

## PartnerStack - Company Terms of Service

Last Updated: November 10, 2018

**BY ACCESSING OR USING THE PLATFORM (AS THAT TERM IS DEFINED BELOW), THE LEGAL ENTITY USING THE PLATFORM TO CREATE AND UTILIZE A DISTRIBUTION CHANNEL UNDER THIS AGREEMENT (THE "COMPANY") ACCEPTS AND AGREES TO BE BOUND BY AND COMPLY WITH THESE TERMS OF SERVICE, AS UPDATED FROM TIME TO TIME IN ACCORDANCE WITH SECTION 2 BELOW TITLED "CHANGES TO THESE TERMS OF SERVICE AND PLATFORM". IF COMPANY DOES NOT ACCEPT AND AGREE TO BE BOUND BY THESE TERMS OF SERVICE, IT MUST NOT USE THE PLATFORM. THE INDIVIDUAL ENTERING INTO THESE TERMS ON BEHALF OF THE COMPANY IS, REPRESENTS AND WARRANTS THAT HE OR SHE HAS THE AUTHORITY TO BIND THE COMPANY TO THESE TERMS OF SERVICE.**

### 1) Acceptance of Terms of Service

- a) The following Terms of Service (the "Terms of Service") govern Company's use of: (1) the PartnerStack website located at [www.PartnerStack.com](http://www.PartnerStack.com) (the "**Website**"); (2) the PartnerStack online platform that provides tools to build, manage, and grow channel programs; (3) PartnerStack's marketplace that facilitates the matching of resellers and affiliates (each, a "**User**") interested in finding and participating in channel program opportunities; (4) PartnerStack's professional channel program management services, including channel program analysis and recruiting services; (5) PartnerStack's JavaScript snippets and customized APIs; and (6) all other products or services provided by PartnerStack, as described on the Website (collectively, the "**Platform**").
- b) These Terms of Service form an agreement between PartnerStack Inc. ("**PartnerStack**", "**us**", "**we**", "**our**") and Company.
- c) The Platform is provided solely (the "**Permitted Use**") to: (1) enable Company to build, manage, and grow its channel program on the Platform; (2) enable Company to make available information about Company's channel program on the Platform, including, if applicable, details about Company's products or services and commissions (each, a "**Channel Program Profile**"); and (3) facilitate communication with Users with the objective of entering into a Channel Program Agreement ("**Platform Services**").

### 2) Changes to these Terms of Service and Platform

- a) Except where prohibited by applicable law, PartnerStack reserves the right to change these Terms of Service at any time without notice. Company's continued use of the Platform after any changes to these Terms of Service indicates its acceptance of such changes. It is Company's responsibility to review these Terms of Service regularly for any changes.

- b) PartnerStack reserves the right to change any information, material or content (including, but not limited to, details, features and availability of Platform Services, Users, and Channel Program Profiles) contained on or provided through the Platform at any time, and from time to time, without notice.

### 3) **Use of the Platform**

- a) As a condition of being granted a right to use of the Platform, Company represents, covenants, and warrants that: (1) it possesses the legal authority to create a binding legal obligation; (2) it will use the Platform in accordance with these Terms of Service; and (3) it has completed a full technical integration with the Platform in accordance with the instructions on our Website, whether through the installation and configuration of PartnerStack's Java snippets or the use of PartnerStack's customized APIs.
- b) (b) PartnerStack retains the right, at its sole discretion, to temporarily or permanently deny Company access to the Platform or the Platform Services for violation of these Terms of Service.

### 4) **License Grants**

- a) Subject to these Terms of Service, PartnerStack grants Company a personal, revocable, non-exclusive and non-transferable license during the Term to use the Platform in accordance with these Terms of Service for the Permitted Use only.
- b) Subject to these Terms of Service, Company grants to PartnerStack a perpetual, irrevocable, royalty-free, fully paid-up, and worldwide license to access, collect, store, disclose and use any data, information, records and files that: (1) Company loads, transmits to or enters into the Platform, or (2) we collect from third- parties on Company's behalf, including all compilations, adaptations, translations, derivative works thereof, and results from processing such data, information, records and files, for the purposes of: (i) providing the Platform Services and developing the Platform, (ii) complying with applicable law, and (ii) PartnerStack's reasonable audit and data retention policies.

### 5) **User Accounts**

Company will be required to sign up for user accounts (the "**User Accounts**") using the available interfaces on the Platform and be issued with a username and password login credentials for each individual requiring access to the Platform on behalf of the Company by PartnerStack ("**User ID**") in order to use the Platform and communicate with Users through the Platform. Company is responsible for ensuring individuals issued with a User ID keep his

or her User ID secure and do not share his or her User ID with anyone else. Company is responsible for all acts or omissions carried out under all User IDs issued to Company by PartnerStack. PartnerStack reserves the right to disable any User Account issued to Company at any time in the event its believes or reasonably suspects that a User ID has been used contrary to these Terms of Service or otherwise misused.

## 6) **Term and Termination**

These Terms of Service will commence on the day Company first uses the Platform and will continue in force until terminated by either party (the “**Term**”). Either party may terminate these Terms of Service as follows: (a) PartnerStack may terminate these Terms of Service at any time and with immediate effect by giving 30 days prior written notice to Company, by email (at Company’s current email address on file with PartnerStack) or through the Platform; (b) Company may terminate these Terms of Service upon 30 days prior written notice by requesting (by email or through any then-available interfaces on the Platform) that these Terms of Service be terminated between the parties and all Company’s User Accounts be deleted and by ceasing use of the Platform.

## 7) **Channel Program Agreements with Users**

- a) If a User requests to participate in Company’s channel program through the Platform, Company may enter into an agreement through the Platform with that User (e.g., whether as an independent contractor or as an employee) on such terms and conditions as may be agreed to between Company and that User (“**Channel Program Agreement**”). For example, the Channel Program Agreement may, without limitation, contain: (1) a description of Company’s channel program; (2) payment terms such as the percentage commission; and (3) any other terms and conditions as communicated between Company and the User through this Platform or otherwise.
- b) The Platform permits Company to present its Channel Program Agreement to Users for electronic acceptance. Notwithstanding the foregoing, Company acknowledges that it is engaging directly with the User that participates in its channel program and not PartnerStack, and that PartnerStack is not a party to and will be in no way responsible for the performance of either Company or the User under any Channel Program Agreement. Without limiting the foregoing, if Company and the User agree that the User will be engaged as an employee under a Channel Program Agreement, Company understand and agree that the User will be solely an employee of Company and not PartnerStack. PartnerStack does not make any representations or warranties of any kind with respect to a User or a Channel Program Agreement and Company acknowledges that PartnerStack is not an agent or representative of Company or any User.

## 8) Invoicing; Fees

### (a) Invoices.

(i) On approximately the 8th day of each calendar month (the date of such day, the “**User Payment Invoice Date**”), we will invoice Company through the Platform for an amount that is equal to the sum of: (i) the total amount payable by Company to Users under all of its Channel Program Agreements for the previous month (“**User Payments**”); and (ii) 15% of the commission earned by partner members for the previous month (the “**Monthly User Payment Fee**”).

(ii) In addition to the invoices for any User Payments, if Company has subscribed to any subscription services described on the Website, on approximately the 1st day of each calendar month (the date of such day, the “**Subscription Services Invoice Date**”), we will invoice Company through the Platform for an amount that is equal to the subscription fee set out on the Website, as amended from time to time, for the corresponding subscription services provided by PartnerStack (the “**Monthly Subscription Services Fee**”).

(b) Payment Processing Services. Payment processing services for the Platform are provided by Stripe Payments Canada Ltd. (the “**Payment Processing Services Provider**”). As a condition of us enabling payment processing services through the Payment Processing Services Provider, Company agrees to enter into and comply with any terms and conditions of the Payment Processing Services Provider that applies to such payment processing services and provide us with the Company’s account information with the Payment Processing Services Provider (the “**Company Payment Accounts**”).

