## END-USER LICENSE AGREEMENT FOR ZIPLOGIX PRODUCTS AND SERVICES

CAREFULLY READ THESE TERMS AND CONDITIONS BEFORE INSTALLING OR USING THE ZIPLOGIX PRODUCTS OR SERVICES REFERENCED IN THIS AGREEMENT. THIS IS A LEGALLY BINDING AGREEMENT. YOUR CONTINUED ACCESS TO AND USE OF THE PRODUCT OR SERVICE CONSTITUTES YOUR AGREEMENT TO BE BOUND BY THE MOST CURRENT VERSION OF THIS AGREEMENT, THE TERMS AND CONDITIONS OF WHICH ZIPLOGIX MAY CHANGE AT ANY TIME, AND WHICH MAY BE FOUND AT <a href="https://www.zipform.com/eula/ziplogixeula.pdf">www.zipform.com/eula/ziplogixeula.pdf</a> OR SUCH OTHER WEBSITE AS DESIGNATED BY ZIPLOGIX.

This End-User License Agreement for zipLogix Products and Services ("Agreement") is a legally binding agreement between you and RE FormsNet, LLC dba zipLogix ("zipLogix", "us", or "our") regarding the zipLogix software product(s) identified as zipForm®, or such other name(s) as it may be known as from time to time ("Forms Software"), zipLogix website, and other zipLogix products and services (each, including the Forms Software, a "zipLogix Product") referenced in this Agreement. zipLogix Products and their written documentation (including user guides built into zipLogix Products) are owned by or licensed to zipLogix and protected by copyright laws, international copyright treaties and other intellectual property laws and treaties. The zipLogix Products are being licensed, not sold, to you by zipLogix for use only under the terms of this Agreement. zipLogix retains ownership in the zipLogix Products themselves. By downloading, installing, copying, or otherwise accessing or using a zipLogix Product, you agree to be bound by the terms of this Agreement, which include a software license and disclaimer of software and hardware warranties. If you do not agree to the terms of this Agreement, you may not install or use the zipLogix Product.

Please review the <u>zipLogix Privacy and Security Statement</u>, which also governs your use of the zipLogix Product. By using the zipLogix Product, you agree to the terms of the zipLogix Privacy and Security Statement, the terms of which zipLogix may change at any time, and which may be found at <a href="http://www.zipform.com/eula/ziplogixprivacy.pdf">http://www.zipform.com/eula/ziplogixprivacy.pdf</a> or such other website as designated by zipLogix.

Copyright Infringement. If you believe there has been an infringement of your copyrighted material in a zipLogix Product, please notify zipLogix's designated agent at DMCA Notification/Attention: Shuan Lue, 525 South Virgil Avenue, Los Angeles, California 90020, fax your notification to our designated agent at (213) 739-7275, or email your notification to our designated agent at copyright@car.org. Pursuant to the requirements of the Digital Millennium Copyright Act ("DMCA") 17 U.S.C. § 512(C)(3), all notifications must be in writing and contain the following information:

- 1. A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.
- 2. Identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site.
- 3. Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit zipLogix to locate the material.
- 4. Information reasonably sufficient to permit zipLogix to contact you, such as your address, telephone number, and, if available, an electronic mail address at which you may be contacted.
- 5. A statement that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law.
- 6. A statement that the information in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

zipLogix will respond to all DMCA compliant notices pursuant to the procedures specified in the DMCA. zipLogix will terminate the account of users who repeatedly infringe any other person's copyrights.

## TERMS AND CONDITIONS FOR ALL ZIPLOGIX PRODUCTS

#### SECTION 1. GENERAL TERMS AND CONDITIONS.

- A. Account Setup. Use of a zipLogix Product may require that you open an account. Your broker or administrator may do this for you, or you may do this yourself. During the registration process, you must provide us with current, complete and accurate information as prompted by the applicable registration form(s). Your email address will be required, and you will need to choose a password. Our use of your email address is an integral part of the zipLogix Product. You will need your email address to log into the zipLogix Product, and in some circumstances the zipLogix Product will auto-generate email messages to you. You agree to timely update your account information so that it remains current, complete and accurate throughout the term of this Agreement.
- B. Password; Account Activities. You are entirely responsible for maintaining the confidentiality of your password, security question(s) and answer(s), and all other zipLogix Product account credentials. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify zipLogix immediately of any unauthorized access or use of your account or any other breach of security that potentially compromises the privacy of your account credentials, documents or information. zipLogix will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. You may be held liable for losses incurred by zipLogix or another party due to someone else using your account or password. You may not, at any time, give your zipLogix password or credentials to anyone else, allow anyone else to use your zipLogix account, password or credentials. Giving your zipLogix password or credentials to another person, allowing another person to use your zipLogix account, password or credentials is a material breach of this Agreement.
- C. <u>Monitoring</u>. zipLogix has no obligation, but reserves the right, to monitor and review your account information and history and the content and materials uploaded by you or others in the Forms Software or any other zipLogix Product for the purpose of determining compliance with this Agreement or to detect illegal activity. For monitoring and other business purposes, information about you and the association(s) of REALTORS® you are a member of, if any, may be attached to documents exported from the Forms Software in .pdf format. zipLogix reserves the right at all times to disclose any information obtained through monitoring as zipLogix deems appropriate.
- D. <u>Prohibitions on Use</u>. As a condition of your use of any zipLogix Product, you agree that you will not use the zipLogix Product for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use the zipLogix Product in any manner that could damage, disable, overburden, or impair any zipLogix server(s), or the network(s) connected to any zipLogix server(s), or interfere with any other party's use of the zipLogix Product. You may not attempt to gain unauthorized access to the zipLogix Product, other accounts, computer systems or networks connected to any zipLogix server(s), through hacking, password mining or any other means. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available through the zipLogix Product. By way of example, and not as a complete list, you agree that when using the zipLogix Product, you will not
  - upload files that contain viruses, Trojan horses, worms, time bombs, corrupted files, or any other similar software or programs that may damage the operation of another's computer or property of another.
  - harvest or otherwise collect information about others, including e-mail addresses.
  - create a false identity.
  - publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, obscene, indecent or unlawful topic, name, material or information.
  - violate any code of conduct or other guidelines which may be applicable.
  - violate any applicable laws or regulations, including but not limited to those relating to privacy, personal information, telephone calls, faxes, e-mails and security breaches.
  - use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity any directory of users of the zipLogix Product or other user or usage information or any portion thereof.
  - use the zipLogix Product or the zipLogix server(s) in connection with surveys, contests, junk email, spamming or any duplicative or unsolicited messages (commercial or otherwise).
  - separate font software which generates typeface designs from zipLogix Products containing such software.

- E. <u>Use Without a Valid License</u>. Use of each zipLogix Product requires that you have and maintain a valid license. By using a zipLogix Product, you represent and warrant that you have a valid license to use such zipLogix Product. If you download, install, copy, or otherwise access and use a zipLogix Product without a valid license, you acknowledge and agree that you are in material breach of this Agreement. Your license to use zipLogix Products is conditioned on your payment of any agreed-upon amounts between you and zipLogix, and your license may be terminated by zipLogix for nonpayment of any such amounts. If your zipLogix Product account was purchased by your broker as an Admin Seat (as defined in Section 2(A)), you hereby certify that you will not engage in any activities requiring a real estate license in your state concurrently with your use and access of the Admin Seat. Engaging in any activities requiring a real estate license concurrently with use and access of an Admin Seat shall be considered a material breach of this Agreement.
- F. <u>Backup Copies</u>. If permitted by a zipLogix Product, you may make copies of the zipLogix Product as necessary for backup and archival purposes.

