

GENERAL TERMS AND CONDITIONS

These Terms and Conditions constitute an attachment to the Service Agreement between Name SRS AB, registration no. 556589-1230 ("hereinafter also referred to as "the Company") and the Customer ("Customer"). The Terms and Conditions are applicable to both current and future services which The Company may perform for the Customer. The Service Agreement including attachments will hereinafter be referred to as "the Agreement".

1. Ordering and Scope of the Service

1.1. The Company will perform the service according to these Terms and Conditions and according to the written Service Description as agreed upon by the parties.

1.2 If the Service Description consists of many different documents and there are discrepancies between them, the most recent document has precedence.

1.3 The service order is binding once the Customer approves these Terms and Conditions at the time of the order. Some services may also require that additional terms and conditions are accepted other than those found in this document. The Company will deliver those terms and conditions to the Customer for approval in connection to the order.

1.4 The Customer should especially take note of §4 in chapter 2 of the Swedish Distance and Home Sales Law which states that the Customer's right to cancel expires once The Company have received the order and the services has commenced.

1.5 The Company reserve the right to do a customary credit check of the Customer. The Company also reserve the right to ask for prepayment of future fees and expenses, or deny any natural or legal person to become a Customer of The Company, without being required to state any specific reasons.

2. Implementation and Use of the Service

2.1 The Customer will provide The Company with the information and documentation necessary for performance of the service. Collected information includes: full name, personal identification number, address, telephone number, e-mail address, IP address, user name, and encrypted password (hereinafter referred to as "personal data").

2.2 The information is collected in accordance with the Agreement and for the purpose of customer account management, customer support, billing, and the domain name application.

2.3 The Customer has the right to have any incorrect information rectified upon paying an administrative charge. The Company are not liable for any problems or damages due to the Customer providing incorrect information or that the Customer has been unable to receive messages from The Company. The Customer will also provide The Company with any information or documentation which we have reasonable reasons to consider necessary to verify compliance with the Agreement.

2.4 The Company have the right to take actions affecting the availability of the service if this is based on technical, maintenance, operational or security reasons, or required by law, an authority, or any decision taken by the competent registrar of a relevant domain.

2.5 The Customer is responsible for using the services provided in accordance with applicable laws, rules, and regulations regarding for example intrusion into networks, unlawful disclosure, and publishing of copyrighted material, unwanted e-mail advertisements (such as spam), or other use that may be offensive or unacceptable.

2.6 The Customer is also responsible for using the services in a way that will not harm or in any way inconvenience The Company and other Customers or third parties. In such cases The Company have the right to, partially or in full, discontinue the Customer's services. This is also applicable if the harm is caused indirectly through overloading, or illegal breaches by third parties.

2.7 The Company have the right to remove, alter or prevent public access to all or part of a Customer's account if it is not, according to The Company, used in an acceptable way, or the Customer's use on a legitimate basis is suspected to be illegal. Furthermore, The Company have the right to lock a Customer's account and file a police report on suspicion of any criminal activity performed through the The Company services.

2.8 The Customer has full liability for its employees. If the Customer receives any information regarding violations to the Agreement by employees or any others within the Customer's sphere of responsibility, the Customer is obligated to immediately make corrections and inform The Company of the violation. If The Company are not notified and the violation is considered a serious breach of contract, The Company have the right to immediately discontinue the services and terminate the Agreement.

3. Terms of Payment

3.1 The services are provided with payment on current account, fixed price or annual subscription to the, by The Company at the time, set rates. The Company have the right to adjust and individually decide on the rates that are offered to a Customer based on an updated overall assessment.

3.2 For payment of orders from the Customer with the Company, the starting point is payment in advance, through available payment methods. The Company invoices the Customer for completed orders, in accordance with the Company's current price list at any given time. The company has the right to charge an invoicing fee if the Customer wishes to receive a payment document or invoice by postal mail. Invoicing fee is not charged by default when invoicing via e-mail, but can be added if a copy or reminder is sent by postal mail.

3.3 Invoices are sent by e-mail by default. Invoices that need to be sent by postal mail are sent via the print service <https://www.ekopost.se/>. The information that is disclosed is name, address and social security number. The Company has the right to transfer invoices to PS Inkasso & Juridik.

3.4 The Customer shall immediately notify The Company of any incorrect information on the invoice. If this is not done within 10 days from the invoicing date the Customer no longer has a right to object. Any remaining claims that The Company may have on the Customer will remain after the termination of the Agreement. Any unpaid invoices will be sent for collection.

3.5 If payment to The Company, or any other party who has claims, is not made on time as agreed, The Company have, at any time, the right to terminate any services performed for

the Customer, for example, limit the Customer's access to the web-based administrative tools The Company provide. This is also applicable if The Company have sent the Customer a request for prepayment or bank payment and it is not received by the due date.

