

Online training order and delivery terms

Updated 29.8.2023

1. General

These terms of order and delivery (hereinafter "Terms of Delivery") apply to orders in which the customer orders digital educational services ("Service(s)") **from Labquality Oy** (later "Labquality" or "Service Provider"). The customer must accept these terms of order so that the customer can use the digital training services provided by Labquality.

Ordered digital training service:

Online training is ordered through Labquality's registration website. The course's access period, price and purpose are stated in the training description of the selected course or training. The access period may vary from course to course and starts from the user's first login.

Personal IDs are used for training.

Service Provider and contact information: The service is provided by Labquality Oy. Contact information: Kumpulantie 15 00520 Helsinki. Email: koulutus@labquality.fi. Phone number 09 85668200 (weekdays 9:00-15:00).

Price of Service: The price of the trainings is shown in the training description. The price of individual courses is shown in the training description. The trainings are produced as a Turnkey service.

Platform for using the service: With ordered trainings and online courses, you can study on the Labquality PRO educational platform unlimitedly during the right of use. Saarni Learning Oy is behind the training platform. All servers of the Saarni Learning Oy are located within the EU/EEA area.

Service customer support: The customer can contact Labquality's customer support by email. Email address kolutus@labquality.fi.

Customer refers to a customer who orders online courses or online training for himself or other participants from the website.

These terms of delivery apply to the business relationship and contracts between Labquality and its Customers. Labquality has the right to update the Terms of Delivery without prior notice. Orders are subject to the Delivery Terms valid at the time of ordering. The terms of delivery are visible on the website <https://www.labquality.com/training-and-events>.

The customer guarantees that the information provided in the order is correct. Completing online courses or trainings on behalf of another person is prohibited.

2. Cancelling the order

Online training contract customers' order is equal to the billing basis. The subscriber of individually purchased online courses or trainings has the right to cancel the transaction within 7 days of the delivery of the order. Delivery of the order means delivery of the user ID to the participant and delivery of the delivery confirmation to the subscriber. The subscriber does not have the right to cancel the transaction if the delivery of the digital content has been started electronically with the subscriber's consent before the

end of the cancellation period and the subscriber has been informed of the absence of the right to cancel. The delivery of digital content starts when the participant logs into the learning platform for the first time.

Cancellation notification must be made in writing to Labquality training services at the e-mail address kolutus@labquality.fi.

3. Delivery of the Service

Labquality Oy delivers the username to the participant to the e-mail address provided by the Customer. Each participant must have their own e-mail address to which the username will be sent. Labquality Oy is responsible for sending the username to the e-mail address provided by the Customer. The customer is responsible for the operation of the notified e-mail addresses. Labquality strives to deliver the ordered service no later than two business days after the order.

4. Use of the service and access rights to the material

Ordered online courses and trainings can be studied with the ordered ID for the time specified in the training description. To use the Service, the customer needs an email address, an internet connection, and an internet browser. The service works with modern browsers, such as Microsoft Edge, Google Chrome, and Mozilla Firefox. The service provider is not responsible for possible incompatibility problems between the device used by the customer and the Labquality PRO training platform. The customer can inquire about more detailed information about compatibility requirements from Labquality's customer support.

If problems arise when using the Service, the Customer can contact Labquality's customer support. Labquality periodically performs maintenance procedures that may cause temporary interruptions to the Service. If the service interruption caused by Labquality's maintenance measures causes inconvenience to the Customer, the Customer's right to use the online course or training can be extended for the duration of the interruption, according to Labquality's own decision. Labquality is not responsible for outages caused by third parties.

The material of the online courses and trainings offered by Labquality is only intended for the personal use of the participants. Copying, distribution or other distribution of the material or any other activity that violates copyright is strictly prohibited. The customer's username is intended for personal use and sharing it with a third party is prohibited. Labquality has the right to close the Customer's username if the Customer acts contrary to these Terms of Delivery.

5. Limitation of liability

Labquality offers the Services as it is, and the functionality of the Service on the Customer's device is not guaranteed. Labquality reserves the right to change the Service, its availability and equipment requirements.

Even otherwise, Labquality's liability is limited to the price paid by the Customer for the Service.

6. Customer's responsibility

If the Customer violates these Terms of Delivery, the Customer is obligated to compensate Labquality for the amount of damage caused by the violation of the Terms of Delivery.

7. Force majeure

Labquality is not responsible for damage caused by force majeure. A force majeure event is considered to be an event beyond Labquality's control, which Labquality could not have reasonably taken into account

at the time of the contract, and whose consequences Labquality could not have reasonably avoided or overcome either. An overwhelming obstacle is considered to be e.g., interruption of general energy production, fire or other similar event preventing the use of the fairgrounds, natural disaster, earthquake, war, or rebellion, pandemic or state of emergency or any other reason due to which the safety of event participants and/or partners may be endangered. Force majeure faced by Labquality's subcontractor is also considered a ground for release.

8. Billing

The customer must provide invoicing or payment information when ordering. The customer is responsible for the correctness of the invoicing information they have provided. