



MASTER WIZR
Terms and Conditions

IMPORTANT, READ CAREFULLY: YOUR USE OF AND ACCESS TO THE WEBSITE AND PRODUCTS AND SERVICES AND ASSOCIATED SOFTWARE (COLLECTIVELY, THE "SERVICES") OF MASTER WIZR AND ITS AFFILIATES ("MASTER WIZR") IS CONDITIONED UPON YOUR COMPLIANCE WITH AND ACCEPTANCE OF THESE TERMS, WHICH INCLUDE YOUR AGREEMENT TO ARBITRATE CLAIMS. PLEASE REVIEW THOROUGHLY BEFORE ACCEPTING.

MASTER WiZR will provide the Services, and you may access and use the Services, in accordance with this Agreement. MASTER WiZR may provide any of the Services hereunder through any of its Affiliates. If You order Services through an on-line registration page or an checkout forms (each and "checkout forms"), checkout forms may contain additional terms and conditions and information regarding the Services you are ordering. Unless otherwise expressly set forth in any such additional terms and conditions applicable to the specific Service which You choose to use, those additional terms are hereby incorporated into this Agreement in relation to Your use of that Service.

System Requirements. Use of the Services requires one or more compatible devices, Internet access (fees may apply), and certain software (fees may apply), and may require obtaining updates or upgrades from time to time. Because use of the Services involves hardware, software, and Internet access, your ability to access and use the Services may be affected by the performance of these factors. High-speed Internet access is recommended. You acknowledge and agree that such system requirements, which may be changed from time to time, are Your responsibility.

1. **DEFINITIONS.** The following definitions will apply in this Agreement, and any reference to the singular includes a reference to the plural and vice versa. "Affiliate" means, concerning an entity that directly or indirectly controls, is controlled by, or is under common control with that Party. For purposes of this "User" means an individual or company entity or Participant (as defined in the Services Description) who uses the Services.

"Subscription" means the initial paid-for service term as specified in a checkout cart or product specification description.

"Effective Date" means the date a subscription becomes active. This is specified on a confirmation email and the service cart.

"Renewal" means the renewal subscription for a service already paid for and expiring. The date of the expiry of the subscription marks a new subscription date.

2. **SERVICES.** MASTER WiZR will provide the Services as described on the purchasing cart and product description and standard updates to the Services that are made generally available by MASTER WiZR during the term. MASTER WiZR may, in its sole discretion, discontinue the Services or modify the features of the Services from time to time without prior notice.

1. **Beta Services.** MASTER WiZR may, from time to time, offer access to services that are classified as Beta versions. Access to and use of Beta versions may be subject to additional agreements. MASTER WiZR makes no representations

that a Beta version will ever be made generally available and reserves the right to discontinue or modify a Beta version at any time without notice. Beta versions are provided AS-IS, may contain bugs, errors, or other defects, and Your use of a Beta version is at Your sole risk.

3. **USE OF SERVICES AND YOUR RESPONSIBILITIES.** You may only use the Services under the terms of this Agreement. You are solely responsible for Your and your Users' use of the Services and shall abide by, and ensure compliance with, all Laws in connection with Your and each End User's use of the Services, including but not limited to laws related to recording, intellectual property, privacy and export control. Use of the Services is void where prohibited.

1. **Registration Information.** You may be required to provide information about Yourself to register for and/or use certain Services. You agree that any such information shall be accurate. You may also be asked to choose a username and password. You are entirely responsible for maintaining the security of Your user name and password and agree not to disclose such to any third party.
2. **Your Content.** You agree that You are solely responsible for the content ("Content") sent or transmitted by You or displayed or uploaded by You in using the Services and for compliance with all Laws about the Content, including, but not limited to, laws requiring You to obtain the consent of a third party to use the Content and to provide appropriate notices of third party rights. You represent and warrant that You have the right to upload the Content to MASTER WiZR and that such use does not violate or infringe on any rights of any third party. Under no circumstances will MASTER WiZR be liable in any way for any

- (a) Content that is transmitted or viewed while using the Services,
- (b) errors or omissions in the Content, or
- (c) any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to Content.

