

## CREDIT TERMS

These Patalyze Credit Terms (“Terms”) are an agreement between Organization and Patalyze GmbH and govern the Organization’s purchase, receipt, or use of any Credit redeemable for Patalyze’s Services (“Credit”). Capitalized terms used but not defined in these Terms will have the meanings set forth in the agreement between Organization and Patalyze governing Organization’s use of the applicable Services (the “Agreement”).

1. Patalyze offers the option to prepay for certain Services through the purchase of Credits (“Paid Credits”). Paid Credits represent the amount Organization has paid in advance for use of the respective Services. Additional terms may apply to specific Services.
2. Patalyze may also offer Credits free of charge as part of a promotional program rather than for purchase (“Free Credits”). Free Credits will not be applied against any sales, use, gross receipts, or similar transaction based taxes that may be applicable to the Organization.
3. Credits are not legal tender or currency; are not redeemable, refundable, or exchangeable for any sum of money or monetary value; have no equivalent value in fiat currency; do not act as a substitute for fiat currency; and do not constitute or confer upon the Organization any personal property right. Credits are non-transferable and may be used only in connection with the applicable Service.
4. All sales of Services, including sales of prepaid Services, are final. Credits are not refundable and expire one year after the date of purchase or issuance if not used, unless otherwise specified at the time of purchase.
5. Credits are consumed on a First-In-First-Out (FIFO) basis. Organization can not select the order in which Credits are consumed. All Users assigned to Organization consume from the same Credit balance.
6. The available Credit balance may be reviewed in Organization’s Patalyze account. Organization is solely responsible for verifying that the proper amount of Credits has been added to or deducted from the Credit balance. The Credit balance is not a bank account, digital wallet, stored value account, or other payment device.
7. Patalyze prohibits and does not recognize any purported transfers, sales, gifts, or trades of Credits. Evidence of any attempt to use, sell, or transfer Credits in any manner violates these Terms and may result in revocation, termination, or cancellation of the Credits and/or Organization’s use of the Services without refund and/or immediate suspension or termination of Organization’s account.
8. Patalyze reserves the right to suspend or terminate Organization’s use of the Services in accordance with the Agreement, including suspending or terminating Organization’s Credit balance, in compliance with applicable law.
9. Patalyze may modify these Terms at any time by posting a revised version on the Patalyze website or by emailing the email associated with Organization’s account. The modified Terms will become effective upon posting or, if Patalyze notifies Organization by email, as stated in the email message. By receiving or using any Credit after the effective date of any modification to these Terms, Organization agrees to be bound by the modified Terms.

Last updated 5<sup>th</sup> August 2025