

Main Services Agreement

Preamble

Choco Communications UK Limited ("**Choco**") operates a cloud-based order management and communication platform for suppliers and buyers (restaurants) in the food industry (the "**Cloud Service**"). Choco further offers professional services in connection with the use of the Cloud Service, such as onboarding and integration services (the "**Professional Services**"). Together with the Free Services (as defined below), the Cloud Service and the Professional Services collectively referred to as the "**Services**".

This Main Services Agreement ("**MSA**") governs the provision and use of the Services. Supplier agrees to be bound by the MSA by executing an Order Form with Choco referencing this MSA or by accessing or making use of the Free Services. Capitalised terms not otherwise defined in the MSA will have the respective meanings assigned to them elsewhere in the Agreement.

THEREFORE, in consideration of the foregoing, Choco and Supplier (hereinafter each a "**Party**" and collectively the "**Parties**") agree as follows:

1 Scope of the Services

1.1 Access to Cloud Service. Choco hereby grants Supplier a non-exclusive, non-transferable, non-sublicensable right to access and use the Cloud Service during the term of the Agreement, solely for its own business operations and in accordance with the terms and conditions of the Agreement. Supplier is responsible for arranging the necessary equipment and the Internet connection to be able to use the Cloud Service. Supplier will have no right to any specific design or specific functionalities beyond the scope of the Cloud Service agreed in the Order Form.

1.2 Professional Services. Parties may agree on provision of Professional Services in the Order Form or elsewhere in writing, which shall be governed by this Agreement. While providing Professional Services, Choco may create deliverables for Supplier (the "**Choco Deliverables**"). Choco hereby grants Supplier a non-exclusive, non-transferable, non-sublicensable right to use the Choco Deliverables during the term of the Agreement and in accordance with the terms and conditions thereof. Supplier shall not make any modifications or use the Choco Deliverables for any other purposes than achieving the purpose of the Agreement without prior written approval of Choco.

1.3 Free Services. Choco may offer certain Cloud Services free of charge, such as trial periods, beta versions or delivery of orders from the restaurants using the Cloud Service in a digital form (the "**Free Services**"). An entity benefiting from the Free Services shall be deemed as a Supplier and shall be subject to the terms of the Agreement governing use of the Cloud Service as long as it benefits from the Free Services. Supplier acknowledges that Choco reserves the right to modify or terminate Supplier's access to the Free Services or any part thereof, at any time and for any reason in its sole discretion without any notice or liability to Supplier. Free Services are provided as-is and to the maximum extent permitted by applicable law, Choco shall not be liable for any damages, costs, expenses resulting from the use of the Free Services. To the extent such full exclusion of liability is not enforceable, Choco's (including its legal representatives', employees', agents' and Vicarious Agents') aggregate liability shall be limited to £1000 (one thousand pounds). In the event of a conflict between this clause and the rest of the Agreement, this section shall take precedence.

1.4 Service Specific Terms. Some Services may be subject to additional terms specific to that Service (“**Service Specific Terms**”). Supplier agrees to be bound by the applicable Service Specific Terms by signing the Order Form or by accessing or using the Services covered by Service Specific Terms.

1.5 Availability. Choco will make commercially reasonable efforts to make the Cloud Service available 98% of the time, based on a monthly average. Excluded therefrom are necessary planned maintenance work as well as disruptions that are not within Choco’s sphere of influence (such as force majeure events, downtime that results from a third party’s equipment, software or technology or internet connectivity issues). If possible, Choco shall in a timely manner notify Supplier about planned maintenance work. Nevertheless, Choco expressly reserves the right to carry out unannounced maintenance work, if necessary, particularly where this is required for data and operational security.

1.6 Modifications. Choco reserves the right to enhance, change or discontinue any and all features of the Cloud Service, or introduce new features or Services at any time. If any such changes materially limit the features of the Cloud Service, Choco shall provide Supplier with advanced notice thereof. Supplier’s continued use of the Cloud Service after being notified constitutes acceptance of those changes. In case of an objection by Supplier before such changes enter into force, Choco may terminate the Agreement or offer Supplier a reasonable remedy at its own discretion.

