

# Mint Service Desk - Free

## End user license agreement

Please read this EULA carefully, as it sets out the basis upon which we license the Software for use.

By clicking "accept agreement" when you first install the Software, you agree to be bound by the provisions of this EULA.

If you do not agree to be bound by the provisions of this EULA, you must click "reject agreement" during the installation process.

### 1. Definitions

1.1 Except to the extent expressly provided otherwise, in this EULA:

**"Documentation"** means the documentation for the Software produced by the Licensor and delivered or made available by the Licensor to the User;

**"Effective Date"** means the date upon which the User gives the User's express consent to this EULA, following the issue of this EULA by the Licensor;

**"EULA"** means this end user license agreement, including any amendments to this end user license agreement from time to time;

**"Force Majeure Event"** means an event, or a series of related events, that is outside the reasonable control of the party affected (including failures of the internet or any public telecommunications network, hacker attacks, denial of service attacks, virus or other malicious software attacks or infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

**"Intellectual Property Rights"** means all intellectual property rights wherever in the world, whether registrable or unregistrable, registered or unregistered, including any application or right of application for such rights (and these "intellectual property rights" include copyright and related rights, database rights, confidential information, trade secrets, know-how, business names, trade names, trademarks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, rights and rights in designs);

**"Licensor"** means OPGK Rzeszów S.A., company located in Rzeszów, Geodetów 1 Street, 35-328 Rzeszów, Poland, a company incorporated in Poland, registered by District Court in Rzeszów XII Economic Department entered into KRS No. 0000055072, NIP: 813-03-33-537, REGON: 690034071, share capital: 700 000 PLN, established under the laws of Poland;

**"Software"** means *Mint Service Desk Free*;

**"Software Defect"** means a defect, error or bug in the Software having an adverse effect on the appearance, operation, functionality or performance of the Software, but excluding any defect, error or bug caused by or arising as a result of:

- (a) any act or omission of the User or any person authorized by the User to use the Software;
- (b) any use of the Software contrary to the Documentation by the User or any person authorized by the User to use the Software;
- (c) a failure of the User to perform or observe any of its obligations in this EULA; and/or
- (d) an incompatibility between the Software and any other system, network, application, program, hardware or software not specified as compatible in the **Software Specification**;

"**Software Specification**" means the specification for the Software set out in the Documentation;

"**Source Code**" means the Software code in human-readable form or any part of the Software code in human-readable form, including code compiled to create the Software or decompiled from the Software, but excluding interpreted code comprised in the Software;

"**Term**" means the term of this EULA, commencing in accordance with Clause 2.1 and ending in accordance with Clause 2.2;

"**Update**" means a hotfix, patch or minor version update to the Software;

"**Upgrade**" means a major version upgrade of the Software;

"**User**" means the person to whom the Licensor grants a right to use the Software under this EULA; and

## **2. Term**

2.1 This EULA shall come into force upon the Effective Date.

2.2 This EULA shall continue in force indefinitely until, subject to termination in accordance with Clause 8 or any other provision of this EULA.

## **3. License**

3.1 The Licensor hereby grants to the User from the date of supply of the Software to the User until the end of the Term a worldwide, non-exclusive license to:

- (a) install a single instance of the Software;
- (b) use a single instance of the Software in accordance with the Documentation;

subject to the limitations and prohibitions set out and referred to in this Clause 3.

3.2 The User may not sub-license and must not purport to sub-license any rights granted under Clause 3.1 without the prior written consent of the Licensor.

3.3 Save to the extent expressly permitted by this EULA or required by applicable law on a non-excludable basis, any license granted under this Clause 3 shall be subject to the following prohibitions:

- (a) the User must not sell, resell, rent, lease, loan, supply, publish, distribute or redistribute the Software;

- (b) the User must not alter, edit or adapt the Software; and
- (c) the User must not decompile, de-obfuscate or reverse engineer, or attempt to decompile, de-obfuscate or reverse engineer, the Software.

3.4 The User shall be responsible for the security of copies of the Software supplied to the User under this EULA or created from such copies and shall use all reasonable endeavors (including all reasonable security measures) to ensure that access to such copies is restricted to persons authorized to use them under this EULA.