3.6 If payment to The Company, or any other party who has a claim, is not made on time as agreed, The Company have the right to delegate the domain in question to another home page than the one appointed by the Customer. If the domain name is not renewed within the short deadline following the expiration of the domain name, or payment due date respectively, The Company have the right to register the domain and manage it as its own which includes the right to transfer the domain name to a third party.

3.7 If some kind of security or collateral have been put up to ensure fulfillment of payment, The Company, or any other party that has a claim, has the right to, at our sole discretion, and with due care, realize the security. The Company also have the right to return or otherwise dispose of the security without giving any rights to any guarantor.

3.8 The Company have the right to charge the Customer payment in part or payment on account. The Company have the right to charge the Customer for any additional fees, exchange rate costs, and changes of fees from top-level domain administrators and also for transaction costs related to The Company's payment orders. Regarding domain names for which the top-level domain administrators charge special pricing, so called premium domains, The Company have the right to charge the Customer the price that the top-level domain administrator charges even if this price is not displayed on The Company's home page at the time of the purchase of the domain name.

3.9 The Company have the right to withdraw cost and expenses from the Customer's Asset Account on the day that the invoice issued to the Customer is due. This right is not dependent on if any assets are available on the account or not. If Customer funds should be reported before the above stated date, The Company have the right to retain an amount equivalent to the invoiced amount.

3.10 If services are rendered on current account (time and material basis), the Customer should be aware that the Agreement between the parties does not include obligation to pay compensation based on any particular outcome.

3.11 Customer has the right to make payments to accounts belonging to the customer or other customers. Such payment cannot be withdrawn if the funds in the recipient account are used up.

4. Domain Name Registration

4.1 When Customer chooses to register a domain name, the Customer also accepts and approves the top-level domain's (the register holder) general Terms and Conditions and agreement. Please contact The Company if those Terms and Conditions are not available at the time of registration. Those Terms and Conditions should be accepted at the time of ordering the domain name registration. The Customer is responsible for carefully reviewing and following The Company's, as well as the top-level domain's Terms and Conditions.

4.2 For registration of certain domain names third party assistance is required (see Appendix 1) to be able to fulfill the conditions applicable for some top-level domains. Such third parties may be hired to act as a local contact for a certain domain name. The Company are not liable toward the Customer for such third party's actions, including

situations like bankruptcy, being acquired, or when such third party due to negligence causes a personal data breach and The Company have not been partly responsible. The Company can also not be held accountable for any decisions made by the register holder that could affect the Customer's domain. Since domain names can be deregistered the Customer accepts the risks which could be associated with these types of registrations. Additional conditions regarding the relationship between the Customer and The Company when third parties are used, can be found in a separate agreement provided by The Company.

4.3 The Company have the right to act as the contact for certain domain names if it is considered appropriate to perform the registration service.

4.4 The Company have the right to manage the Customer's domain name using any register which The Company consider being the most appropriate to be able to perform the registration service.

4.5 The Company has the right to specify its own name servers for a domain name, if The Company deems it necessary. And also enable DNSSEC on domain names, without explicit request from the client.

4.6 If the Customer does not use a domain name, The Company have the right to redirect it to a parking page administrated by The Company.

4.7 The Customer is responsible for making sure that the registration has been made correctly, although a confirmation has been received.

4.8 The Customer is responsible for making sure that any registration of domain names that The Company does on its behalf does not infringe upon anyone else's rights. In case of a dispute between the Customer and a third party, it will be solved according to the procedures used by top-level domains. The Customer is solely responsible for any costs incurred by such a procedure.

4.9 The Customer is responsible for making sure that any domains included in a transfer order belong to the Customer.

4.10 Unless anything else is agreed upon, the Customer is responsible for keeping track of domain names expiration dates and make sure that they are renewed in time. In order for a domain name to stay active after the time for which payment has been made, the Customer has to pay a yearly renewal fee. Since the renewal process differs between different top-level domains it is the Customers responsibility to read the rules applicable for the top-level domain in which the domain name has been registered.

4.11 Due to technical and administrative reasons, in order to erase an automatically renewed domain name, The Company will need to receive a written termination notification at least three months before the end of the registration period. Other domain names will be erased automatically at the end of the registration period. The Company reserve the right to store the data as long as the domain is registered in the central registry.

5. Domain Name Administration

5.1 When a Customer orders the service: Domain Name Administration from The Company this includes, among other things, that The Company assume the responsibility to make

sure that all domain names specified by the Customers are renewed. This also includes personal service by a named contact person and order management at a price and under conditions as specified in a separate agreement and the description of the service Domain Name Administration.

6. Premium DNS

6.1 When the customer of The Company upgrades from Standard DNS to Premium DNS, the customer accepts valid Premium DNS service description as well as current SLA Service Agreement.