(c) Monthly Payment. Company authorizes us to withdraw the Monthly User Payment Fee or Monthly Subscription Services Fee from the applicable Company Payment Accounts after the User Payment Invoice Date or Subscription Services Invoice Date, as applicable, even if a User fails to perform fully or partially under the Channel Program Agreement. If we are unable to withdraw the Monthly User Payment Fee or Monthly Subscription Services Fee from the applicable Company Payment Accounts, we will notify Company through the email address Company has on file with us (the date of such notification, the “**Notification Date**”). If we are still unable to withdraw the Monthly User Payment Fee or Monthly Subscription Services Fee from the applicable Company Payment Accounts within 30 days after the Notification Date, such Monthly User Payment Fee or Monthly Subscription Services Fee will be increased by the costs of collection (if any) and will incur interest at the rate of 19% annually, or the maximum legal rate (if less), until Company is able to withdraw the Monthly User Payment Fee or Monthly

Subscription Services Fee from the applicable Company Payment Accounts or otherwise fully paid by Company.

- (d) Monthly Fee Dispute. If Company disagrees with any invoice we send to it, Company will notify us of its disagreement within 15 days of the User Payment Invoice Date or the Subscription Services Invoice Date, as applicable. If Company fails to notify us of any disagreement within such 15 day period, Company will be deemed to have irrevocably accepted and agreed with such invoice.
- (e) Change to Company Payment Accounts. It is Company's responsibility to promptly notify us of any changes to the Company Payment Accounts and our obligations to pay Customer will be satisfied in respect of any amounts once we have paid such amounts to the Company Payment Accounts.

## 9) **Ownership**

PartnerStack expressly reserves all rights in the Platform that are not specifically granted to Company under these Terms of Service. Company acknowledges that all right, title and interest in the Platform, all information, material, or content provided by PartnerStack in connection with these Terms of Service, and any update, adaptation, translation, customization or derivative work thereof, and all intellectual property rights therein will remain with PartnerStack (or third party suppliers, if applicable), and that the Platform and all materials provided by PartnerStack hereunder are licensed and not "sold" to Company.

## 10) **Privacy Policy; Privacy Warranty**

- a) Please click the following link to review our current Privacy Policy, which contains important information about our practices in collecting, storing, using and disclosing personal information, and which is hereby incorporated into and forms a part of these Terms of Service: [www.PartnerStack.com/app/privacy](http://www.PartnerStack.com/app/privacy)
- b) Company agrees and warrants that: (i) Company will, at all times, comply with all applicable laws (including all applicable privacy laws); and (ii) all information, material, or content that Company provides to us will contain no information about an identifiable individual or information that is otherwise subject to applicable privacy laws, including the *Personal Information Protection and Electronic Documents Act* (Canada) or equivalent provincial legislation ("**Personal Information**"), except for Personal Information in respect of which Company has obtained all applicable third party consents, authority and permissions, and have made all applicable third party disclosures, in each case if and as required by applicable laws (including privacy laws),

regarding all collection, storage, use, disclosure and transmission, including to us and to all applicable third parties.

#### **11) No Unlawful or Prohibited Use**

Company will not, without PartnerStack's prior written permission, use the Platform for purposes other than the Permitted Use. Without limiting the generality of the foregoing, Company will not, and will not permit anyone else to: (a) "frame", "mirror" or otherwise incorporate the Platform or any part thereof on any commercial or non-commercial website; (b) access, monitor or copy any part of the Platform using any robot, spider, scraper or other automated means or any manual process for any purpose without our express written permission; (c) violate the restrictions in any robot exclusion headers on the Platform or bypass or circumvent other measures employed to prevent or limit access to the Platform; (d) take any action that imposes, or may impose, in PartnerStack's discretion, an unreasonable or disproportionately large load on the Platform; (e) deep-link to any portion of the Platform for any purpose; (f) remove (or permit anyone else to remove) any watermarks, labels or other legal or proprietary notices included in the Platform; (g) modify or attempt to modify (or permit anyone else to modify or attempt to modify) the Platform, including any modification for the purpose of disguising or changing any indications of the ownership or source of the Platform; (h) use the Platform as part of any service for sharing, lending or multi-person use; (i) attempt to, assist, authorize or encourage others to circumvent, disable or defeat any of the security features or components, such as digital rights management software or encryption, that protect the Platform; (j) copy, reproduce, modify, distribute, transfer, sell, publish, broadcast, perform, transmit, publish, license or circulate in any form any part of the Platform; (k) create adaptations, translations, or derivative works based on the Platform, in whole or in part, or decompile, disassemble, reverse engineer or other exploit any part of the Platform; (l) use of access the Platform in a manner that violates the rights (including, but not limited to intellectual property rights) of any third party; or (m) upload to or transmit through the Platform any information, images, text, data, media or other content that is offensive, hateful, obscene, defamatory or violates any laws, in each case as determined by PartnerStack in its sole discretion.