#### SECTION 2. LICENSE TERMS FOR ZIPLOGIX PRODUCTS

- A. Grant of License; Permission to Verify Membership with Board/Association of REALTORS®.
- 1. <u>Individual Purchase</u>. If you purchased the zipLogix Product as an individual user, zipLogix grants you a license, on the terms and conditions in this Agreement, to use the zipLogix Product for a period commencing on the date of purchase and ending twelve (12) months after the date of purchase.
- 2. <u>Multi-User or Third Party Purchase</u>. If you are using a multi-user version of the zipLogix Product, or if the zipLogix Product is being provided to you under the terms of an agreement between zipLogix or Real Estate Business Services, Inc. ("REBS") and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, zipLogix grants you a license, on the terms and conditions in this Agreement, to use the zipLogix Product for a period commencing on the date zipLogix creates your account and ending one (1) year after the date zipLogix creates your account; provided, however, that your license may terminate earlier in accordance with the agreement between zipLogix or REBS and the third party. Please see Section 4 for more information on termination of your zipLogix Product license.
- 3. <u>zipForm®</u> Team Edition. If you are using the zipForm® Team Edition, or if the zipLogix Product is being provided to you under the terms of an agreement between zipLogix or Real Estate Business Services, Inc. ("REBS") and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, zipLogix grants you a license, on the terms and conditions in this Agreement, to use the zipLogix Product for a period commencing on the date zipLogix creates the team account in zipForm® Team Edition and ending one (1) year after the date zipLogix creates the team account in zipForm® Team Edition; provided, however, that your license may be terminated earlier by the administrator of your team account or in accordance with the agreement between zipLogix or REBS and the third party. Please see Section 4 for more information on termination of your license to the zipForm® Team Edition.
- 4. <u>Membership Verification</u>. If you are a REALTOR®, you hereby grant zipLogix permission to obtain information from the National Association of REALTORS® ("NAR") concerning boards/associations of REALTORS® of which you are a member, so that zipLogix may confirm you are authorized to access the applicable board/association of REALTORS®' library of forms.
- 5. <u>Third Party Invitee</u>. If you are invited by a third party to use the zipLogix Product in order to access, view, review and/or sign electronic documents, you are granted a limited, personal, non-exclusive, non-transferable, non-sublicensable, royalty-free license to use the zipLogix Product only for the limited purpose for which you were invited by such third party.
- 6. <u>Certified Trainers</u>. If you are a current certified trainer for a zipLogix Product, zipLogix hereby grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable license to use the zipLogix Product solely in connection with your training activities as a certified trainer. You may not use the zipLogix Product in connection with actual real estate transactions or for any other purpose whatsoever unless otherwise expressly licensed by

zipLogix. Your license to use the zipLogix Product will terminate immediately upon your termination from the certified trainers program unless otherwise licensed by zipLogix. Upon termination from the certified trainers program you must immediately remove the zipLogix Product from any and all computers and/or mobile devices, if applicable, and you may not use the zipLogix Product after termination unless otherwise expressly licensed by zipLogix.

7. <u>Demonstration Software</u>. If you have requested and zipLogix has granted you a zipLogix Product demonstration license, zipLogix hereby grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable license to use a zipLogix Product or particular features of a zipLogix Product as determined by zipLogix, in its sole discretion, for demonstration purposes only. The license term commences on the date zipLogix creates your account. The expiration date is determined by zipLogix, in its sole discretion. You may not use the zipLogix Product in connection with actual transactions or for any other purpose whatsoever unless otherwise expressly licensed by zipLogix. Upon termination of the demonstration license you must immediately remove the zipLogix Product from any and all computers and/or mobile devices, if applicable, and you may not use the zipLogix Product after termination unless otherwise expressly licensed by zipLogix.

### B. Installation and Use.

- 1. <u>Downloadable zipLogix Products</u>. If a downloadable zipLogix Product was purchased by you or is being provided to you pursuant to an agreement with a third party, including the zipForm® Form Viewer, if applicable, zipLogix grants you the right to install and use the zipLogix Product on any number of personal computers which are owned by you or that you are permitted to use in connection with your real estate transactions. Each license is registered to you as an individual user.
- 2. <u>Online zipLogix Products</u>. If an online zipLogix Product was purchased by you or is being provided to you pursuant to an agreement with a third party, zipLogix grants you the right to use the zipLogix Product online located at the website designated by zipLogix, subject to the terms and conditions of this Agreement. Each license is registered to you as an individual user.
- 3. zipLogix Product Multi-User License (Broker Edition). If you have purchased a multi-user Broker Edition version of a zipLogix Product, zipLogix grants you and each licensee for whom you have paid a multi-user license fee the right to use the zipLogix Product online located at the website designated by zipLogix and the right to install the zipForm® Forms Viewer, if applicable, on any number of personal computers which are owned by you and each licensee for whom you have paid a multi-user license fee, or that you and/or each licensee are permitted to use in connection with your real estate transactions. Each license is registered to you and your licensees as individual users and your office as an office location. For clarification, an "office" shall mean each and every distinct, different and unique brokerage office address or location requested or required by broker to be added as a brokerage office location in the Forms Software, which shall not be limited to physical "bricks and mortar" office addresses or locations. You agree to be responsible for monitoring your and your licensees' use and to ensure that a licensee for whom you have paid a multi-user license fee no longer has access to or use of the multi-user version of the zipLogix Product once that licensee no longer works at that office location. If you have purchased accounts for any administrative assistant(s) ("Admin Seats"), you agree to monitor to ensure that such Admin Seats are not used and accessed by individuals engaged in activities requiring a real estate license in your state. Allowing an individual engaging in activities requiring a real estate license to access and use an Admin Seat for any reason shall be considered a material breach of this Agreement. If you wish to add additional offices, licensees, or Admin Seats, you must pay additional multi-user license fees.
- 4. <u>zipLogix Product Multi-User License (Team Edition)</u>. If you have purchased the zipForm® Team Edition, zipLogix grants you and each team member for whom you have paid a zipForm® Team Edition license fee the right to use the zipForm® Team Edition online located at the website designated by zipLogix and the right to install the zipForm® Forms Viewer, if applicable, on any number of personal computers which are owned by you and each team member for whom you have paid a zipForm® Team Edition license fee, or that you and/or each team member are permitted to use in connection with your real estate transactions. If you, as the administrator of the team account, wish to additional team members, you must pay the additional license fee, if applicable, subject to the maximum number of team members permitted by zipLogix.

5. <u>Individual Use</u>. Unless otherwise expressly licensed by zipLogix, the zipLogix Products are for your individual use, and you may not modify, copy, distribute, transmit, display, reproduce, publish, license, sublicense, sell, create derivative works from or transfer the zipLogix Products or any source code, object code or documentation in connection therewith. You may not access or use the zipLogix Product account of any third party. Unless otherwise expressly licensed by zipLogix, the zipLogix Product may only be used in connection with the purchase, sale, listing, lease or management of real property, a business opportunity or other activity requiring a real estate license.