#### **4. Source Code**

4.1 Nothing in this EULA shall give to the User or any other person any right to access or use the Source Code or constitute any license of the Source Code.

#### **5. No assignment of Intellectual Property Rights**

5.1 Nothing in this EULA shall operate to assign or transfer any Intellectual Property Rights from the Licensor to the User, or from the User to the Licensor.

#### **6. Acknowledgements and warranty limitations**

6.1 The User acknowledges that complex software is never wholly free from defects, errors and bugs; and subject to the other provisions of this EULA, the Licensor gives no warranty or representation that the Software will be wholly free from defects, errors and bugs.

6.2 The User acknowledges that complex software is never entirely free from security vulnerabilities; and subject to the other provisions of this EULA, the Licensor gives no warranty or representation that the Software will be entirely secure.

6.3 The User acknowledges that the Software is only designed to be compatible with that software specified as compatible in the Software Specification; and the Licensor does not warrant or represent that the Software will be compatible with any other software.

6.4 The User acknowledges that the Licensor will not provide any legal, financial, accountancy or taxation advice under this EULA or in relation to the Software; and, except to the extent expressly provided otherwise in this EULA, the Licensor does not warrant or represent that the Software or the use of the Software by the User will not give rise to any legal liability on the part of the User or any other person.

6.5 The User acknowledges the Software is provided "AS IS" and The Licensor does not provide warranty of any kind including but not limited the warranties of particular purpose, merchantability and fitness. The Licensor shall not be liable for any claim, damages or other liability in an action of contract, tort or otherwise, arising from, out of or in connection with the Software or the use or other dealings in the Software.

#### **7. Limitations and exclusions of liability**

7.1 The Licensor will not be liable to the User in respect of any losses arising out of a Force Majeure Event.

7.2 The Licensor will not be liable to the User in respect of any loss of profits or anticipated savings.

- 7.3 The Licensor will not be liable to the User in respect of any loss of revenue or income.
- 7.4 The Licensor will not be liable to the User in respect of any loss of business, contracts or opportunities.
- 7.5 The Licensor will not be liable to the User in respect of any loss or corruption of any data, database or software.
- 7.6 The Licensor will not be liable to the User in respect of any special, indirect or consequential loss or damage.

## **8. Termination**

- 8.1 The Licensor may terminate this EULA by giving to the User **not less than 30 days'** written notice of termination, expiring at the end of any calendar month.
- 8.2 The Licensor may terminate this EULA immediately to the User if:
  - (a) the User commits any breach of this EULA;

## **9. General**

- 9.1 No breach of any provision of this EULA shall be waived except with the express **written consent** of the party not in breach.
- 9.2 If any provision of this EULA is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions of this EULA will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the parties, in which case the entirety of the relevant provision will be deemed to be deleted).
- 9.3 This EULA may not be varied except by a **written document signed** by or on behalf of each of the parties.
- 9.4 The User hereby agrees that the Licensor may assign the Licensor's contractual rights and obligations under this EULA to any successor to all or a substantial part of the business of the Licensor from time to time. Save to the extent expressly permitted by applicable law, the User must not without the prior written consent of the Licensor assign, transfer or otherwise deal with any of the User's contractual rights or obligations under this EULA.
- 9.5 This EULA is made for the benefit of the parties and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree any amendment, waiver, variation or settlement under or relating to this EULA are not subject to the consent of any third party.
- 9.6 This EULA shall be governed by and construed in accordance with **Polish law**.
- 9.7 The courts of **Poland** shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with this EULA.

## **10. Interpretation**

- 10.1 In this EULA, a reference to a statute or statutory provision includes a reference to:
- (a) that statute or statutory provision as modified, consolidated and/or re-enacted from time to time; and
  - (b) any subordinate legislation made under that statute or statutory provision.
- 10.2 The Clause headings do not affect the interpretation of this EULA.
- 10.3 References in this EULA to "calendar months" are to the 12 named periods (January, February and so on) into which a year is divided.
- 10.4 In this EULA, general words shall not be given a restrictive interpretation by reason of being preceded or followed by words indicating a particular class of acts, matters or things.