#### **12) Third Party Websites**

The Platform may provide links to third party websites. PartnerStack does not endorse the information contained on those web sites or guarantee their quality, accuracy, reliability, completeness, currency, timeliness, non-infringement, merchantability or fitness for any purpose. The content in any linked web site is not under PartnerStack's control, and if Company chooses to access any such web site, Company does so entirely at its own risk.

#### **13) Viruses**

PartnerStack cannot and does not guarantee or warrant that the Platform is compatible with any computer system or that the Platform, or any links from the Platform, will be free of viruses, worms, trojan horses or disabling devices or other code that manifests contaminating or destructive properties. PartnerStack will maintain industry standard anti-virus software and tools on systems providing the Platform.

**14) Communications Not Confidential**

PartnerStack does not guarantee the confidentiality of any communications made by Company through the Platform. Although PartnerStack generally adheres to the accepted industry practices in securing the transmission of data to, from and through the Platform, Company understands, agrees and acknowledges that PartnerStack cannot and does not guarantee the security of data transmitted over the Internet or public networks in connection with Company's use of the Platform.

**15) DISCLAIMER**

The following limitation reflects the agreed upon allocation of risk between the parties. The limitations specified in this section will survive and apply even if any limited remedy specified in these Terms of Service is found to have failed of its essential purpose.

- a) GENERAL DISCLAIMER. USE OF THE PLATFORM IS AT COMPANY'S OWN RISK. THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE". TO THE EXTENT PERMITTED BY APPLICABLE LAW, PARTNERSTACK DISCLAIMS ALL WARRANTIES, REPRESENTATIONS AND CONDITIONS OF ANY KIND WITH RESPECT TO THE PLATFORM WHETHER EXPRESS, IMPLIED, STATUTORY OR COLLATERAL, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, MERCHANTABLE QUALITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT, QUALITY, ACCURACY, RELIABILITY, COMPLETENESS, CURRENCY, OR TIMELINESS OF THE PLATFORM, OR THAT THE PLATFORM IS OR WILL BE ERROR-FREE OR WILL OPERATE WITHOUT INTERRUPTION.
- b) USER DISCLAIMER. USERS ARE INDEPENDENT PERSONS AND NOT PARTNERS, AGENTS OR EMPLOYEES OF PARTNERSTACK. PARTNERSTACK IS NOT LIABLE FOR THE ACTS, ERRORS, OMISSIONS, REPRESENTATIONS, WARRANTIES, CONDITIONS, BREACHES OR NEGLIGENCE OF ANY USER OR FOR ANY PERSONAL INJURIES, DEATH, PROPERTY DAMAGE, OR OTHER DAMAGES OR EXPENSES RESULTING THEREFROM AND TAKES NO RESPONSIBILITY WHATSOEVER RELATED TO ANY CHANNEL PROGRAM AGREEMENTS ENTERED INTO BY COMPANY AND ANY USERS.