### SECTION 3. OTHER RIGHTS AND LIMITATIONS.

- A. <u>No Removal of Trademark or Copyright Notices</u>. You may not remove or alter any trademark or copyright notices on or in any zipLogix Product or any documents, printouts or PDFs generated using any zipLogix Product.
- B. <u>Distribution and Reproduction</u>. Any unauthorized reproduction, distribution or use of any zipLogix Product in whole or in part is expressly prohibited, and may result in severe civil and criminal penalties. Violators may be prosecuted to the maximum extent possible. You may not distribute or reproduce copies of the zipLogix Product to third parties, including but not limited to transferring the zipLogix Product electronically from one computer to another through any communications means or over a computer network. Except as expressly permitted by this Agreement, you may not reproduce the zipLogix Product, the forms found within the Forms Software, any webpage used in conjunction with any zipLogix Product, or any related source code, image versions, scripts or formatting styles of any webpages or forms, in any file format or representation whatsoever, including, but not limited to .pdf, HTML, JavaScript or Cascading Style Sheets. Your rights regarding any forms found within the Forms Software may be subject to restrictions or prohibitions of the copyright owner of the forms, in the copyright owner's sole discretion.
- C. <u>Prohibition on Reverse Engineering, Decompilation, and Disassembly</u>. You may not reverse engineer, decompile, or disassemble any zipLogix Product, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
- D. Rental. You may not rent, lease, or lend any zipLogix Product.
- E. <u>Support Services</u>: <u>Feedback</u>. zipLogix may provide you with support services related to zipLogix Products ("Support Services"). Use of such Support Services will be governed by zipLogix's then current policies and procedures or as may be described in the user manual built into the zipLogix Product or website, if applicable. Any supplemental software code provided to you as part of the Support Services shall be considered part of the zipLogix Product and subject to the terms and conditions of this Agreement. zipLogix may use any technical information and/or feedback you provide to zipLogix as part of the Support Services for its business purposes, including for product support and development. Any technical information and/or feedback you provide to zipLogix without consideration, and you may not use or disclose technical information and/or feedback that was first provided to zipLogix to any third party without zipLogix's prior written consent.
- F. <u>Transmission of Data to Third Parties at User Instruction</u>. zipLogix may provide you with the ability to use services ("External Services") from within or in conjunction with zipLogix Products that require the transmission of your documents, forms, or other data to a third party outside the zipLogix Products environment. External Services include but are not limited to zipForm® MLS-Connect and Partner tab web services. If you choose to use any External Service(s), you explicitly grant permission to zipLogix to transmit such data as is necessary for you to use the External Service(s) you've selected.
- G. <u>Data Exchanging Features</u>. This Agreement does not grant you, and specifically excludes, the right to use any data exchanging features contained within a zipLogix Product that allow data to be imported or exported to or from the zipLogix Product to or from any other product. Use of such data exchanging features requires that you enter into a separate end user license agreement, unless zipLogix has otherwise given its consent for you to use such features. Please contact zipLogix for information with regard to obtaining a license to use any data exchanging features contained within a zipLogix Product.

- H. <u>Data Fill Feature</u>. If you purchase or otherwise have permission to access or use a zipLogix Product which includes the Data Fill Feature (a feature that allows you to input text in certain data fields of a form or document without viewing the entire text of the form or document being completed), you acknowledge that you should review the form or document in its entirety with all text and data revealed before you send, use, or rely on the form, document or any text you fill in the form or document using the Data Fill Feature. You agree that zipLogix has no responsibility or liability whatsoever for any damages which might result from your use of the Data Fill Feature.
- I. Document Transmission Capabilities. You may not use the document transmission capabilities of any zipLogix Product, including fax and email capabilities, for marketing or promotional activities, to directly or indirectly send unsolicited commercial faxes or emails, or for your own personal use (i.e., uses not related to your real estate transactions). Use of the document transmission capabilities of any zipLogix Product in violation of these terms may result in zipLogix charging you a fee based on the number of pages you fax multiplied by the current per-page fax fee or terminating your zipLogix Product license (with no refund issued), or both. The current per-page fax fee is fifteen cents (\$0.15), which is subject to increase by zipLogix without notice.
- J. <u>Change in Pricing</u>. Unless otherwise agreed by zipLogix in writing, zipLogix reserves the right to change the pricing under which a zipLogix Product is offered at any time without notice. Pricing may be on a periodic or "per use" basis, depending upon the plan and features purchased by you or a third party, such as your brokerage, board/association of REALTORS<sup>®</sup>, or multiple listing service. Your use of the zipLogix Product is based on the pricing plan and features purchased. You may be charged additional fees for services outside of your pricing plan. Please contact zipLogix for details about your pricing plan in connection with your zipLogix Product.
- K. No Refunds. Unless expressly stated otherwise by zipLogix, any fee you pay for the use of a zipLogix Product is nonrefundable.
- L. <u>System Requirements</u>. Unless otherwise agreed by zipLogix in writing, zipLogix reserves the right to change the minimum system requirements necessary for a zipLogix Product to perform properly at any time without notice.

### **SECTION 4.** TERM AND TERMINATION.

This Agreement is effective as set forth in Section 2 for the particular zipLogix Product in question and terminates automatically at the end of that term. However, if the zipLogix Product is being provided to you under the terms of an agreement between zipLogix or REBS and a third party, such as a state/local association of REALTORS®, a real estate brokerage or a multiple listing service, the term of this Agreement may expire earlier in accordance with the terms of the agreement between zipLogix or REBS and such third party. An administrator of a multi-user version of a zipLogix Product, including but not limited to the Broker Edition and zipForm® Team Edition, may terminate a licensee's or team member's license to use the multi-user version of the zipLogix Product at any time at his/her discretion. Without prejudice to any other rights, zipLogix may terminate this Agreement immediately and without notice if you fail to make any payments required pursuant to your pricing plan for any zipLogix Product, if you fail to comply with any of the terms and conditions of this Agreement, or if in zipLogix's opinion your continued use of the zipLogix Product would result in a threat to the safety, security or privacy of a zipLogix Product or any third party. In the event of termination of this Agreement, you must immediately cease all use of the zipLogix Product, destroy all copies of the zipLogix Product and uninstall any and all versions of the zipLogix Product from each and every computer in which the zipLogix Product is installed. Any license fees paid to zipLogix for use of and access to the zipLogix Product shall be non-refundable in the event this Agreement is terminated prior to the end of the term.

# SECTION 5. OWNERSHIP; THIRD PARTY FORMS; THIRD PARTY PRODUCTS AND SERVICES.

A. <u>In General</u>. All right, title and interest in the Forms Software and all other zipLogix Products, including but not limited to all copyrights, trademarks and trade secrets and any copies thereof, are owned by zipLogix and/or its suppliers, licensors and other third parties. All right, title and interest in the proprietary forms within the Forms Software are owned by their respective copyright owners and/or licensors. The trademarks "zipForm®," "zipForm® Plus," "zipForm® 6," "zipForm Online®," "zipForm® Mobile Web Edition," "zipFormMLS-Connect®," "MLSPushTM" "zipLogix Digital Ink®," "zipVault®," "zipConsultTM," and "TouchSign®" are owned by zipLogix.

The trademark "ePUBS®" is owned by REBS. All rights not expressly granted are reserved by zipLogix and its suppliers, licensors and other third parties.