1.7 Third Party Components. Certain components of the Cloud Service may be provided through third party services. Any such components that Supplier could recognize as being subject to third-party rights, including open-source licences, will be subject to applicable third party and open-source software licences. Above all, any components that Choco discloses as third-party content in the Agreement, in the Cloud Service or in any Choco policies will be deemed recognizable within the meaning of the previous sentence. Supplier agrees that availability of the Cloud Service or certain features may be dependent on the corresponding availability of the third-party services. Choco is not responsible for any interruptions or issues with the Cloud Service caused by the third-party components.

1.8 AI-powered Services. The Cloud Service may encompass functionalities that are powered by artificial intelligence (the “AI”). Supplier will retain ownership over the input it provides and the output generated by AI based on the input, both of which shall constitute Supplier Data (as defined below). Choco does not guarantee the accuracy, completeness and reliability of the output generated by AI and, to the extent permitted by law, disclaims all warranties and liability for such output. To the extent such full exclusion of liability is not enforceable, Choco’s (including its legal representatives’, employees’, agents’ and Vicarious Agents’) aggregate liability shall be limited to £1000 (one thousand pounds). Output generated by AI may not be unique to Supplier and it does not represent Choco’s views. Supplier undertakes to comply with the fair use policies of Choco’s third party service providers when using AI-powered functionalities, available here. In the event of a conflict between this section and the rest of the Agreement, this section shall take precedence.

2 Access and Use of Cloud Service

2.1 Authorised Users. The licence granted to Supplier is limited to its employees, agents or contractors who

are authorised by Supplier to use the Services (the “**Authorised Users**”). Supplier is responsible for its Authorised Users’ compliance with the Agreement, including Choco’s policies on the use of the Cloud Service and for all of their acts and omissions. Supplier shall ensure that its Authorised Users keep the access data of their accounts confidential and shall inform Choco without undue delay if there is any suspicion that the access data may have become known to unauthorised persons. Supplier is solely responsible for all activities that occur under the accounts of its Authorised Users.

2.2 Use Restrictions. Supplier shall use the Cloud Services only for offering products that address food and hotel industry needs and comply with all laws applicable to its access and use of the Cloud Service. Supplier shall not (a) reproduce, copy, modify, adapt, or create derivative works, reverse engineer, decompile or engage in any action with the attempt to obtain the source code of the Cloud Service (except as permitted by mandatory law); (b) sublicense, sell, rent, distribute, transfer or provide a third party access to the Cloud Service or otherwise allow the use of the Cloud Service for the benefit of any third party; (c) engage in any conduct that interferes with or threatens the security, integrity or performance of the Cloud Service including any related systems; (d) send any malicious code (e.g., viruses, worms, Trojan horses or other malware) through Cloud Service; (e) attempt to interfere with or otherwise circumvent any security measures, authentication mechanisms or any functional restrictions on the Cloud Service intended to limit its use; (f) use the Cloud Service in order to build a product or service which competes with the Cloud Service; (g) use any software, devices, robots or any other means to scrape data from the Cloud Service; (h) use the Cloud Service for fraudulent purposes; (i) make unfair use of the Cloud Service or (j) use the Cloud Service to send unsolicited commercial communications.

2.3 The relationship with the Customers. Supplier is solely responsible for its use of the Cloud Service, such as for the contact it establishes with other companies, all communications sent via or in connection with the Cloud Service, the content and availability of the products and for the proper management of orders. By making the Cloud Service available, Choco merely provides the infrastructure for placing and managing orders and for communication. Choco itself will not directly or indirectly become a party to the relationship between Supplier and the restaurants who are placing orders from Supplier (the “**Customer(s)**”). Each order (individual sale and purchase of products) shall be concluded solely between Supplier and the relevant Customer. Choco will have no liability whatsoever with regard to the performance of those orders and shall not be a party to disputes of any kind between Supplier and its Customers (such as disputes relating to incorrect deliveries or late payments). Supplier is solely responsible for its relationship and communication with its Customers and with other users of the Cloud Service and for the proper management of orders.