Although MASTER WiZR is not responsible for any Content, the company may delete any Content, at any time without notice to you, if MASTER WiZR becomes aware that it violates any provision of this Agreement or any law. You retain copyright and any other rights You already hold in Content which You submit, post, or display on or through, the Services.

3. **Recordings.** You are responsible for compliance with all recording laws. The host can choose to record MASTER WiZR meetings and MASTER WiZR Video Chats and other in-meeting Services. By using the Services, you are giving MASTER WiZR consent to store recordings for any or all MASTER WiZR meetings and in meeting communications that you join, if such recordings are stored in our systems. You will receive a notification (visual or otherwise) when recording is enabled. If you do not consent to be recorded, you can choose to leave the meeting.
4. **Prohibited Use.** You agree that You will not use, and will not permit any End User to use, the Services to:

- (i) modify, disassemble, decompile, prepare derivative works of, reverse engineer, or otherwise attempt to gain access to the source code of the Services;
- (ii) Knowingly or negligently use the Services in a way that abuses, interferes with, or disrupts MASTER WiZR's networks, Your accounts, or the Services;
- (iii) Engage in activity that is illegal, fraudulent, false, or misleading,
- (iv) Transmit through the Services any material that may infringe the intellectual property or other rights of third parties;
- (v) Build or benchmark a competitive product or service, or copy any features, functions, or graphics of the Services; or
- (vi) Use the Services to communicate any message or material that is harassing, libelous, threatening, obscene, indecent, would violate the intellectual property rights of any party or is otherwise unlawful, that would give rise to civil liability, or that constitutes or encourages conduct that could constitute a criminal offense, under any applicable law or regulation;
- (vii) Upload or transmit any software, Content or code that does or is intended to harm, disable, destroy or adversely affect performance of the Services in any way or which does or is intended to harm or extract information or data from other hardware, software, or networks of MASTER WiZR or other users of Services;
- (viii) Engage in any activity or use the Services in any manner that could damage, disable, overburden, impair or otherwise interfere with or disrupt the Services, or any servers or networks connected to the Services or MASTER WiZR's security systems.
- (ix) Use the Services in violation of any MASTER WiZR policy or in a manner that violates applicable law, including but not limited to anti-spam, export control, privacy, and anti-terrorism laws and regulations and laws requiring the consent of subjects of audio and video recordings, and You agree that You are solely responsible for compliance with all such laws and regulations.

5. **Limitations on Use.** You may not reproduce, resell, or distribute the Services or any reports or data generated by the Services for any purpose unless You have been specifically permitted to do so under a separate agreement with MASTER WiZR. You may not offer or enable any third parties to use the Services purchased by You, display on any website or otherwise publish the Services or any Content obtained from a Service (other than Content created by You) or otherwise generate income from the Services or use the Services for the development, production or marketing of a service or product substantially similar to the Services.
4. **RESPONSIBILITY FOR END USERS.** You are responsible for the activities of all End Users who access or use the Services through your account and you agree to ensure that any such End User will comply with the terms of this Agreement and any MASTER WiZR policies. MASTER WiZR assumes no responsibility or liability for violations. If You become aware of any violation of this Agreement in connection with the use of the Services by any person, please contact MASTER WiZR at info@masterwizr.com. MASTER WiZR may investigate any complaints and violations that come to its attention and may take any (or no) action that it believes is appropriate, including, but not limited to issuing warnings, removing the content, or terminating accounts and/or User profiles. Under no circumstances will MASTER WiZR be liable in any way for any data or other content viewed while using the Services, including, but not limited to, any errors or omissions in any such data or content, or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data or content.
5. **MASTER WIZR OBLIGATIONS FOR CONTENT.** MASTER WiZR will maintain reasonable physical and technical safeguards to prevent unauthorized disclosure of or access to Content, by industry standards and will notify you if it becomes aware of unauthorized access to Content. MASTER WiZR will not access, view, or process Content except

