicable
    3. The Terms and Conditions
- By signing this offer, the customer gives FieldBuddy permission to use the company logo for marketing and reference purposes. This includes placing the logo on our website, in presentations, and in other marketing materials. If the customer objects to this, this can be indicated in writing
- We reserve the right to unilaterally change or supplement the terms and conditions and associated provisions, including with regard to existing agreements, as long as these changes are of a general nature. Changes apply to agreements that have already been concluded with due observance of a period of 30 days after the announcement of the change by e-mail and/or by notification within the service. If the said change(s) significantly negatively affects the position of the customer, the customer can terminate the agreement, provided

that the notification to this effect is received by us no later than 14 days before the date on which the change takes effect. Changes of minor importance, changes under the law and changes in favor of the customer can be made at any time.