- B. <u>ERC Forms</u>. Certain forms in the Forms Software may be licensed to zipLogix by the Employee Relocation Council (ERC) and are subject to the terms of that license. The use of all ERC forms generated by the Forms Software is limited to the preparation of completed forms by the end-user for its business use. The reproduction of blank forms is strictly prohibited. ERC reserves the right to change, modify, or discontinue the use or endorsement of any of its forms at any time, without notice to the end-user. ERC makes no claims or representations concerning its forms whatsoever, including their fitness for any specific purpose. ERC is not connected in any way with any software vendor and licenses its forms widely.
- C. Florida Association of REALTORS® ("FAR") Forms. FAR and FAR/BAR forms © 2016 Florida Association of REALTORS®. All rights reserved. The FAR and FAR/BAR forms included in this software are reproduced under a license agreement from Real Estate Industry Solutions LLC ("REIS"), licensing agent of the Florida Association of REALTORS®. This license agreement does not constitute an endorsement or recommendation of this software by REIS or FAR. Blank forms may not be resold, repackaged or redistributed to any third party. Read your terms of service carefully.
- D. AIR Essentials for zipForm®-User Information; Representations and Warranties; Form Changes. If you purchase, access or use AIR Essentials for zipForm® (the "Commercial Forms Library"), you agree that REBS and/or zipLogix may provide AIR Commercial Real Estate Association ("AIR") with your name, company name, business address, e-mail address and your business telephone number (your "Information"): to assist you; for statistical purposes; for AIR's own membership needs; and to offer you AIR training, educational materials and other products and services. AIR shall not sell or transfer your Information without your written consent. Reasonable steps are taken to maintain the accuracy and update the Commercial Forms Library on the website. However, AIR, C.A.R, REBS and zipLogix make no representations or warranties regarding the accuracy of the forms, nor do they make any commitment to update the forms. C.A.R. and AIR reserve the right in their sole discretion to add, remove or otherwise modify the forms, and C.A.R., REBS and/or zipLogix may modify the website at any time without notice. As these forms are frequently modified to meet changing requirements of the law and industry practice, feel free to contact AIR at (213) 687-8777 and fax (213) 687-8616, to ensure you are using the most current version of the form. All right, title and interest in the Commercial Forms Library belong solely to AIR. zipLogix is not responsible for AIR's conduct with regard to the Information or the modification of AIR's forms.
- E. <u>AIR Nationwide Library</u>. If you purchase, access or use the AIR nationwide library of forms, the following terms apply: While AIR endeavors to create forms that have widespread applicability throughout the United States, neither AIR nor zipLogix represent or warrant in any manner that any form in the AIR nationwide library complies with the laws, rules and/or regulations of, or is otherwise valid and enforceable in or appropriate for, the jurisdiction in which the form is used or for your particular transaction. You are advised to consult with an appropriate professional (i.e. an attorney, tax advisor, etc.) to determine whether a specific form complies with federal, state and/or local laws, rules and regulations and is otherwise valid and enforceable in the relevant jurisdiction and appropriate for your particular transaction. AIR reserves the right in its sole discretion to add, remove or otherwise modify a form in the AIR nationwide library of forms at any time without notice and as such, you may wish to contact AIR at (213) 687-8777 to ensure that you are using the most current version of the form. zipLogix is not responsible for AIR's conduct with regard to the modification of its forms.
- F. New Hampshire Association of REALTORS® Library. The use of the forms provided by NHAR are offered and conditioned on the acceptance of the following terms, conditions, and notices. If you do not agree with these terms and conditions, do not use the NHAR forms. The forms provided by NHAR should not be used as a substitute or an alternative for the advice of an attorney. NHAR does not provide legal advice. NHAR's forms cannot therefore be relied upon as the equivalent of legal advice. Because the law changes rapidly, NHAR cannot guarantee that the forms provided are current or correct. Not only does the law differ from jurisdiction to jurisdiction, but it also is subject to interpretation by different courts. The forms provided by NHAR will not fit every circumstance. Therefore, you should have the forms provided by NHAR reviewed by your own counsel prior to your use. Also, if you need legal advice for a specific problem, you should consult a licensed attorney. NHAR is not responsible for any loss, injury, claim, liability, or damage related to your use of the forms provided by NHAR, specifically claims

related to errors or omissions in the content of the forms provided by NHAR. In short, your use of the forms provided by NHAR is at your own risk. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, NHAR DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COMPATIBILITY, SECURITY AND ACCURACY. YOU AGREE THAT NHAR IS NOT LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF THE ASSOCIATION FORMS CONTAINED IN THE ASSOCIATION LIBRARY, INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL AND PUNITIVE DAMAGES.

- G. <u>California Association of REALTORS®</u> Forms. California Association of REALTORS® ("<u>C.A.R.</u>") owns all copyright in the C.A.R. forms, unless otherwise stated on the form. C.A.R. forms are licensed only for use in real estate transactions by real estate professionals licensed and in good standing with the California Bureau of Real Estate and attorneys licensed and in good standing with the California State Bar. Blank C.A.R. forms may not be printed or exported from zipForm®. Use of C.A.R. forms other than as expressly licensed is prohibited. You understand and acknowledge that Third Party Forms (as defined in Section 8(E)) are not covered by C.A.R.'s User Protection Agreement unless expressly indicated in writing by C.A.R.
- H. Chicago Association of REALTORS® Forms. CHICAGO ASSOCIATION OF REALTORS® IS PROVIDING THESE FORM CONTRACTS TO AGENTS AND THEIR CLIENTS FOR INFORMATIONAL PURPOSES. ANYBODY USING THESE FORM CONTRACTS SHOULD CONSULT WITH AN ATTORNEY BEFORE DECIDING WHICH FORM CONTRACT TO USE, WHICH FORM CONTRACTS NOT TO USE, AND BEFORE ACTUALLY USING ANY FORMS.

### SECTION 6. DISCLAIMERS; LIMITATION OF LIABILITY.

- A. Disclaimer of Warranties. OTHER THAN THE LIMITED WARRANTIES EXPRESSLY PROVIDED IN THIS AGREEMENT, ZIPLOGIX EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES FOR THE ZIPLOGIX PRODUCTS. EACH ZIPLOGIX PRODUCT AND ANY RELATED DOCUMENTATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED OR WITHOUT STATUTORY, **INCLUDING** LIMITATION THE **IMPLIED** WARRANTIES MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, WORKMANLIKE EFFORT, TITLE AND THE ENTIRE RISK ARISING OUT OF USE OR PERFORMANCE OF THE NONINFRINGEMENT. ZIPLOGIX PRODUCT REMAINS WITH YOU. ZIPLOGIX MAKES NO WARRANTY THAT ANY ZIPLOGIX PRODUCT WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE. ZIPLOGIX DISCLAIMS ANY AND ALL RESPONSIBILITY FOR ANY INTERFERENCE OR SUSPENSION OF INTERNET SERVICE OR FOR ANY LOSS OR CORRUPTION OF DOCUMENTS, DATA, OR LOSS OF ANY OTHER MATERIALS YOU MAY STORE ON THE INTERNET. ZIPLOGIX MAKES NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, OR AVAILABILITY OF ANY ZIPLOGIX PRODUCT FOR ANY PURPOSE.
- B. <u>Disclaimer for User Transactions</u>. You acknowledge and agree that zipLogix and/or REBS: (a) is not and shall not be deemed a party to any transaction or document stored using any zipLogix Product by you or any third party; (b) makes no representations or warranties and shall not be liable for the content, validity, legality, enforceability, accuracy, suitability or appropriateness of any document, content, information or transaction in any zipLogix Product; and (c) makes no representations or warranties and shall not be liable in any way for the ability or inability to access, view, review and/or receive documents in any zipLogix Product or within any particular period of time.
- C. <u>Disclaimer for Third Party Forms</u>. While the owner/licensor of Third Party Forms (as defined in Section 8.E) may provide warranties and representations for some of all of its Third Party Forms, such warranties and representations, if any, are of the owner or licensor and not zipLogix. zipLogix and its affiliates make no representations, warranties or guarantees whatsoever regarding the use, content, legality or sufficiency of such Third Party Forms, or that the Third Party Forms are the most accurate or up-to-date version of such forms, unless expressly indicated in writing by zipLogix or its affiliates, as applicable. All right, title and interest in and to the Third Party Forms belong solely to such third party and/or its licensors, as applicable. All other portions of Section 6 shall remain applicable for such Third Party Forms.

