

## AUDIT PACKAGE POLICY

This Audit Package Policy Document (the **Document**) is incorporated into the agreement between **SEVEN BRIDGES LIMITED** (the **Supplier**) and you (the **Customer**) pursuant to the Master SaaS Terms, which can be found here: <https://the7bridges.com/terms/> (the **Agreement**). Capitalised terms used in this Document shall have the same meaning as ascribed to them in the Agreement.

This Audit Package Policy was last updated on 23 November 2020.

### 1 Audit Package Pricing Terms

- 1.1 The Customer is not charged an up-front fee for the Audit Package, and the Audit Package is free to use for the first 12 months (or such other period as may be agreed in writing between the Supplier and the Customer) (the **Trial Period**).
- 1.2 At the end of the Trial Period, the Customer shall pay the Supplier a fee for the Audit Package of 10% of the Successful Dispute Amount in respect of each Shipment processed through the 7bridges Platform (the **Success Fee**),
- 1.3 The Success Fee shall be invoiced by the Supplier monthly in arrears and paid by the Customer within 30 days of the relevant invoice date.
- 1.4 Either party may terminate the Agreement in relation to the Audit Package on 1 calendar months' prior written notice to the other party.
- 1.5 **Successful Dispute Amount** means an amount equal to:
  - 1.5.1 where the Customer is provided with a Credit Note, the full amount of the Credit Note; or
  - 1.5.2 where the Customer has not been provided with a Credit Note, the Disputed Credit Amount.
- 1.6 **Credit Note** means a credit note issued by a third-party logistics provider to the Customer (or the Supplier) in respect of a Shipment.
- 1.7 **Shipment** means a Customer shipment undertaken by a third-party logistics provider and disputed (or otherwise processed) through the Platform.
- 1.8 **Disputed Credit Amount** means the amount of credit in respect of a Shipment set by the Supplier (acting reasonably) by reference to the value of the relevant underlying Shipment and as confirmed by the relevant third-party logistics provider.