2.4 Cooperation. Supplier shall cooperate with Choco in good faith and provide all necessary information as reasonably required by Choco for the proper performance of the Services in a timely manner. All information provided by Supplier shall be up-to-date, complete, and accurate, and Supplier shall notify Choco in writing in case of any changes. Choco will not be liable for any delays in the provision of the Services caused by Supplier’s failure to provide Choco with the required information or cooperation.

3 Supplier Data

3.1 Supplier Data. Supplier shall retain all right, title and interest in and to information, images, texts, data, files, Supplier Deliverables and other materials that is transmitted, submitted or otherwise made available by or on behalf of Supplier to Choco in the course of Supplier's access and use the Services (the "**Supplier Data**"). Supplier grants Choco a non-exclusive, royalty-free, perpetual and worldwide licence to collect, process, reproduce, modify, host, store, disclose, display and perform all necessary acts on the Supplier Data for the purposes of operating the Cloud Service and providing the Services to Supplier. In particular, Choco shall be entitled to collect and use the Supplier Data about Supplier's use of the Cloud Service for internal research, security, analytics and reporting purposes and for developing and improving its Services. Choco shall retain all rights in the aggregated information derived from such practices and may use it at its own discretion during and after the term of this Agreement without being subject to any limitations (such as for distributing insights and reports), to the extent it does not identify Supplier, its Customers or any person. Choco may sublicense or transfer the rights granted herein to its Vicarious Agents for the purposes of this Agreement.

3.2 Supplier's Warranties. Supplier warrants that (i) it owns or will obtain the necessary rights and permissions to share the Supplier Data with Choco and to authorise the use of the Supplier Data by Choco as contemplated in this Agreement; (ii) it will provide the required information notices and obtain necessary consents under data protection laws from the persons whose personal data may be included in the Supplier Data (such as its Authorised Users and its Customers' employees) for sharing their data with Choco; (iii) the Supplier Data and its use by Choco as contemplated in this Agreement do not violate any third-party rights or applicable laws; (iv) the Supplier Data will not include any illegal, defamatory, inappropriate, offensive, hateful or violent content. Supplier shall solely be responsible for the Supplier Data and shall ensure its accuracy, integrity and reliability throughout the term of the Agreement.

3.3 Removal. Choco is not obliged to monitor the Supplier Data but reserves the right to do so at its own discretion. Choco may, without prior notice, remove or disable access to any Supplier Data (including the products offered via the Cloud Service) (i) if it violates the Agreement including Choco policies made available to Supplier, (ii) if it constitutes illegal content such as illegal hate speech, terrorist content, unlawful discriminatory content, or any content that the applicable laws render illegal or (iii) if it is likely to give rise to complaints by third parties or other Choco customers. Due account of the fundamental rights and freedoms and legitimate interests of all parties involved will be taken when making decisions about removal of the Supplier Data. Choco will comply with binding orders of courts and supervisory authorities to remove any illegal Supplier Data from the Cloud Service.

3.4 Backup. Choco will use commercially reasonable efforts to ensure integrity and availability of the Supplier Data. Notwithstanding the foregoing Supplier shall be solely responsible for the Supplier Data and shall take back-ups on a regular basis and commensurately with the risk.

3.5 Supplier Indemnity. Supplier shall indemnify and hold Choco, its employees, representatives, Vicarious Agents harmless from and against any claims, losses, liabilities, damages and expenses (including reasonable attorneys' fees) asserted against them by a third party arising out of (i) Supplier's (including its Authorised Users') use of the Services, (ii) the Supplier Data, (iii) performance of orders submitted to the Supplier, or (iv)

Supplier's (including its Authorised Users') violation of applicable laws. Choco shall notify Supplier without undue delay about any claims asserted by third parties and shall, upon request, provide the information and documents required for the defence. Moreover, Choco at its own discretion will either surrender the right of defence to Supplier or undertake such defence in consultation with Supplier. In particular, Choco shall neither acknowledge nor dispute any claims asserted by third parties without consulting with Supplier, except where Supplier has not responded to Choco's notification of the claim within a reasonable time period.

