

GENERAL INFORMATION on PROCEDURE

ACCESS: One license covers two iOS apps: *Dashflow for CRE* and *DF Converter*. Access to apps will not commence until receipt of payment in full. An invoice/receipt will be sent to the billing email address provided following receipt of this Order. **All account enquiries:** accounts@intellect-automation.com. As soon as funds are received into the Company's bank account, the named Contact Person(s) will be notified and downloading of the App from the Apple Store or VPP Store can occur.

REGISTRATION: Users will need to register with a username and provide a password to get the Dashflow app activated for use. Only those users specifically authorized by a Company Contact Person can register. DF Converter is automatically registered following Dashflow registration and requires the same credentials at login.

COMMENCEMENT: Note that Subscription periods are designed to commence within a day of receipt of payment regardless of whether users proceed to register.

TAXES (USA Customers only): The US sales tax regime for digital services is undergoing evolution and varies from State to State. At present, we believe that no sales tax is applicable to US orders. However, if this is incorrect or the situation alters and tax becomes obligatory, then you, the Customer, accept that it is your obligation to pay whatever sum is involved either directly or via the Company.

Automated online management of users by customers will be available soon.

For more details, contact sales@intellect-automation.com

For support, contact: support@intellect-automation.com

Terms & Conditions

1. Subscriptions are provided by Intellect Automation International Pty Limited ("the Company", "us", "we", "our").
2. The Customer is bound by the EULA associated with the Apple license and provided on the intellect-automation.com website: www.intellect-automation.com/eula.html
3. The Customer can download unlimited numbers of licenses for multiple devices via the Apple App Store or VPP Store but can only register (and use) the number of licenses for which subscriptions have been purchased.
4. The Customer is responsible for the use of subscriptions by its staff or associates listed in the Order Form or notified to the Company by some other means.
5. Users can be altered at any time without cost by notifying accounts@intellect-automation.com and specifying the new username and which current username is to be discontinued. Changes will normally be implemented within 2 business days. Until accounts are notified, the current user will continue to have access and any new user will be blocked.

6. The Customer is purchasing subscriptions for devices, not for users. If a user wishes to use two devices simultaneously, two subscriptions must be purchased.
 - 6a. The payment of one subscription enables one user to operate one license on one device and receive support for that service.
 - 6b. If a user applies one subscription to two devices (e.g. iPhone and iPad), they must always log out of one device before logging into the other device.
 - 6c. Dashflow is a personal tool and the login must not be shared with another user or users.
 - 6d. To juggle office and home use and/or permit both iPhone and iPad use, login may be shared with a second device i.e. the user may operate a second license on a second device with a single subscription.
 - 6e. Under no circumstances may one subscription be shared amongst three or more licenses or applied to three or more devices.
7. Dashflow is designed for use by one person in a firm where others are also using the app. Sharing of deals and data between devices and between users and non-users is a responsibility of the Customer. For security, features using cloud services are initially off by default, and their use must be specifically enabled in the Device settings.
8. Customers may obtain licenses by their chosen users downloading from the App Store in their country of operation. Licenses obtained from the Apple VPP Store must be handled via Managed Distribution (MDM) which permits deployment internationally and maximizes data security.
9. Every new subscription comes with a free trial period that varies with the length of the subscription and is specified in the order process. Full support is provided during the trial period. The change of a user does not provide them with a new free trial or trial extension. Cancellation of a subscription during a trial (regardless of plan length) and then a later re-purchase for the same user or for a different user in the same firm is in effect continuous use of the original subscription, and this will not generate a new free trial. Cancellation within the free trial period cancels the remainder of that trial and uses up that free trial.
10. It is possible to download and deploy the app to devices/users in under an hour, and users can register on that same day. At least one day's grace period is provided for downloading, deployment and registration before the free trial period commences.
11. Subscription commences automatically at the end of the free trial and it cannot be cancelled once it commences.
12. DF Converter offers a cloud-based conversion of tenancy schedules from pdf format to xlsx format. These conversions are free subject to a "fair use" policy. Maximum daily, weekly or monthly numbers of conversions may be set. If the maximum is insufficient, contact accounts@intellect-automation.com. The Company reserves the right to introduce a form of charging per conversion at any time.
13. Dashflow and DF Converter both depend on state-of-the-art technologies that are the best or among the best available but are still far from perfect. Occasional failures are therefore to be expected. For example, Dashflow's mapping may

sometimes be faulty; and the OCR (Optical Character Recognition) technology in DF Converter may convert a particular schedule very poorly or not at all. Because all technologies undergo continuous improvement, users must update regularly to ensure the best experience.

14. Customers wishing to cancel any subscription must do so before the end of the trial period to get a full immediate refund. Customers can ensure the refund is processed speedily by emailing account details in advance to accounts@intellect-automation.com, specifying:

Name of Bank
Name of Account
Sort Code/BSB/Routing Number
Account Number
SWIFT/BIC Code/IBAN