- D. <u>Disclaimer for Third Party Products and Services</u>. The Forms Software may contain, provide links to, or refer to products and services that are owned and/or licensed to zipLogix by third parties ("Third Party Products"). All right, title and interest in and to the Third Party Products belong solely to such third party and/or its licensors, as applicable. zipLogix and its affiliates make no representations, guarantees or warranties whatsoever regarding the use, content, legality or sufficiency of Third Party Products unless expressly indicated in writing by zipLogix or its affiliates, as applicable. Please review any applicable license agreements and/or privacy policies before using such Third Party Products to be sure the terms are acceptable to you. The Forms Software may also include the names of certain Third Party Products and services in drop-down menus provided to users to fill in form fields. zipLogix and its affiliates make no representations, guarantees, or warranties whatsoever regarding the use, content, quality, legality, or sufficiency of these products or services.
- E. Limitation of Liability. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL ZIPLOGIX OR ITS SUPPLIERS OR LICENSORS BE LIABLE FOR ANY PUNITIVE. SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE ZIPLOGIX PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF ZIPLOGIX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF SUCH DAMAGES WERE FORESEEABLE. IN ANY CASE ZIPLOGIX'S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS AGREEMENT WILL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU FOR THE ZIPLOGIX PRODUCT OR U.S. FIFTY DOLLARS (\$50.00). BECAUSE SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY OR WARRANTIES, CERTAIN EXCLUSIONS AND LIMITATIONS IN THIS SECTION 6 MAY NOT APPLY TO YOU, AND IN SUCH CASE, THE WARRANTIES ARE LIMITED TO THE MINIMUM WARRANTY PERIODS ALLOWED BY THE APPLICABLE LAW. YOU SPECIFICALLY AGREE THAT ZIPLOGIX SHALL NOT BE RESPONSIBLE OR LIABLE IN ANY WAY WHATSOEVER FOR UNAUTHORIZED ACCESS TO, USE OR ALTERATION OF YOUR DATA, ANY MATERIAL, CONTENT, DATA SENT OR RECEIVED OR NOT SENT OR RECEIVED, OR ANY TRANSACTION CREATED, ACCESSED OR STORED IN CONNECTION WITH THE ZIPLOGIX PRODUCT, WHETHER EXPRESS, IMPLIED OR STATUTORY.

## SECTION 7. MISCELLANEOUS.

- A. <u>Entire Agreement; Amendment</u>. Unless otherwise specified herein, this Agreement, together with your pricing plan and any individual license agreements regarding data exchanging features of zipLogix Products, constitute the entire agreement between you and zipLogix regarding the subject matter hereof, and this Agreement, together with your pricing plan and any individual license agreements regarding data exchanging features of zipLogix Products, supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and zipLogix regarding the subject matter hereof. Except as explicitly set forth herein, this Agreement may not be amended except in a writing signed by the parties.
- B. <u>Jurisdiction and Venue</u>. This Agreement shall be governed by and construed in accordance with the substantive and procedural laws of the State of California, excluding its conflict of law principles. All claims and disputes arising under or relating to this Agreement are to be settled by binding arbitration in the County of Los Angeles, State of California or another location mutually agreeable to the parties. An award of arbitration may be confirmed in a court of competent jurisdiction. Federal arbitration laws and California state arbitration laws apply to this Agreement. The parties agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated, or representative action. Each party hereby authorizes and accepts service of process sufficient for personal jurisdiction in any action against it as contemplated by this paragraph by registered or certified mail, return receipt requested, postage prepaid, or nationally recognized overnight courier. You hereby waive any objection you may have in any such action based on lack of personal jurisdiction, improper venue or inconvenient forum.
- C. <u>Relationship</u>. You agree that no joint venture, partnership, employment, or agency relationship exists between you and zipLogix as a result of this Agreement.

- D. <u>Indemnification</u>. You agree to indemnify and hold zipLogix, its parents, subsidiaries, affiliates, and its and their directors, officers and employees, harmless from any claim, action, demand, loss, cost, expense or damage, including reasonable attorneys' fees, asserted by any third party due to or arising out of your use of any zipLogix Product.
- E. <u>Severability</u>; <u>Waiver</u>. If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Agreement shall continue in effect. A party's waiver of any breach of this Agreement must be made in writing and shall not constitute a waiver of any other breach. A party's failure to demand performance of any obligation shall not constitute a waiver of a party's right to demand performance of such obligation in the future.
- F. <u>Information Regarding zipLogix Products and Services</u>. You consent to zipLogix sending you information via fax and/or email regarding products and services that may be interesting or valuable to you via the contact information you provided. If you no longer wish to receive information regarding such products and services, please make your request by visiting <a href="http://support.zipform.com/emailsupport.asp">http://support.zipform.com/emailsupport.asp</a> or call (586) 840-0140. We will implement your request as quickly as possible.
- G. <u>Transfer and Assignment</u>. You may not transfer and/or assign any or all of your rights or obligations under this Agreement.
- H. <u>Survival</u>. All provisions which may reasonably be construed to survive shall survive the expiration or termination of this Agreement.

## **ADDITIONAL TERMS FOR SPECIFIC ZIPLOGIX PRODUCTS**

#### SECTION 8. FORMS SOFTWARE.

- A. Exporting; Portable Data Format (.pdf); Other File Formats. zipLogix grants you the right to use the Forms Software to export the desktop, online and multi-user versions of the forms to .pdf format. The export of the forms will result in the creation of a .pdf file. zipLogix shall not be responsible for providing you with the applicable software to open, view or otherwise use the .pdf file. Forms exported from the Forms Software to .pdf format may not be altered, manipulated or changed in any way, including but not limited to, altering the form text or data, "unlocking" or otherwise opening or attempting to open or bypass the security/password protection of a .pdf form, making a derivative work(s), adding any data, text, graphics or software into or on top of a form, converting the form from .pdf format to a different file format, removing copyright dates and/or symbols, and removing company specific information which is embedded in the form, unless expressly permitted by the copyright holder of the form. Any violation of this section shall be deemed a material breach of this Agreement and may result in a violation of law and civil and/or criminal penalties. Certain fonts in your computer's operating system/software may be missing or corrupt due to no fault of the Forms Software, which may result in formatting, saving, printing and e-mailing problems or other errors in your .pdf documents. You agree that zipLogix has no responsibility or liability whatsoever for any damages which might result from such errors in your .pdf documents. If you experience problems or errors in .pdf documents due to missing or corrupted fonts, please contact your computer system/software provider (e.g. Microsoft®, Apple®, etc.) or Adobe® (www.adobe.com) for assistance.
- B. <u>Printing Out or Using Blank or Partially Blank Forms</u>. The Forms Software is intended to be used as an electronic forms-filling software program. Unless permitted by the copyright holder of the forms, you may not use the Forms Software to:
  - print out, reproduce or display on the Internet or in any other manner, blank or partially blank pages or copies of the forms contained within the Forms Software (i.e. forms with partial or no text filled into the fillable portion of the forms) in any way or in any file format, including blank .pdf or HTML versions of the forms; or
  - enter nominal characters, such as "." "," "xxxxxxxx" or other characters that do not in good faith constitute real estate transaction information to enable the printing of essentially blank forms; or

print out blank or essentially blank forms and manually insert information on the hard copies.

Such actions may constitute a copyright violation of the copyright owner's forms, may result in a violation of law and civil and/or criminal penalties and, in addition to any other remedies, may result in the termination of this Agreement by zipLogix.