**16) Limitation of Liability**

- a) **TYPE.** IN NO EVENT WILL PARTNERSTACK OR ITS OFFICERS, DIRECTORS, AFFILIATES, PARTNERS, EMPLOYEES, SHAREHOLDERS, AGENTS, SUCCESSORS AND ASSIGNS BE LIABLE TO COMPANY, WHETHER BASED ON WARRANTY, CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY, FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, LOST PROFITS, LOSS OF USE OR LOSS OF DATA, WHETHER OR NOT PARTNERSTACK IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, RESULTING FROM OR RELATED TO THE USE OF, OR THE INABILITY TO MAKE USE OF, THE PLATFORM OR ANY CHANNEL PROGRAM AGREEMENT.
- b) **AMOUNT.** IN NO EVENT WILL THE TOTAL AGGREGATE LIABILITY OF PARTNERSTACK OR ITS OFFICERS, DIRECTORS, AFFILIATES, PARTNERS, EMPLOYEES, SHAREHOLDERS, AGENTS, SUCCESSORS AND ASSIGNS IN CONNECTION WITH OR UNDER THESE TERMS OF SERVICE, ANY CHANNEL PROGRAM AGREEMENT, OR COMPANY'S USE OF, OR INABILITY TO MAKE USE OF, THE PLATFORM, OR FOR ANY OTHER CLAIM RELATED IN ANY WAY TO ANY CHANNEL PROGRAM AGREEMENT EXCEED ALL FEES PARTNERSTACK HAS COLLECTED UNDER THESE TERMS OF SERVICE IN THE PRECEDING 3 MONTHS. FOR GREATER CERTAINTY, THE EXISTENCE OF ONE OR MORE CLAIMS UNDER THESE TERMS OF SERVICE WILL NOT INCREASE THE MAXIMUM LIABILITY AMOUNT.

## 17) Indemnification

Company will defend, indemnify and hold harmless PartnerStack and all of its officers, directors, affiliates, partners, employees, agents, successors, and assigns from and against any liabilities, claims, demands, recoveries, losses, damages, fines, penalties or other costs or expenses, (including but not limited to reasonable legal and accounting fees), claimed against PartnerStack by third parties relating to:

- a) Company's or individuals with User Accounts breach of any warranties, conditions, representations or obligations under these Terms of Service or any documents referenced herein;
- b) Company's violation of any applicable law (including privacy laws) or the rights of a third party (including, without limitation, privacy or intellectual property rights);
- c) Company's breach of or failure to perform under any Channel Program Agreement or by any third party acting on Company's behalf or with Company's permission;
- d) any User being Company's employee, including relating to any source deductions for taxes or other amounts related to employment; or
- e) any misrepresentations made to Users by Company in connection with any Channel Program Agreement.

## 18) **Geographic Application of the Platform**

Not all of the Users and services described on the Platform are available in all jurisdictions. Furthermore, nothing on the Platform constitutes an offer or solicitation to buy or sell any product or service to anyone in any jurisdiction in which such an offer or solicitation is prohibited by applicable law.

## 19) **Governing Law and Jurisdiction**

These Terms of Service will be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. These laws apply to Company's use of the Platform, notwithstanding Company's domicile, residency or physical location. The Platform is intended for use only in jurisdictions where they may lawfully be offered for use.

Except as restricted by applicable law, Company hereby consents to the exclusive jurisdiction and venue of courts in Toronto, Ontario, Canada in all disputes arising out of or relating to the use of the Platform.

## 20) **General Provisions**

- (a) These Terms of Service constitute the entire agreement between PartnerStack and Company pertaining to the subject matter hereof and supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between Company and PartnerStack with respect to the Platform. A printed version of these Terms of Service and of any notice given in electronic form will be admissible in judicial or administrative proceedings based upon or relating to these Terms of Service to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.
- (b) Either party's failure to insist upon or enforce strict performance of any provision of these Terms of Service will not be construed as a waiver of any provisions or right.
- (c) If any of the provisions contained in these Terms of Service are determined to be void, invalid or otherwise unenforceable by a court of competent jurisdiction, such determination will not affect the remaining provisions contained herein.
- (d) If any of the provisions contained in these Terms of Service conflict with the terms of another agreement between the parties, then these Terms of Service will prevail.

- (e) It is the express wish of the parties that these Terms of Service and all related documents be drawn up in English. C'est la volonté expresse des parties que la présente convention ainsi que les documents qui s'y rattachent soient rédigés en anglais.
  
- (f) The following Sections, together with any other provision of these Terms of Service which expressly or by its nature survives termination or expiration, or which contemplates performance or observance subsequent to termination or expiration of these Terms of Service, will survive expiration or termination of these Terms of Service for any reason: Sections 4(b)(License Grant), 8 (Invoicing; Fees), 9 (Ownership), 10 (Privacy Policy; Privacy Warranty), 15 (Disclaimer), 16 (Limitation of Liability), 17 (Indemnification), 19 (Governing Law and Jurisdiction), and 20 (General Provisions).