4 Fees and Commissions, Reporting, Payment

4.1 Fees. Supplier shall pay Choco the fees agreed to in the Order Form or elsewhere in writing for the provision of the Services (the "**Fees**"). Unless expressly indicated in the Order Form, the Fees consist of recurring monthly fees for the use of the Cloud Service (the "**Monthly Fee**") and a one-time fee for Professional Services (the "**Implementation Fees**"). Parties may agree on a minimum monthly fee in the Order Form (the "**Minimum Monthly Fee**"). If the amount of Monthly Fee in a calendar month falls below the amount of the Minimum Monthly Fee, then Supplier shall pay Choco the Minimum Monthly Fee.

4.2 Payment. Unless expressly agreed otherwise in the Order Form, the Fees shall be invoiced monthly in arrears and all invoiced amounts shall be due within two weeks of the date on the invoice and paid by direct debit. In case of late payment, Choco reserves the right to charge interest on the overdue amount at a rate of 4% per annum above the Bank of England base rate but at the rate of 4% per annum for any period during which that base rate is below 0% (such interest being deemed to accrue from day to day and being compounded on the last day of each calendar month) from the due date to the date of actual payment.

4.3 Taxes. The Fees are exclusive of taxes and Supplier shall be responsible for the taxes associated with the purchase of the Services. The applicable value added tax or other applicable taxes will be charged at the statutory rate to Supplier.

4.4 Calculation of Monthly Fees. Supplier is aware that the Cloud Service transmits to Choco an evaluation of the orders transmitted to Supplier via the Cloud Service during a calendar month (the "**Order Evaluation**") for the purpose of calculation the Monthly Fees. Monthly Fees shall be calculated in accordance with the method agreed in the Order Form and based on the Order Evaluation. Upon request, Supplier shall without undue delay provide Choco with any additional information and evidence necessary for calculating the Fees and verifying the accuracy of the information provided by Supplier. In case of a conflict between the information provided by Supplier and the Order Evaluation, the Order Evaluation shall take precedence and be used as a basis for calculation.

4.5 Audit. Choco is entitled to have the accuracy of the information provided by Supplier verified by an independent auditor, who shall be bound by confidentiality obligations and not be a competitor of Supplier. The audit may take place once each calendar quarter at Supplier's premises during Supplier's normal business hours. Choco shall give Supplier at least two (2) weeks' prior notice of any such audit. The auditor shall disclose audit findings to Choco to the extent that the findings deviate from the information provided by Supplier; otherwise, the auditor may confirm to Choco only the accuracy of the information provided by

Supplier. Supplier shall be obligated to provide the auditor with all information and disclose all documents that are necessary for the performance of the reviews. If a review by the auditor reveals a deviation of more than 5% to the detriment of Choco, then Supplier shall bear the costs of the respective audit and the Fees shall be calculated based on amounts identified by the auditor; otherwise Choco shall bear the costs of the respective audit.

5 Intellectual Property

5.1 Reservation of Rights. Supplier acknowledges and agrees that Choco and/or its licensors own or otherwise have all the necessary intellectual property rights in the Cloud Service, Choco Deliverables and any improvements or modifications to the foregoing. Supplier does not have any rights in or to the Cloud Service and the Choco Deliverables, except for the limited express rights granted in this Agreement. The term Cloud Service includes any systems, programs, application programming interfaces or Integrations developed by or on behalf of Choco.

5.2 Feedback. Supplier allows Choco to use, copy, disclose and exploit any suggestions and other feedback provided by Supplier and its Authorised Users freely in order to improve and enhance the Services and for development of other services in any manner without any obligation, royalty, attribution or restriction based on intellectual property rights or otherwise.

5.3 Trademark License. Supplier grants Choco a non-exclusive, worldwide licence to use Supplier's trademarks for operating the Cloud Service and for the performance of the Agreement. Choco shall be specifically entitled to display the trademark on Supplier's supplier profile and to grant sublicenses to its Vicarious Agents to the extent necessary for the performance of the Agreement. Otherwise, the right of use may not be transferred or assigned.