- C. Transaction Document Storage. You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any transaction, template, clause, content, form or document maintained by the Forms Software. You acknowledge that zipLogix reserves the right to delete accounts and/or stored documents within accounts that have not been active or modified for a period of fourteen (14) months. The amount of storage space available to you will depend upon the plan and features purchased by you or, if the Forms Software is being provided to you under the terms of an agreement between zipLogix and/or REBS and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, the plan and features purchased by such third party. Your documents will be stored in the Forms Software for a period of time that is dependent upon your state (or other jurisdiction) and the creation date or the closing date of the transaction to which the documents are related, except that zipLogix shall have no obligation to maintain or provide you with any transaction, document, information, or access to your account once your Forms Software license term expires or terminates for any reason. After the applicable time period, your transactions (and all associated transaction documents) will be deleted from your account and will not be recoverable by you. These periods of time are subject to change at any time without notice. zipLogix shall not be responsible or liable to you or any third parties in any way whatsoever for documents or transactions that are deleted in accordance with this policy. If you wish to save Forms Software transaction documents beyond the applicable time frame, you should export the documents to another location, such as saving the documents in zipVault® or on your computer, CD-ROM or some other external storage medium.
- D. <u>User Name</u>. Forms printed or exported from the Forms Software may identify the licensed user's name and/or company information at the bottom of the forms. You must use the licensed user's correct name and company information within the Forms Software and it shall be considered a material breach of this Agreement to use anyone else's name or include a false company name and/or address within the Forms Software; except that users with Admin Seat licenses may enter the name and company information for the applicable real estate licensees under the Agreement and users of the zipForm<sup>®</sup> Team Edition may create and edit transactions for other members of the same team using such member's name and company information to the extent permitted by zipLogix and the Forms Software. To reduce the possibility that some users may attempt to share their access and use of the Forms Software with others, the information at the bottom of the forms, once it is entered, may not be changeable by you. Please contact zipLogix to change such information.
- E. Form Libraries. The Forms Software may contain "libraries" of forms and other forms that are owned and/or licensed by third parties, such as a board/association of REALTORS'® forms, a multiple listing service's forms or an individual brokerage company's mandated/recommended internal office forms ("Third Party Forms"). Third Party Forms are licensed to zipLogix by third parties and you must have a separate license to access each library of Third Party Forms. Any license to use Third Party Forms is subject to Sections 5 and 6(C) of this Agreement. If you purchase a license to use Third Party Forms, or if such license is being provided to you under the terms of an agreement between zipLogix or REBS and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, zipLogix grants you a license to access and use the applicable Third Party Forms in connection with the Forms Software for the duration of your Forms Software license term as set forth in Section 2(A); provided, that your license to use such Third Party Forms may terminate earlier in accordance with the applicable license agreement between zipLogix and the Third Party Forms licensor. You acknowledge and agree that zipLogix shall have no obligation to provide you with access to or use of Third Party Forms after the license agreement between zipLogix and the applicable Third Party Forms licensor terminates for any reason. You further acknowledge and understand that once your license to use Third Party Forms terminates for any reason, you will no longer be able to access new Third Party Forms in the applicable library. If you wish to save Third Party Forms you have used in your Forms Software transactions beyond the term of your applicable Third Party Forms license period, you should export the documents to another location, such as saving the documents in zipVault® or on your computer, CD-ROM or some other external storage medium.

- F. <u>Export Restrictions</u>. You agree that you will not export or re-export the Forms Software to any country, person, entity or end user subject to U.S.A. export restrictions.
- G. <u>Limited Warranty for zipForm® Standard</u>. zipLogix warrants that zipForm® Standard will be free of material defects for a period of ninety (90) calendar days from the date of your purchase or acquisition, as applicable. Within this period, zipLogix will replace any defective zipForm® Standard software without charge. Refunds will not be issued to you or the purchasing party, as applicable, unless the defect cannot be remedied by a replacement.
- H. <u>Forms Software Data Exchange</u>. The Forms Software may automatically exchange data between your zipForm<sup>®</sup> Standard account and the zipForm<sup>®</sup> Plus server. Transactions in your zipForm<sup>®</sup> Standard account may be copied and saved to your zipForm<sup>®</sup> Plus account unless you elect to turn off this feature in zipForm<sup>®</sup> Standard.
- I. <u>Compliance with Law.</u> zipLogix shall not be responsible for, and you are solely responsible for, determining whether you have any retention obligations for any documents within the Forms Software and whether your use of the Forms Software to store documents complies or does not comply with any and all laws, rules and regulations relating to retention or audit of records, including, but not limited to, the Electronic Signatures in Global and National Commerce Act (E-Sign), the Uniform Electronic Transactions Act (UETA) and your state's laws and regulations pertaining to retention or audit of records and the real estate industry. zipLogix makes no representations or warranties that the Forms Software is appropriate for any retention or audit obligations that may be required for your particular transaction. If you are unsure whether your use of the Forms Software to store documents complies or does not comply with relevant law, please consult an appropriate professional, such as an attorney.

## J. zipForm® Team Edition.

- 1. The ability of an administrator of a team account to add additional members is solely within zipLogix's discretion and is subject to the maximum number of persons permitted per team account and payment of the applicable fee. An agent can only be a member of one team account at a time. A transaction coordinator/assistant can be a member of more than one team account with the payment of the applicable fee(s). The administrator for the team account can add and remove team members at any time, up to the maximum number of team members permitted by zipLogix. Once a team member is removed from a team account, such team member will no longer have access to any transactions within the team account or any transactions saved to zipVault® for the team account. Transactions created in the team account will only be stored by zipLogix as long as the team account is active. If you wish to save transactions you have used in your team account beyond the term of your applicable team account license period, you should export the documents to another location, such as saving the documents in your individual zipVault® account or on your computer, CD-ROM or some other external storage medium.
- 2. Each team member will be able to create, edit, modify, print, send, export and delete transactions for, or on behalf of, any other member of the team. Each team member will be able to use other team member's names and contact information to create, edit, modify, print and send transactions, and each team member will be able to access the contact list of the other team members. Each team member will only be able to access the forms libraries for which such member has a valid license. Joining a team account will not create a license for, or otherwise enable, an individual team member to view, access, create, edit or modify forms in a forms library for which such member does not have a valid license, even if another team member has a valid license for such other forms library. Team members may not alter the name of the agent and broker that prints automatically at the bottom of each form, including by altering the form to add the name of the team.

### SECTION 9. OTHER ZIPLOGIX PRODUCTS AND SERVICES.

A. <u>zipForm®MLS-Connect and MLSPush™</u>. zipForm®MLS-Connect and MLSPush™ are expressly designed and intended to be used in conjunction with the Forms Software, and cannot be used if you do not have or fail to maintain a valid license to use the Forms Software. Your license to use zipForm®MLS-Connect and/or MLSPush™ entitles you to access your individual Forms Software account only, and you may not access the Forms Software account of any other end user through zipForm®MLS-Connect and/or MLSPush™. In order to use zipForm®MLS-Connect and/or MLSPush™, you must have and maintain valid permission to access and use content within the database of your multiple listing service ("MLS"), and your MLS must have an agreement in place with zipLogix in connection with zipForm®MLS-Connect and/or MLSPush™. Should the agreement between zipLogix and your

MLS terminate, your access to and use of zipForm®MLS-Connect and/or MLSPush™ shall also terminate. Any fee you paid for the use of zipForm®MLS-Connect and/or MLSPush™ will not be refunded to you.