7. Information and Customer Data

7.1 The Company will store the information that the Customer provides to The Company at registration in an internal customer register. The Customer hereby approves that The Company has the right to use this information for communication between the parties according to the flow chart (see Appendix 1). If the current information is incorrect and The Company have access to the correct information, The Company have the right, and the obligation, to rectify the current information. If the Customer has more than one user account/user name, The Company have the right, and the obligation, to merge the Customer's different accounts into one account for administrative purposes. An administrative fee may be charged.

7.2 The Customer approves that personal data provided at registration of a domain name will be publicly accessible at the registry in question (which The Company chooses) through the internet. If the Customer chooses not to use "Shield Whois" the following data will be accessible: name, e-mail address, and domain name.

For example, if the Customer registers an .se domain name, the personal data will be retained/processed both at The Company and at the register holder which in this case is .se. It is the Customer's responsibility to give this information to any affected employees within its organization and to secure the right authorizations to process personal data as described above.

7.3 In order to guarantee that all correspondence and all orders originate from the client, The Company will not give out information or make changes at the request of any third party that is not an authority or registry, as regards the services that The Company provides to the client. Hence, The Company does not accept to have contact with representatives who claim to represent a client through power of attorney.

7.4 Processing of personal data. The red line indicates where personal data is transferred. There are only a few top-level domains who require this, for example .se, .nu, .dk, .fi, .no, .it, .fr, .es and a few more. In addition, ICANN demands that The Company upload all collected personal data at registration (excluding personal identification numbers) to their data escrow. Google receives data through e-mails and also partly through the Google Cloud Service on which The Company upload system backups containing personal data. The personal data is stored as long as the domain name remains in the register. When the account is empty, and all domains have expired or been erased at respective registry, and it has remained inactive for a period of three months, the account will be erased.

7.5 For questions regarding personal data, please contact The Companys customer support.

8. Terminations

8.1 Non-payment of an invoice is not to be considered a termination.

8.2 Subscription related services will continue until further notice with a mutual notice period of one month.

8.3 If the Customer wishes to terminate the Agreement, it should be done in writing and be confirmed by The Company to be valid. No oral termination of the Agreement is, under any circumstances, valid.

8.4 The Customer is obligated to pay The Company for the services the Customer has ordered according to the current price list, until the day when the services are terminated according to a valid termination in writing or by logging in to the customer's control panel provided by The Company. Date of termination is the day that The Company received the written notice of termination.

8.5 When the Agreement is terminated, or on request by the Customer, the data collected at registration, and any other data concerning the Customer, which The Company may have collected during the term of the Agreement will be erased.

9. Liability and Waiver

9.1 Any disruptions to the operations at The Company will be resolved as soon as possible. The Company do not control and are not liable to the Customer for disruptions or interruptions at other parties as shown in the flow chart (see Appendix 1). The Company are not liable for any costs due to disruptions and will not give any refunds.

9.2 The Company are liable for direct damage that the Customer has suffered only if this is caused by negligence when providing the services. Any liability is in any case limited to an amount corresponding to one price base amount as determined by the Swedish government agency Statistics Sweden (SCB). There are specific waivers for the service Domain Administration according to the agreement regarding this service.

9.3 The Company are under no circumstances liable for any indirect damage incurred by the Customer.

9.4 The Customer shall hold The Company harmless if The Company become the subject of any claims, demands, penalty fees, or similar due to any actions or inactions by the Customer (including employees and the Customers own customers), and The Company, in a judicial (civil or administrative) process, court decision, reconciliation process or any other similar procedure, is found liable for settlements, penalties and costs (including attorney fees, court fees, administrative and any other costs), incurred by The Company in connection to investigation or defense due to such claim, demand or penalty fee.

10. Agent

The Company are hereby authorized by the Customer to act as an agent (so called designated agent, see <https://www.icann.org/resources/pages/transfer-policy-2016-06-01-en>) for the registered domain name registrant in connection to registration and management of the domain name in relation to ICANN, other registry or any other party involved in the registration process.

11. Force Majeure

11.1 The Company have no liability for not meeting responsibilities due to circumstances that the party has no reasonable way to prevent or foresee such as labor conflict, war,

lightning, fire, other extreme weather conditions, government regulations or other government decisions, lack of transport or energy, or any other similar circumstances. If such a force majeure state is in effect the party concerned shall notify the other party so the circumstances in question can be taken into account regarding the party's obligations.

12. Transfer and Changes to the Agreement

12.1 The Company have the right to, in part or in full, transfer any rights and obligations according to the Agreement to another company in connection to a business transfer.

12.2 The Company have the sole right to make changes in the Agreement as long as these changes do not entail greater costs to the Customer compared to prior conditions for the current agreement term.

13. Disputes

13.1 Disputes regarding the Agreement shall be settled according to Swedish legislation with the Gothenburg District Court as the first instance.

APPENDIX 1.

Data flow at Name SRS for personal data