5.4 Customer Reference. Choco may use Supplier's name and logo in its marketing materials, presentations and similar communications to refer to Supplier as a customer. Supplier may revoke this consent any time by giving prior written notice.

6 Confidentiality

6.1 Duty of Confidentiality. The Parties undertake to keep confidential any information and documents of the disclosing party, which are either to be regarded as confidential due to the nature of the information or the circumstances of their disclosure or have been designated or marked as confidential by the disclosing party, such as business and/or trade secrets ("**Confidential Information**") and to use them exclusively for the purposes allowed under this Agreement. The technical components, documentation and the source code of the Cloud Service and the terms of the Order Form shall be considered as Confidential Information of Choco. The receiving party shall undertake reasonable technical and organisational measures to protect Confidential Information.

6.2 Disclosure of Confidential Information. The receiving party is entitled to disclose Confidential Information of the disclosing party solely (i) to its employees, contractors, Vicarious Agents or consultants on a need to

know basis for the performance of this Agreement, provided that they are bound by the confidentiality obligations at least as protective as those contained herein, (ii) in a legal proceeding, (iii) where required by law, (iv) to third parties upon prior written approval of the disclosing party. "Affiliates" (meaning, in relation to a party, any: (i) subsidiary or holding company of that party; (ii) body corporate with an ultimate holding company in common with that party; and (iii) officer of that party or of such subsidiary, holding company or body corporate, and "subsidiary", "holding company", "body corporate" and "officer" shall have the meanings set out in sections 1159 and 1173 respectively of the Companies Act 2006) of the receiving party shall not be considered third parties and the receiving party may freely disclose Confidential Information to its Affiliates. When requests are made by judicial or administrative authorities relating to the disclosure of Confidential Information, the receiving party shall without undue delay notify the disclosing party thereof in writing, to the extent permitted by law.

6.3 Exclusions from Confidentiality. Confidential Information does not include information that (i) was already known to the receiving party prior to disclosure, (ii) is generally known or becomes known to public through no fault of the receiving party, (iii) is independently developed by the receiving party itself without access to the Confidential Information of the disclosing party or (iv) was brought to the attention of or shared with the receiving party by a bona fide third party authorised to do so.

6.4 Duration of Confidentiality. The duty of confidentiality shall commence upon gaining knowledge of the Confidential Information and will continue for the entire term of this Agreement. In addition, the duty of confidentiality shall remain in place for a period of three (3) years after cessation of the Agreement, unless statutory provisions provide for a longer confidentiality obligation. In particular, any business secrets shall be treated confidentially for as long as they are business secrets.

7 Data Protection

7.1 With regard to the personal data that Choco processes on behalf of Supplier for provision of the Services and the personal data that the Parties process as joint controllers under this Agreement, the Parties conclude a Data Processing Agreement available here ("**DPA**") and which is hereby incorporated by reference into this MSA.

8 Suspension

8.1 Suspension. Choco is entitled, but not obliged, to monitor Supplier's and its Authorized Users' use of the Services and may suspend Supplier's or its any of its Authorized Users' access to the Cloud Service (i) if Choco reasonably believes a violation of the Agreement has occurred, (ii) if the suspension is necessary for technical or security reasons or to avert imminent damage to Choco, Supplier or third parties or (iii) if Choco is obliged to suspend access by law. Choco will use commercially reasonable efforts to provide advance notice of suspension, unless prohibited by law. Choco shall lift the suspension if the reason for the suspension no longer exists. Choco will have no liability for any damage, liabilities, losses (including any loss of data or profits), or any other consequences that Supplier may incur as a result of a suspension triggered by its Authorized Users' own acts or omissions.

