# TrueLogic Company, LLC

# Software License and Support Agreement

This is an end user License and Support Agreement for the authorized use of and support of software under the trademark TrueChem® ("the Software"). It is between TrueLogic Company, LLC ("TLC") who is the owner of the Software, and any Licensee of the Software. By agreeing to any price quote or terms, paying any invoice, allowing the Software to be installed for a facility utilized, owned or controlled by Licensee, clicking through the installation process and/or using the Software, Licensee agrees to the terms of this Agreement, which Licensee acknowledges have been disclosed to Licensee before payment. Licensee is designated by name in any quote, purchase order, invoice or other agreed documentation between TLC and Licensee designating the financial terms between the parties ("the Invoice"). The License is a nonexclusive, nontransferable right to use one copy of the Software according to the terms and conditions set forth below.

The Software consists of computer program instructions in object code or machine readable form in one or more modules, which are specifically described in the Invoice. The Software is designed to provide Licensee the ability to create, maintain and display information in and from a database for the purpose of assisting Licensee in its efforts to control certain chemical or industrial processes. For purposes of this Agreement, the provisions and restrictions defined herein apply to the Software, any subsequent Release of the Software or any Vendor Program designated in the original Invoice or subsequently dated Invoice. For purposes of this Agreement, "Release" means a new version of the Software, which may include Error Corrections or Enhancements; "Vendor Program" means any new software program, module or component, or other compilation or derivative work prepared by TLC for Licensee's use; "derivative" means any revision, enhancement, modification, translation, abridgment, condensation or expansion of the Software, by Licensee, TLC or any other party, that is based on the Software or a portion or version thereof. Licensee does not have the right to obtain or use any source code for the Software.

In consideration of Licensee's agreement to the terms of this Agreement and payment of the Fees designated in the Invoice, TLC grants the License described and will provide the Support described in this Agreement.

### 1. The License

1.1. Intellectual Property. The Software, including all of its modules, input and output routines, and displays, and any extracts from such software, derivative works of such software, or collective works constituting such software (such as subsequent Releases of the Software) are the intellectual property of TLC. They are protected by copyright laws and international copyright treaties. The Software is licensed, not sold, and is not in the public domain. TLC owns and retains all intellectual property rights to the Software. The property rights include all copies and derivatives thereof, regardless of the form or media in or on which the original and other copies may exist. This License is not a sale of the Software or any derivative or copy thereof. Licensee does not have the right to obtain or use any source code for the Software.

To the extent that TLC provides Licensee with any Release or chooses to provide Licensee with any other software, including any new software programs, modules or components, or any Vendor Programs, any such software is subject to this Agreement.

If Licensee, its employees, contractors or subcontractors contribute in any manner to the conception or development of any Vendor Programs or other derivative work, all such work will be and will remain the property of TLC. Licensee will, as requested by TLC, take any further action and execute and deliver any further instrument, including documents of assignment or acknowledgment that TLC may request, in order to establish or perfect TLC's exclusive ownership rights to such works. Licensee will not assert any right, title or interest in such works, except for the non-exclusive rights of use granted by TLC to Licensee at the time of its delivery or on-site development.

- 1.2. Grant of License. Conditioned on payment of the License Fee designated in the Invoice, TLC grants Licensee a nonexclusive, nontransferable right to use one copy of the Software as follows:
- a. Facility License. Licensee may use the Software for the creation and maintenance of one database ("the Licensed Database") for the facility designated in the Invoice ("the Facility" or "the Licensed Facility"). This restriction applies whether the Software and database reside at the designated facility or at a remote location from the facility, and whether the database is accessed through one or more workstations, over a local or wide-area network, through terminal services, desktop sharing or similar remote access.
- b. Input License. Licensee may only use the number of workstations designated in an Invoice or Invoices to save analyses or test data to, or initialize work instructions in, the Licensed Database. Each Input License is a single digital authorization for a workstation and is specific to a Licensed Database, which is specific to a Licensed Facility. If there is more than one Input License for any Licensed Facility, the number will be designated in an Invoice or Invoices to Licensee. Licensee may use workstations other than Input workstations to access and work with data originally created at an Input workstation for purposes other than saving analyses or test data to, or initializing work instructions in, the Licensed Database. Licensee may not, and may not permit others to, modify, assign or reassign, move or transfer an Input License outside the Licensed Facility, without TLC's prior written consent.
- c. Other Prohibitions. Licensee may not make or distribute copies of the Software or any modules or authorizations. Licensee may not modify, adapt, translate, reverse engineer, uncompile, decompile, disassemble, or create derivative works based on the Software or any of its modules or authorizations. Licensee may not include or incorporate the Software or any of its modules or authorizations into other works. Licensee may not rent, lease, loan or render time sharing or service bureau services for others with the Software or any of its modules.
- d. Backup. Notwithstanding the general prohibition against copying, Licensee may make one (1) copy of the Software for backup purposes only, so long as TLC's name is displayed on that copy.