 - (a) as provided for in this Agreement and MASTER WiZR's Privacy Statement;
 - (b) as authorized or instructed by You,
 - (c) as required to perform its obligations under this Agreement; or (d) as required by Law. MASTER WiZR has no other obligations concerning Content.
6. **ELIGIBILITY.** You affirm that You are at least 16 years of age and are otherwise fully able and competent to enter into the terms, conditions, obligations, affirmations, representations, and warranties outlined in this Agreement, and to abide by and comply with this Agreement. Your access may be terminated without warning if we believe that you are under the age of 16 or are otherwise ineligible.
7. **USER-GENERATED CONTRIBUTIONS**

The Site may invite you to contribute to, or participate in posting comments or reading articles and other functionality, and may provide you with the opportunity to create, submit, post, display, transmit, perform, publish, distribute, or broadcast content and materials to us or on the Site, including but not limited to text, writings, video, audio,

photographs, graphics, comments, suggestions, or personal information or other material (collectively, "Contributions").

Contributions may be viewable by other users of the Site and through third-party websites. As such, any Contributions you transmit may be treated as non-confidential and non-proprietary. When you create or make available any Contributions, you thereby represent and warrant that:

1. the creation, distribution, transmission, public display, or performance, and the accessing, downloading, or copying of your Contributions do not and will not infringe the proprietary rights, including but not limited to the copyright, patent, trademark, trade secret, or moral rights of any third party.
2. you are the creator and owner of or have the necessary licenses, rights, consents, releases, and permissions to use and to authorize us, the Site, and other users of the Site to use your Contributions in any manner contemplated by the Site and these Terms of Use.
3. you have the written consent, release, and/or permission of each and every identifiable individual person in your Contributions to use the name or likeness of each and every such identifiable individual person to enable inclusion and use of your Contributions in any manner contemplated by the Site and these Terms of Use.
4. your Contributions are not false, inaccurate, or misleading.
5. your Contributions are not unsolicited or unauthorized advertising, promotional materials, pyramid schemes, chain letters, spam, mass mailings, or other forms of solicitation.
6. your Contributions are not obscene, lewd, lascivious, filthy, violent, harassing, libelous, slanderous, or otherwise objectionable (as determined by us).
7. your Contributions do not ridicule, mock, disparage, intimidate, or abuse anyone.
8. your Contributions do not advocate the violent overthrow of any government or incite, encourage, or threaten physical harm against another.
9. your Contributions do not violate any applicable law, regulation, or rule.
10. your Contributions do not violate the privacy or publicity rights of any third party.
11. your Contributions do not contain any material that solicits personal information from anyone under the age of 18 or exploits people under the age of 18 in a sexual or violent manner.
12. your Contributions do not violate any federal or state law concerning child pornography, or otherwise intended to protect the health or well-being of minors;
13. your Contributions do not include any offensive comments that are connected to race, national origin, gender, sexual preference, or physical handicap.
14. your Contributions do not otherwise violate, or link to material that violates, any provision of these Terms of Use, or any applicable law or regulation.

Any use of the Site in violation of the foregoing violates these Terms of Use and may result in, among other things, termination or suspension of your rights to use the Site.

8. **INTENDED USE; RESTRICTION ON USE BY CHILDREN.** The Services are intended for business use and other institutions including institutions dealing with Minors by the definition that applies where they are. You may choose to use the Services for other purposes, subject to the terms and limitations of this Agreement including the Children's Privacy Policy.

MASTER WiZR is not intended for use by individuals under the age of 16 unless it is through a School Subscriber.

8. **CHARGES AND CANCELLATIONS.** You agree that MASTER WiZR may charge to Your credit card or other payment mechanism selected by You and approved by MASTER WiZR ("Your Account") all amounts due and owing for the Services, including taxes and service fees, set up fees, subscription fees, or any other fee or charge associated with Your Account. Unless stated otherwise, all prices and fees shown by MASTER WiZR are exclusive of taxes and regulatory fees, service, service fees, set up fees, subscription fees, or any other fee or charge associated with Your Account. Where applicable, taxes and regulatory fees will be charged on the invoices issued by MASTER WiZR under local laws and regulations. The taxes and regulatory fees charged can be changed without notice.

All payments made by you to us under this Agreement will be made free and clear of any deduction or withholding, as may be required by law. If any such deduction or withholding (including but not limited to domestic or cross-border withholding taxes) is required on any payment, you will pay such additional amounts as are necessary so that the net amount received by us is equal to the amount then due and payable under this Agreement. We will provide you with such tax forms as are reasonably requested to reduce or eliminate the amount of any withholding or deduction for taxes in respect of payments made under this Agreement. MASTER WiZR may change prices at any time, including changing from a free service to a paid service and charging for services that were previously offered free of charge; provided, however, that MASTER WiZR will provide you with prior notice and an opportunity to terminate Your Account if MASTER WiZR changes the price of a Service to which you are subscribed and will not charge you for a previously free Service unless you have been notified of the applicable fees and agreed to pay such fees.

You agree that in the event MASTER WiZR is unable to collect the fees owed to MASTER WiZR for the Services through Your Account, MASTER WiZR may take any other steps it deems necessary to collect such fees from You and that You will be responsible for all costs and expenses incurred by MASTER WiZR in connection with such collection activity, including collection fees, court costs, and attorneys' fees.

You further agree that MASTER WiZR may collect interest at the lesser of 1.5% per month or the highest amount permitted by law on any amounts not paid when due. You may cancel your subscription at any time. If you cancel, you will not be billed for

any additional terms of service, and service will continue until the end of the current Subscription Term. If you cancel, you will not receive a refund for any service already paid for.

9. **TERMINATION.** The MASTER WiZR website contains information on how to terminate Your Account. If you have purchased a Service for a specific term, such termination will be effective on the last day of the then-current term. Your Order may provide that a Renewal Term will begin automatically unless either party provides notice of termination at least thirty (30) days before the commencement of the next Renewal Term.

If You fail to comply with any provision of this Agreement, MASTER WiZR may terminate this Agreement immediately and retain any fees previously paid by You. Sections 1 and 3 through 20, inclusive, shall survive any termination of this Agreement. Upon any termination of this Agreement, You must cease any further use of the Services. If at any time You are not happy with the Services, Your sole remedy is to cease using the Services and follow this termination process.

10. **PROPRIETARY RIGHTS.** MASTER WiZR and/or its suppliers, as applicable, retain ownership of all proprietary rights in the Services and all trade names, trademarks, service marks, logos, and domain names ("MASTER WiZR Marks") associated or displayed with the Services. You may not frame or utilize framing techniques to enclose any MASTER WiZR Marks or other proprietary information (including images, text, page layout, or form) of MASTER WiZR without express written consent.

You may not use any meta tags or any other "hidden text" utilizing MASTER WiZR Marks without MASTER WiZR's express written consent.

11. **COPYRIGHT.** You may not post, modify, distribute, or reproduce in any way copyrighted material, trademarks, rights of publicity, or other proprietary rights without obtaining the prior written consent of the owner of such proprietary rights.

MASTER WiZR may deny access to the Services to any User who is alleged to infringe another party's copyright. Without limiting the foregoing, if You believe that Your copyright has been infringed, please notify MASTER WiZR as specified in our privacy terms here.

12. THIRD-PARTY WEBSITES AND CONTENT

The Site may contain (or you may be sent via the Site) links to other websites ("Third-Party Websites") as well as articles, photographs, text, graphics, pictures, designs, music, sound, video, information, applications, software, and other content or items belonging to or originating from third parties ("Third-Party Content").

Such Third-Party Websites and Third-Party Content are not investigated, monitored, or checked for accuracy, appropriateness, or completeness by us, and we are not responsible for any Third-Party Websites accessed through the Site or any Third-Party Content posted on, available through, or installed from the Site, including the content, accuracy, offensiveness, opinions, reliability, privacy practices, or other policies of or contained in the Third-Party Websites or the Third-Party Content.

Inclusion of, linking to, or permitting the use or installation of any Third-Party Websites or any Third-Party Content does not imply approval or endorsement thereof by us. If you decide to leave the Site and access the Third-Party Websites or to use or install any Third-Party Content, you do so at your own risk, and you should be aware these Terms of Use no longer govern.

You should review the applicable terms and policies, including privacy and data gathering practices, of any website to which you navigate from the Site or relating to any applications you use or install from the Site. Any purchases you make through Third-Party Websites will be through other websites and from other companies, and we take no responsibility whatsoever in relation to such purchases which are exclusively between you and the applicable third party.

You agree and acknowledge that we do not endorse the products or services offered on Third-Party Websites and you shall hold us harmless from any harm caused by your purchase of such products or services. Additionally, you shall hold us harmless from any losses sustained by you or harm caused to you relating to or resulting in any way from any Third-Party Content or any contact with Third-Party Websites.

12. **EXPORT RESTRICTIONS.** You acknowledge that the Services, or a portion thereof, are subject to the [Export Administration Regulations, 15 C.F.R. Parts 730-774](#), of the United States and may be subject to other applicable country export control and trade sanctions laws ("[Export Control and Sanctions Laws](#)").

MASTER WiZR will provide the U.S. export classification(s) applicable to its Services upon request. You and Your Users may not access, use, export, re-export, divert, transfer or disclose any portion of the Services or any related technical information or materials, directly or indirectly, in violation of Export Control and Sanctions Laws. You represent and warrant that:

(i) You and End Users

(a) are not citizens of, or located within, a country or territory that is subject to U.S. trade sanctions or other significant trade restrictions (including without limitation Cuba, Iran, North Korea, Syria, and the Crimea, Donetsk, and Luhansk regions of Ukraine) and that You and Your Users will not access or use the

Services, or export, re-export, divert, or transfer the Services, in or to such countries or territories;

(b) are not persons, or owned 50% or more, individually or in the aggregate by persons, identified on the U.S. Department of the Treasury's Specially Designated Nationals and Blocked Persons List or Foreign Sanctions Evaders Lists; and

(c) are not persons on the U.S. Department of Commerce's Denied person List, Entity List, Unverified List, or U.S. Department of State proliferation-related lists;

(ii) You and Your Users located in China, Russia, or Venezuela are not Military End Users and will not put MASTER WiZR's Services to a Military End-Use, as defined in 15 C.F.R. 744.21;

(iii) no Content created or submitted by You or Your Users is subject to any restriction on disclosure, transfer, download, export, or re-export under the Export Control and Sanctions Laws; and

(iv) You and Your End Users will not take any action that would constitute a violation of, or be penalized under, U.S. antiboycott laws administered by the U.S. Department of Commerce or the U.S. Department of the Treasury. You are solely responsible for complying with the Export Control and Sanctions Laws and monitoring them for any modifications.

13. NO HIGH-RISK USE. The Services are not designed or licensed for use in hazardous environments requiring fail-safe controls, including without limitation operation of nuclear facilities, aircraft navigation/communication systems, air traffic control, and life support or weapons systems. The Services shall not be used for or in any HIGH-RISK environment.

14. INJUNCTIVE RELIEF. You acknowledge that any use of the Services contrary to this Agreement, or any transfer, sublicensing, copying, or disclosure of technical information or materials related to the Services, may cause irreparable injury to MASTER WiZR, its Affiliates, suppliers, and any other party authorized by MASTER WiZR to resell, distribute, or promote the Services ("Resellers"), and under such circumstances, MASTER WiZR, its Affiliates, suppliers and Resellers will be entitled to equitable relief, without posting a bond or other security, including, but not limited to, preliminary and permanent injunctive relief.

15. NO WARRANTIES. YOU UNDERSTAND AND AGREE THAT THE SERVICES ARE PROVIDED "AS IS" AND MASTER WIZR, ITS AFFILIATES, SUPPLIERS, AND RESELLERS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. MASTER WIZR, ITS AFFILIATES, SUPPLIERS, AND RESELLERS MAKE NO WARRANTY OR

REPRESENTATION REGARDING THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES, REGARDING THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE SERVICES, OR THAT THE SERVICES WILL MEET ANY USER'S REQUIREMENTS, OR BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE. USE OF THE SERVICES IS AT YOUR SOLE RISK. ANY MATERIAL AND/OR DATA DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICES IS AT YOUR DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOU RESULTING FROM THE USE OF THE SERVICES. THE ENTIRE RISK ARISING OUT OF THE USE OR PERFORMANCE OF THE SERVICES REMAINS WITH YOU. MASTER WIZR DOES NOT ASSUME ANY RESPONSIBILITY FOR THE RETENTION OF ANY USER INFORMATION OR COMMUNICATIONS BETWEEN USERS. MASTER WIZR CAN NOT GUARANTEE AND DOES NOT PROMISE ANY SPECIFIC RESULTS FROM THE USE OF THE SERVICES. USE IS AT YOUR OWN RISK.