- B. <u>Single Sign On.</u> Your use of the Single Sign On services ("SSO") shall at all times be subject to and must be in compliance with this Agreement. The SSO will only be available if zipLogix maintains agreements with providers of each product and service to be accessed by the SSO. If zipLogix's agreement with a provider terminates, your access to and use of the provider's product or service using the SSO shall also terminate. All products and services accessed under the SSO will be linked to, and capable of being accessed using, a single password or set of credentials. You should therefore exercise caution, prudence and care in using the password and/or set of credentials to protect them from unauthorized access, disclosure and use. You agree that zipLogix has no responsibility or liability whatsoever for any damages which might result from such unauthorized access, disclosure and use.
- C. <u>ePUBS</u><sup>®</sup>. If you are a C.A.R. Member during the current membership year, zipLogix grants you a license to use ePUBS<sup>®</sup> and to e-mail or otherwise provide ePUBS<sup>®</sup> publications to your clients and customers during the current membership year, or that portion of the current membership year during which you remain a member, if shorter. You must have an active Forms Software account in order to access and/or use ePUBS<sup>®</sup>. Should your Forms Software account terminate, you will no longer be able to access or use ePUBS<sup>®</sup>, and no refund will be issued to you. You may not sell, resell, license, sublicense, publish, make derivative works from or publicly display (e.g. on your website or any other websites), or alter (except as expressly permitted in ePUBS<sup>®</sup>) any ePUBS<sup>®</sup> publications, and you may not reproduce any portion of any ePUBS<sup>®</sup> publication other than as expressly permitted without REBS' prior written consent. Except as expressly permitted herein, you may not allow others to access or use your ePUBS<sup>®</sup> license or any ePUBS<sup>®</sup> publication accessible under your license. Certain ePUBS<sup>®</sup> publications cannot be e-mailed to clients and customers unless you have an open transaction, or you fill in the appropriate client information on the separate signature page of the publication or the last page of the publication, as applicable. Your or your broker's name, brokerage information, client name and property information may be auto-populated at the bottom of certain ePUBS<sup>®</sup> publications. ePUBS<sup>®</sup> is a registered trademark of REBS.
- D. Beta Test License. If you are a beta test user of a zipLogix Product, you acknowledge that zipLogix is conducting beta testing for the zipLogix Product and you agree to participate in such testing and to provide feedback as requested by zipLogix. Feedback consists of any of your suggestions, comments or other feedback whether it is required or provided by you voluntarily relating to the zipLogix Product ("Feedback"). You agree that zipLogix may freely use, disclose, reproduce, license, publish and distribute Feedback in the zipLogix Product or any zipLogix product or service, specifications, or other documentation; and none of the Feedback you provide is subject to or infringes upon any patent, copyright, or other intellectual property claim or right of any third party or requires any permissions, consents or approvals from any third party. This beta test license does not include and specifically excludes the right to copy, reproduce, distribute, modify, lease, license, sell, make derivate works from, or use the zipLogix Product or any other information or materials provided to you by or on behalf of zipLogix other than expressly set forth in this section unless zipLogix states otherwise in writing. Due to the experimental nature of the zipLogix Product and the possibility of bugs, errors or other malfunctions therein, use of the software in an actual real estate transaction is at your own risk. You agree that zipLogix shall not be liable to you, your customers, clients or any third parties for any deletion, corruption or failure of the zipLogix Product or zipLogix's servers to store, maintain or transmit any transaction, template, clause, data or other content. zipLogix shall have no obligation to maintain any data or content or to forward any data or content to you or any third party. zipLogix shall have the right and option to limit, alter, change, remove and correct the features, functionality and any other aspect of the zipLogix Product; and to deny, limit access or limit levels of access to the zipLogix Product and to terminate this beta test license at any time without notice. zipLogix may, in its discretion, provide technical and customer support to you in connection with the zipLogix Product, upon terms to be determined solely by zipLogix. You shall not be entitled to receive any fees or reimbursement for any expenses incurred by you in connection with the zipLogix Product and this beta test license. YOU ACKNOWLEDGE THAT THE ZIPLOGIX PRODUCT IS EXPERIMENTAL IN NATURE, STILL IN THE DEVELOPMENT STAGE, AND HAS NOT BEEN FULLY TESTED. THE ZIPLOGIX PRODUCT IS PROVIDED "AS IS" AND MAY NOT BE FUNCTIONAL ON ANY MACHINE OR IN ANY ENVIRONMENT. ZIPLOGIX IS UNDER NO OBLIGATION TO FIX ERRORS, IMPERFECTIONS OR INCOMPATIBILITIES FOUND IN THE ZIPLOGIX PRODUCT. DISCLAIMS ALL WARRANTIES RELATING TO THE ZIPLOGIX PRODUCT. EXPRESS OR IMPLIED. INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A

PARTICULAR PURPOSE AND NON-INFRINGEMENT, AND TO THE AVAILABILITY OR RELIABILITY OF THE ZIPLOGIX PRODUCT, ZIPLOGIX'S SERVERS OR THE INTERNET. YOU ASSUME THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE ZIPLOGIX PRODUCT. ZIPLOGIX DOES NOT WARRANT OR GUARANTEE THAT YOUR USE OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. BECAUSE SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY OR WARRANTIES, CERTAIN EXCLUSIONS AND LIMITATIONS IN THIS SECTION MAY NOT APPLY TO YOU, AND IN SUCH CASE, THE WARRANTIES ARE LIMITED TO THE MINIMUM WARRANTY PERIODS ALLOWED BY THE APPLICABLE LAW.

### E. zipLogix Digital Ink®.

#### 1. In General.

- (a) You must be at least eighteen (18) years old to use zipLogix Digital Ink<sup>®</sup>.
- (b) Should your Forms Software license terminate, your access to and use of zipLogix Digital Ink® and any documents maintained or stored therein may terminate simultaneously, your subscription fee shall not be refunded, and the documents will be deleted from zipLogix Digital Ink® within a time period at zipLogix's discretion and may not be recoverable.
- 2. Transaction Document Storage. zipLogix Digital Ink® documents will be maintained by zipLogix, or a third party on behalf of zipLogix, for a period of time that is dependent upon your state (or other jurisdiction) and the creation date or the closing date of the transaction to which the documents are related, except that zipLogix shall have no obligation to maintain or provide you with any transaction, document, information, or access to your account once your zipLogix Digital Ink<sup>®</sup> license term expires or terminates for any reason. zipLogix reserves the right to delete accounts that are inactive or have not been modified for a period of fourteen (14) months. You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any transaction, template, clause, content, form or document maintained or transmitted by zipLogix Digital Ink®. After the termination or expiration of your zipLogix Digital Ink® account for any reason, subject to the terms as expressly set forth herein, documents will be deleted from your account and will not be recoverable. zipLogix shall not be responsible or liable to you or any third parties in any way whatsoever for documents or transactions that are deleted in accordance with this policy. If you wish to save documents signed using zipLogix Digital Ink® beyond the applicable time frame, you should export those documents to zipVault® or another location, such as saving documents in .pdf form on your computer, or on a CD-ROM, etc. zipLogix may establish limits concerning the maximum number of documents and transactions that may be stored, signed, or transmitted, the maximum amount of disk space that will be allotted on zipLogix's servers on your behalf, and the maximum number of times and duration you may access zipLogix Digital Ink® in a given period of time, which are subject to change at any time without notice.
- 3. <u>Disclaimer; Digital Signatures</u>. You acknowledge and agree that zipLogix makes no representations or warranties and is not liable for the accuracy, validity or invalidity of any authentication measure used in connection with zipLogix Digital Ink<sup>®</sup>. You may upload and sign .pdf documents in zipLogix Digital Ink<sup>®</sup>. If the uploaded document already contains a digital signature, zipLogix Digital Ink<sup>®</sup> will create a new .pdf file in which the existing digital signature is converted into a copy of the digital signature (an "Image"), similar to a photocopy of a document with a signature. You understand and acknowledge that the Image is not a digital signature and will not contain the security features associated with a digital signature. You may add new digital signatures to the uploaded document using zipLogix Digital Ink<sup>®</sup>. The new zipLogix Digital Ink<sup>®</sup> digital signatures will have all of the security features associated with digital signatures. If you need to access and recover pre-existing digital signatures that were converted into Images, those digital signatures will still be available in the original .pdf file.
- 4. Compliance with Law. As routine practice, zipLogix provides consumer disclosures for all signature transactions processed through zipLogix Digital Ink®. However, zipLogix shall not be responsible for, and you are solely responsible for, determining whether the use of an electronic record or electronic signature complies or does not comply with any and all laws, rules and regulations, including but not limited to electronic record and electronic signature laws such as the Electronic Signatures in Global and National Commerce Act (E-SIGN) or the Uniform Electronic Transactions Act (UETA) and your state's laws and regulations pertaining to electronic record and

electronic signatures and the real estate industry. zipLogix shall not be responsible or liable for, and you are solely responsible for, determining whether a consumer (as defined under applicable law) must be provided with a disclosure required by law to be in writing, whether the delivery of an electronic record satisfies such law, and for providing such disclosure to the consumer. zipLogix makes no representations or warranties that the consumer disclosures in zipLogix Digital Ink® are appropriate for or provide all of the disclosures as required for your particular transaction. If you are unsure whether your electronic record or electronic signature complies or does not comply with relevant law, please consult an appropriate professional, such as an attorney.