# 2. Support

- 2.1. Scope of Services. During the Term of this Agreement and any extensions for Support, TLC will provide the following support services to Licensee. Unless otherwise specified, all services will be rendered by telephone, email, internet transmittal, or other electronic transmission.
- a. If TLC issues a new Release of the Software during the Term of this Agreement, TLC will offer Licensee the Release without additional charge. TLC will provide reasonable assistance to help Licensee install and operate each new Release remotely. If Licensee requires TLC's assistance at Licensee's facility, Licensee will pay TLC's travel expenses in advance if requested by TLC.
- b. TLC will maintain a telephone number that allows Licensee to report system problems and seek assistance in the use of the Software.
- c. TLC will maintain a trained staff capable of rendering the services set forth in this Agreement.
- d. TLC will use reasonable diligence in correcting a verifiable and reproducible Error when reported to TLC. TLC will, within 48 working hours of verifying the presence of such Error, initiate work to develop an Error Correction. Because this Agreement includes Releases issued during the term hereof, TLC is not responsible for correcting Errors in any version of the Software other than the most recent Release of the Software.
- e. TLC will make available to Licensee user training in the operation of the Software. Training will be charged on a daily basis at a rate set by TLC. Training sessions will be for up to five (5) persons per session. Licensee will be responsible for any travel expenses related to training provided at the Licensee's facility or other facility designated by Licensee, payable in advance if requested by TLC.
- f. Support does not include, but TLC will consider and evaluate the development of, Software changes for the specific use of Licensee and TLC will respond to Licensee's requests for additional services pertaining to the Software (including, without limitation, data conversion and report-formatting assistance), provided that such assistance, if agreed to be provided, will be subject to supplemental charges mutually agreed to by TLC and Licensee.
- g. TLC's Support will not include Errors which result from equipment failure, misuse or abuse, whether willful or accidental, of the computer equipment, the Software or other application software or operating system software, unauthorized patches or other modification to the Software, the presence of viruses, worms or other malicious code, operating system changes, patches, or "service pack" installations, loss of power, power fluctuations or other adverse environmental factors, such as heat, cold, or humidity, affecting computer performance or malfunction, or Errors which have been corrected in Releases which have been issued by TLC but not installed by Licensee.

h. TLC's extension of support beyond the first year is subject to this condition: if Licensee has purchased multiple Licenses for the use of the Software, extended support must be purchased for all Licensed sites.

### 2.2. Definitions.

"Error" means any failure of the Software to conform in functionality to the description of the Software. However, any nonconformity resulting from Licensee's misuse or improper use of the Software, or combining or merging the Software with any hardware or software not supplied by TLC, or not authorized to be so combined or merged by TLC, or any use of the Software at a facility not licensed for it, or other condition or use defined in section 2.1.g. of this Agreement will not be considered an Error.

"Error Correction" means either a software modification or addition that, when made or added to the Software, establishes material conformity of the Software to the instructional materials, or a procedure or routine that, when observed in the regular operation of the Software, eliminates the practical adverse effect on Licensee of such nonconformity.

"Enhancement" means any modification or addition that, when made or added to the Software, materially changes its utility, efficiency, functional capability, or application, but which does not constitute solely an Error Correction.

## 3. Term and Termination

- 3.1. This Agreement will commence on the date the terms of the Invoice(s) are agreed to ("the Effective Date"). The grant of the License is conditioned on timely payment of the terms of the Invoice and when paid in full will be perpetual, subject to termination as set forth below. Support is provided for one year from the Effective Date, included with the purchase of the License and is also subject to termination with the termination of the License. Support will be provided after the first year upon payment in advance of the Annual Support Renewal\_Fee at TLC's then-current price.
- 3.2. This Agreement will terminate immediately and without notice if: (a) TLC does not timely receive any payment for the License designated in the Invoice, (b) Licensee violates any term, provision, or covenant of this Agreement; or (c) Licensee becomes insolvent, makes an assignment for the benefit of creditors, becomes bankrupt, takes the benefit of any of the laws that may be enforced for the relief of bankrupt or insolvent debtors, or has a receiver appointed by a court of competent jurisdiction. In addition, Support will terminated immediately and without notice if TLC does not timely receive the Annual Support Fee.
- 4. Additional Fees and Charges. If the foregoing services require, or Licensee requests, the presence of TLC support personnel at Licensee's facility, Licensee may, in addition to the foregoing fees, be required by TLC to advance TLC travel expenses (i.e., transportation, lodging, and meals) incurred in rendering service at Licensee's facility.