16. **INDEMNIFICATION.** You agree to indemnify, defend and hold harmless MASTER WIZR, its affiliates, officers, directors, employees, consultants, agents, suppliers, and Resellers from any third party claims, liability, damages, and/or costs (including, but not limited to, attorneys' fees) arising from Your use of the Services, Your violation of this Agreement or the infringement or violation by You or any other user of Your account, of any intellectual property or another right of any person or entity or applicable law.
17. **LIMITATION OF LIABILITY.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL MASTER WIZR OR ITS AFFILIATES, SUPPLIERS OR RESELLERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS OR DAMAGE) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SERVICES OR THE PROVISION OF OR FAILURE TO PROVIDE TECHNICAL OR OTHER SUPPORT SERVICES, WHETHER ARISING IN TORT (INCLUDING NEGLIGENCE) CONTRACT OR ANY OTHER LEGAL THEORY, EVEN IF MASTER WIZR, ITS AFFILIATES, SUPPLIERS OR RESELLERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, MASTER WIZR'S, ITS AFFILIATES', SUPPLIERS', AND RESELLERS' MAXIMUM CUMULATIVE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR ANY CLAIMS ARISING OUT OF OR RELATED TO THIS AGREEMENT WILL BE LIMITED TO THE AMOUNT PAID BY YOU FOR THE SERVICES (IF ANY) IN THE TWELVE (12) MONTHS PRECEDING THE EVENT OR CIRCUMSTANCES GIVING RISE TO SUCH CLAIMS. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitation may not apply to You.
18. **AGREEMENT TO ARBITRATE; WAIVER OF CLASS ACTION.** If You are located in the United States, you agree to resolve disputes only on an individual basis, through arbitration according to the provisions of Exhibit A. **The parties expressly waive any right to bring any action, lawsuit, or proceeding as a class or collective action,**

private attorney general action, or any other proceeding in which any party acts or proposes to act in a representative capacity.

19. **PRIVACY AND OTHER POLICIES.** Use of the Services is also subject to MASTER WiZR's [Privacy Statement](#), a link to which can be found by selecting "[Privacy Policy](#)" in the footer of MASTER WiZR's website. The Privacy Statement and all policies noticed at [Master WiZR](#). are incorporated into this Agreement by this reference. Furthermore, if Your Use of the Services requires MASTER WiZR to process any personally identifiable information ("Personal Data") MASTER WiZR shall do so at all times in compliance with our MASTER WiZR [GDA GlobalData agreement](#) is incorporated in these Terms of Service. Additionally, You understand and agree that MASTER WiZR may contact You via e-mail or otherwise with information relevant to Your use of the Services, regardless of whether You have opted out of receiving marketing communications or notices.

20. MISCELLANEOUS

20.1 Choice of Law and Forum. This Agreement shall be governed by and construed under the laws of the U.S.A., as applied to agreements entered into and to be performed in California by California residents. Except as provided in Exhibit A, the Parties consent to the exclusive jurisdiction and venue of the state courts located in and serving Santa Clara County, California, and the federal courts in the Northern District of California.

20.2 Contracting Entity. In the event, Your MASTER WiZR account reflects a bill to/sold to address in India, the contracting entity under these TOS shall be MASTER WiZR's Affiliates in INDIA

20.3 Waiver and Severability. Failure by either Party to exercise any of its rights under, or to enforce any provision of, this Agreement will not be deemed a waiver or forfeiture of such rights or ability to enforce such provision. If any provision of this Agreement is held by a court of competent jurisdiction to be illegal, invalid, or unenforceable, that provision will be amended to achieve as nearly as possible the same economic effect of the original provision and the remainder of this Agreement will remain in full force and effect.