### F. <u>zipVault<sup>®</sup></u>.

- 1. General. Your license entitles you to use zipVault® in connection with your individual Forms Software account only. You may not access or use zipVault® through the zipLogix account of a third party. Should your zipVault® license terminate, your access to and use of zipVault® and any documents maintained or stored therein will terminate simultaneously, your subscription fee, if any, shall not be refunded, and the documents will be deleted from zipVault® within a time period at zipLogix's discretion and may not be recoverable by you.
- 2. <u>Document Storage/Deletion</u>. You must maintain a valid zipVault<sup>®</sup> license to store and access documents using zipVault®. Except as expressly set forth herein, zipLogix shall have no obligation to maintain any document, content, or form and zipLogix shall have no obligation to provide you with any document, information or access to your account once your zipVault® license term expires or terminates for any reason. The amount of storage space available to you in zipVault® will depend upon the plan and features purchased by you, or if zipVault® is being provided to you under the terms of an agreement between zipLogix and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, the plan and features purchased by such third party. Except as provided herein, your documents will be stored in zipVault® for a period of time that is dependent upon your state (or other jurisdiction) and the creation date or the closing date of the transaction to which the documents are related. You may delete documents that you have stored using your personal zipVault® account at any time. You (or your broker, if applicable) may designate a deletion date that is earlier than the default deletion date available to you under your zipVault® plan. Please contact zipLogix for details about your zipVault® plan and features. After the applicable time period, stored documents will be deleted from zipVault® and will not be recoverable by you. These storage times are subject to change at any time without notice. Any change to applicable storage times will affect only those transactions created after the change is made. Once a transaction document is deleted, you will not be able to recover the deleted document using your zipVault® account. You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any document, form or content stored, maintained or transmitted by zipVault<sup>®</sup>. zipLogix has no obligation to provide you or third parties with any documents that have been deleted for any reason. You agree that zipLogix shall not be responsible or liable to you or any third parties in any way for stored documents deleted in accordance with this policy. If you wish to save documents you have uploaded and stored using zipVault® beyond the expiration of the applicable time period or prior to the expiration or termination of your zipVault® license, you should export the documents to another location, such as saving the documents on your computer, on a CD-ROM or some other external storage medium. zipLogix reserves the right to limit the amount of storage space available to you, to limit the types of files eligible for storage, to charge a fee for additional storage space and to otherwise change the terms and conditions of document storage, retention and deletion using zipVault® at any time. If you wish to purchase additional storage capacity or time, you should contact zipLogix.
- 3. Compliance with Law. zipLogix shall not be responsible or liable for, and you are solely responsible for, determining whether your use of zipVault® to store documents complies or does not comply with any and all laws, rules and regulations relating to retention or audit of records including, but not limited to, the Electronic Signatures in Global and National Commerce Act (E-Sign), the Uniform Electronic Transactions Act (UETA) and your state's laws and regulations pertaining to retention or audit of records and the real estate industry. If you are unsure whether your use of zipVault® to store documents complies or does not comply with relevant law, please consult an appropriate professional, such as an attorney.

## G. TouchSign®.

### 1. In General.

- (a) You must be at least eighteen (18) years old to use TouchSign<sup>®</sup>.
- (b) <u>Acquired as part of zipForm® Mobile Web Edition</u>. If you acquired a TouchSign® license as part of your zipForm® Mobile Web Edition subscription, zipLogix grants you a license to use TouchSign® for the duration of your zipForm® Mobile Web Edition subscription. Should your zipForm® Mobile Web Edition license terminate, your access to and use of TouchSign® will terminate simultaneously and your subscription fee, if any, shall not be refunded.
- 2. <u>Transaction Document Storage</u>. You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any signature, transaction, template, clause, content, form or document executed or transmitted by TouchSign<sup>®</sup>. If you wish to save documents you have signed using TouchSign<sup>®</sup> you should export those documents to zipVault<sup>®</sup> or another external storage location, such as by saving documents in .pdf form on your computer or on a CD-ROM.
- 3. <u>Disclaimer; Limitations</u>. You acknowledge and agree that zipLogix makes no representations or warranties relating to the accuracy, validity or invalidity of any authentication measure used in connection with TouchSign<sup>®</sup>. zipLogix may establish limits concerning the maximum number of documents and transactions that may be signed or transmitted, the maximum amount of disk space that will be allotted on zipLogix's servers on your behalf, and the maximum number of times and duration you may access TouchSign<sup>®</sup> in a given period of time, which are subject to change at any time without notice.
- 4. Compliance with Law. As routine practice, zipLogix provides consumer disclosures for all signature transactions processed through TouchSign®. However, zipLogix shall not be responsible for, and you are solely responsible for, determining whether the use of an electronic record or electronic signature complies or does not comply with any and all laws, rules and regulations including, but not limited to, electronic record and electronic signature laws such as the Electronic Signatures in Global and National Commerce Act (E-SIGN) or the Uniform Electronic Transactions Act (UETA) and your state's laws and regulations pertaining to electronic records and electronic signatures and the real estate industry. zipLogix shall not be responsible or liable for, and you are solely responsible for, determining whether a consumer (as defined under applicable law) must be provided with a disclosure required by law to be in writing, whether the delivery of an electronic record satisfies such law, and for providing such disclosure to the consumer. zipLogix makes no representations or warranties that the consumer disclosures in TouchSign® are appropriate for or provide all of the disclosures as required for your particular transaction. If you are unsure whether your electronic record or electronic signature complies or does not comply with relevant law, please consult an appropriate professional, such as an attorney.
- H. zipConsult<sup>TM</sup>. zipLogix provides a link in the Forms Software to zipConsult<sup>TM</sup>, a web conferencing tool. zipConsult<sup>TM</sup> is powered by AnyMeeting, which is a Third Party Product. All right, title and interest in and to AnyMeeting belongs solely to AnyMeeting and/or its licensors, as applicable. zipLogix and its affiliates make no representations, guarantees or warranties whatsoever regarding the use, content, legality or sufficiency of AnyMeeting. By accessing zipConsult<sup>TM</sup>, you agree to comply with AnyMeeting's Terms of Service and Privacy Policy forth on AnyMeeting's website, currently located at www.anymeeting.com/accountmanager/messages/AnyMeetingTermsOfService.htm and www.anymeeting.com/Privacy.aspx, as may be amended from time to time. You agree to comply with all telephonic and electronic recording laws, rules and regulations in connection with your use of zipConsult<sup>TM</sup>, and you agree to indemnify, defend, and hold zipLogix harmless for any breach of this obligation.

# **QUESTIONS**

Should you have any questions concerning this Agreement, or if you desire to contact zipLogix for any reason, please contact zipLogix at:

zipLogix P.O. Box 130 Fraser, MI 48026 www.zipform.com

Effective: April 27, 2017 Last Revised: April 27, 2017