## 5. Warranty and Limitations

- 5.1. LIMITED WARRANTY. TLC warrants that the Software will operate as specified in the most recent version of the instruction materials during the term of this License. If, during that time, Licensee provides TLC a written report of a repeatable and verifiable discrepancy between the operation of the Software and the instruction materials, TLC will make reasonable efforts to modify the Software to operate in accordance with the instructional materials. This limited warranty does not include errors excluded in Section 2.1.g. above.
- 5.2. DISCLAIMER OF WARRANTIES. EXCEPT AT SET FORTH IN THIS AGREEMENT, TLC DISCLAIMS ANY WARRANTY THAT THE FUNCTIONS OF THE SOFTWARE, THE VENDOR PROGRAMS OR THE SERVICES DEFINED HEREIN WILL MEET LICENSEE'S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE OR VENDOR PROGRAMS WILL BE UNINTERRUPTED OR ERROR FREE. THE SOFTWARE, THE VENDOR PROGRAMS OR THE SERVICES DEFINED HEREIN ARE PROVIDED WITHOUT ANY FURTHER WARRANTY OF ANY KIND, EITHER EXPRESS OF IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT.
- 5.3. DISCLAIMER AND LIMITATION OF REMEDIES. TLC WILL NOT BE LIABLE FOR DEFECTS IN DATA WHICH OCCUR AS A RESULT OF THE ACTION OF LICENSEE OR ANY OTHER PARTY. TLC WILL NOT BE LIABLE TO LICENSEE FOR INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR ANY DAMAGES RESULTING FROM LOSS OF USE, DATA OR PROFITS, DATA BEING RENDERED INACCURATE OR UNAVAILABLE DUE TO LICENSE TERMINATION FOR ANY REASON, FAILURE TO PAY THE LICENSE OR SUPPORT FEES, LOSSES SUSTAINED BY THIRD PARTIES, OR FAILURE OF THE PROGRAM TO OPERATE WITH HARDWARE OR PROGRAMS WHETHER OR NOT DISTRIBUTED BY TLC. THIS DISCLAIMER APPLIES TO ANY ACTION, WHETHER IN AN ACTION OF CONTRACT OR TORT INCLUDING NEGLIGENCE, EVEN IF TLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY. TLC'S ENTIRE LIABILITY TO LICENSEE, AND LICENSEE'S EXCLUSIVE REMEDY FOR ANY ALLEGED BREACH OF WARRANTY WILL BE, THE REPLACEMENT OF ANY PRODUCT(S) NOT MEETING TLC'S "LIMITED WARRANTY" AS PROVIDED ABOVE.
- 5.4. Limitations. No action, whether based on contract, strict liability, or tort, including any action based on negligence or arising from the performance of services under this Agreement, may be brought by either party more than two (2) years after such action occurred, except that an action for nonpayment may be brought within four (4) years of the date of the last payment.
- 6. Indemnification. Licensee will indemnify, hold harmless, and defend TLC against any claims or lawsuits, including attorney's fees, arising from Licensee's use of the Software which violates this Agreement.
- 7. Notices. Any notice, demand, or request ("Notice") which is required or permitted to be given pursuant to this Agreement must be in writing. Any Notice will be delivered personally, by commercial carrier, fax, or by registered or certified mail, postage prepaid, addressed to a

party at the addresses indicated in the Invoice. Notice given personally, by commercial courier, or by fax is effective on delivery, if delivered within regular business hours. Notice given by fax outside regular business hours and by United States Postal Service are presumed received on the third (3rd) day after the date sent. Either party may change its address for Notice by notice given pursuant to this section.

- 8. Relationship of the Parties. Nothing herein contained will be construed to place the parties in the relationship of partners, joint venturers or principal and agent, and neither party will have the power to obligate or bind the other in any manner.
- 9. Authority to Contract. TLC and Licensee each warrant that they have full power and authority to enter into this agreement and to make each and every representation and covenant contained herein.
- 10. No Waiver. The failure of TLC or Licensee to enforce any provision of this Agreement, or to terminate this Agreement for the breach of any covenant or condition herein, will not operate thereafter as a waiver of that provision or any other provision of this Agreement, or as a waiver of the right to terminate this Agreement as set forth above.
- 11. Assignability. Licensee may not assign or otherwise transfer its rights or obligations under this Agreement to any other party, including without limitation, parent, subsidiary, affiliate business entities, or locations without the prior written consent of TLC.
- 12. Successors. Subject to the provisions of Section 11 above, this Agreement will be binding on and inure to the benefit of the successors, heirs and assigns of Licensee and TLC.
- 13. Representations. Each party acknowledges it has read this Agreement, understands it, and agrees to be bound by its terms. Licensee and TLC warrant and represent that they are not precluded therefrom by any statute, regulation or other agreement now in effect.
- 14. Governing Law. This Agreement is performable in Plano, Collin County, Texas. All actions arising under or pursuant to the negotiation, terms or enforcement of this Agreement or any ancillary agreement or undertaking by these parties must be brought in the State or Federal Courts in or for Collin County, Texas, and to the extent such actions are not governed by Federal Law, will be governed by and construed under the laws of the State of Texas.
- 15. Severability. In the event any provision of this Agreement is held to be invalid, illegal or unenforceable, the remaining provisions will be enforced to the maximum extent permitted by law.
- 16. A waiver by either party of any term or condition of this Agreement will not be deemed to constitute a continuing waiver thereof, nor a waiver of any further or additional right that such party may hold under this Agreement.
- 17. Entire Agreement. This instrument contains the entire agreement of the parties hereto concerning its subject matter and no modification, amendment, change, or discharge of any term or provision of this Agreement will be valid or binding unless the same is in writing and signed by all the parties hereto.