9 Term and Termination

9.1 Term. The Agreement shall commence on the Effective Date indicated in the Order Form and shall have a term of twelve (12) months unless terminated earlier pursuant to the Agreement. The Agreement shall be renewed for successive periods of twelve (12) months if it is not terminated in writing by either Party upon three (3) months' notice to the end of the respective Agreement period. Choco may update the terms of the Agreement, including the Fees, with effect from the start of a renewal term by giving notice to Supplier before commencement of the renewal term.

9.2 Termination for Cause. Without prejudice to any other rights or remedies, either party may, by written notice to the other, terminate the Agreement with immediate effect on the happening of any of the following events: (i) the other party commits a material breach of the Agreement which is incapable of remedy; or (ii) the other party commits a material breach of the Agreement which is capable of remedy and fails to remedy such material breach within thirty (30) days after receiving written notice requiring it to remedy that material breach. This clause shall not apply to breach of limited warranty provided by Choco as per section 9 and the exclusive remedies of Supplier are listed therein.

9.3 Termination by Choco. For the purpose of section 18.2 in the case of Choco material breach incapable of remedy will be deemed to exist specifically if (i) Supplier has repeatedly placed Supplier Data or products that is not permissible under the Agreement; (ii) Supplier is in default of its payment obligations for more than two (2) weeks; (iii) Supplier becomes insolvent, files for or has filed against it, a petition of bankruptcy or (iv) if Supplier acts against use restrictions set out in section 2.2. Choco may terminate the Agreement for convenience without having to give any reasons any time with a notice period of one (1) month.

9.4 Effects of Termination. When the Agreement for the Services offered against remuneration is terminated Supplier shall lose its access to the Services, with the exception of the Free Services which may be still provided to the Supplier at Choco's sole discretion. After termination, Choco will have no obligation to Supplier to continue storing Supplier Data and will delete the Supplier Data in its systems upon Supplier's request or in line with its retention policy, whichever is earlier. Notwithstanding the foregoing, Choco will be entitled to retain the Supplier Data if Choco is obliged to do so by law or to the extent that the Supplier Data is required for accounting and documentation purposes or for the operation of the Cloud Service.

9.5 Survival. The sections 1.3 (Free Services), 3.5 (Indemnification), 4 (Fees and Commissions, Reporting, Payment), 6 (Confidentiality), 9.4 (Effects of Termination) and 11 (Limitation of Liability) and others which by their nature are intended to survive, shall survive after termination or expiration of this Agreement.

10 Warranty

10.1 Limited Warranty. Choco provides a limited warranty against defects in the Services. A defect is deemed to exist in case of any significant deviations from the functional scope of the Services as described in the Agreement that render the use of the Service impossible or greatly restricted. Supplier shall without undue delay notify Choco in writing of any defect and provide all information that is available to Supplier and is necessary for Choco to identify, reproduce, analyze and remedy the defect. Furthermore, Supplier shall assist

Choco in remedying defects free of charge and in a reasonable manner. Choco will either rectify the defect or deliver the impacted Service once again at its discretion and within a reasonable period of time upon receiving written notification of the defect. The provision of instructions for use, with which Supplier can reasonably workaround the defects, will also be deemed to be a remedy of defects. If both remedies fail, Choco will at its own discretion offer Supplier a reasonable remedy (such as by giving Supplier a reasonable discount on the affected Services or terminating the Agreement partially or in whole). This limited warranty does not apply (i) to any defects caused by unauthorized use, abuse, negligence or equipment of Supplier, (ii) to any defects not notified by Supplier within 30 days upon noticing the defect. Choco's sole responsibility and Supplier's sole exclusive remedies against defects are set out in this section.

10.2 Limitation period. All claims by Supplier shall become time barred upon elapse of the earlier of the statutory limitation period, or a period of twelve (12) months from Supplier becoming aware of the fact or event giving rise to the cause of action.

10.3 Disclaimer of Warranty. Except as expressly provided herein and to the maximum extent permitted by applicable law, the Services are provided as-is and on an as available basis. Choco hereby disclaims all warranties of any kind, whether express or implied by statute or common law, including, but not limited to, warranties of merchantability, fitness for a particular purpose, or non-infringement. Choco does not warrant that all errors can be corrected, or that operation of the Services shall be uninterrupted or error-free, nor does Choco guarantee any specific results in connection with use of the Services.