20.4 General Provisions. This Agreement embodies the entire understanding and agreement between the Parties respecting the subject matter of this Agreement and supersedes any prior understandings and agreements between the parties respecting such subject matter, except that if You or Your company have executed a separate written agreement or you have signed an order form referencing a separate agreement governing your use of the Services, then such agreement shall control to the extent that any provision of this Agreement conflicts with the terms of such agreement.

MASTER WiZR may elect to change or supplement the terms of this Agreement from time to time at its sole discretion. MASTER WiZR will exercise commercially reasonable business efforts to provide notice to You of any material changes to this Agreement. Within ten (10) business days of posting changes to this Agreement (or ten (10) business days from the date

of the notice, if such is provided), they will be binding on You. If You do not agree with the changes, You should discontinue using the Services. If You continue using the Services after such a ten-business-day period, You will be deemed to have accepted the changes to the terms of this Agreement. To participate in certain Services, You may be notified that You are required to download software and/or agree to additional terms and conditions. Unless expressly outlined in such additional terms and conditions, those additional terms are hereby incorporated into this Agreement. This Agreement has been prepared in the English Language and such version shall be controlled in all respects and any non-English version of this Agreement is solely for accommodation purposes.

Exhibit A

Binding Arbitration

This Exhibit A to the Terms Of Service describes the further provisions which apply to the Binding Arbitration and Class Action Waiver.

1. **Disputes.** A dispute is any controversy between You and MASTER WiZR concerning the Services, any software related to the Services, the price of the Services, Your account, MASTER WiZR's advertising, marketing, or communications, Your purchase transaction or billing, or any term of this Agreement, under any legal theory including contract, warranty, tort, statute, or regulation, except disputes relating to the enforcement or validity of Your or MASTER WiZR's intellectual property rights. As part of the best efforts process to resolve disputes, and before initiating arbitration proceedings, each party agrees to provide notice of the dispute to the other party, including a description of the dispute, what efforts have been made to resolve it, and what the disputing party is requesting as resolution, to info@masterwizr.com.
2. **Small Claims Court Available.** You may initiate an action in your local Small Claims Court if You meet the court's requirements. However, if such a claim is transferred, removed, or appealed to a different court, MASTER WiZR reserves the right to require arbitration.
3. **Arbitration Procedure.** Disputes not resolved according to Section A or B shall be resolved through arbitration. The American Arbitration Association ("AAA") will conduct any arbitration under its Commercial Arbitration Rules. For more information, see adr.org. Arbitration hearings will take place in the federal judicial district of Your primary business location. A single arbitrator will be appointed. The arbitrator must: (a) follow all applicable substantive law; (b) follow applicable statutes of limitations; (c) honor valid claims of privilege; (d) issue a written decision including the reasons for the award. The arbitrator may award damages, declaratory or injunctive relief, and costs (including reasonable attorneys' fees). Any arbitration award may be enforced (such as through a judgment) in any court with jurisdiction. **Under AAA Rules, the arbitrator rules on his or her jurisdiction, including the arbitrability of any claim;**

however, a court has exclusive authority to enforce the prohibition on arbitration on a class-wide basis or in a representative capacity.

4. **Arbitration Fees.** If You are unable to afford the arbitration costs, MASTER WiZR will advance those costs to You, subject to the arbitrator's determination if costs should be reimbursed to MASTER WiZR if MASTER WiZR prevails. For disputes involving more than \$75,000, the AAA Rules will govern the payment of filing fees and the AAA's and arbitrator's fees and expenses.
5. **Conflict with AAA Rules.** This Agreement governs if there is a conflict with the AAA's Commercial Arbitration Rules.
6. **The requirement is to File Within One Year.** Notwithstanding any other statute of limitations, a claim or dispute under this Agreement must be filed in Small Claims Court or noticed for arbitration within one year of when it could first be filed, or such claim will be permanently barred.
7. **Severability.** If the class action waiver is found to be illegal or unenforceable as to all or some parts of a dispute, then those parts will not be arbitrated but will be resolved in court, with the balance resolved through arbitration. If any provision of this Exhibit A is found to be illegal or unenforceable, then that provision will be severed; however, the remaining provisions shall still apply and shall be interpreted to as nearly as possible achieve the original intent of this Exhibit, inclusive of the severed provision.