11 Limitation of Liability

11.1 Limitation of Liability. Choco's (including any representatives', employees', agents', and Vicarious Agents') full and aggregated liability for any and all damages arising out of or in connection with this Agreement (whether such liability arises from contract, tort (including negligence), misrepresentation, breach of any duty (including strict liability) or otherwise), shall be limited to the Fees paid by Supplier during the last 12 months preceding the last event giving rise to liability. In cases of ordinary negligence, Choco shall be liable when there has been a breach of a material contractual duty. A material contractual duty within the meaning of this section is an obligation the fulfilment of which makes the performance of the Contract even possible in the first place.

11.2 Disclaimer of Consequential and Related Damages. Choco (and any representatives, employees, agents, and Vicarious Agents) shall only be liable for direct and foreseeable damages at the time of the conclusion of the Agreement and shall not be liable for incidental, indirect, special, consequential or punitive damages, regardless of the nature of the claim, including, without limitation, lost profits, loss of data, damage to reputation, costs of delay or procurement of substitute services, any business interruption, even if Choco has been advised of the possibility of such damages.

11.3 Exclusions from Limitation of Liability. The limitations on liability set out in this section shall not apply for losses caused by death or personal injury caused by its negligence, or the negligence of its personnel, agents, Vicarious Agents, fraud or fraudulent misrepresentation; and any other liability which cannot be limited

or excluded by applicable law.

12 Final Provisions

12.1 Force Majeure. Choco shall have no liability to the Supplier under this Agreement if it is prevented from or delayed in performing its obligations under this Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving the workforce of Choco or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of vendors or sub-contractors, provided that the Supplier is notified of such an event and its expected duration.

12.2 Amendments. Choco may amend this Agreement with effect for the future. Any amendments and side agreements to this Agreement must be made in writing. In case of minor or cosmetic amendments that do not affect Supplier, the amendments shall be posted on Choco's website. In other cases, Choco will provide Supplier with notice before the changes enter into force and allow Supplier a reasonable time to review. Amendments shall be deemed as agreed by Supplier if Supplier has not expressly objected to them by the time they take effect. In case of objection, Choco may terminate the Agreement or offer Supplier a reasonable remedy at its own discretion. Notwithstanding the foregoing, Choco may amend its policies from time to time to make necessary adjustments due to changes in its Services or laws without prior notice.

12.3 Assignment and Subcontracting. Supplier shall not, without the prior written consent of Choco, assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under this Agreement. Choco may at any time assign, transfer or deal in any other manner with all or any of its rights or obligations under this Agreement without Supplier's consent. If Choco subcontracts any of its obligations to its subcontractors or affiliates ("**Vicarious Agents**"), Choco will remain responsible for their acts and omissions.

12.4 Entire Agreement and Order of Precedence. This Agreement includes the MSA (including DPA), the Order Form, applicable Service Specific Terms and Choco's policies that are made available to the Supplier. It shall constitute the entire agreement between the Parties regarding the provision and use of the Services. The Agreement shall supersede any previous agreements, communications, representations and understandings between them, whether written or oral, relating to this subject matter. In case of any inconsistency or conflict between the provisions of this Agreement, the following order of precedence shall apply: DPA, Order Form, Service Specific Terms and MSA.

12.5 Headings. Headings or titles used in this agreement are for convenience and reference purposes only and shall not be considered in the interpretation or construction of any provision of this Agreement.

12.6 Waiver and Severability. No failure or delay by a Party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver, nor shall it prevent or restrict the further exercise of any right or remedy. If any part of this Agreement is determined to be invalid or unenforceable by a competent court, that part shall be deemed deleted, but this shall not affect the validity and enforceability of the rest of the

Agreement.

12.7 Governing Laws and venue. The Agreement shall be governed by the laws of England and Wales. Exclusive jurisdiction and venue for all disputes arising from or connected with this Agreement shall lie with the competent courts of England and Wales.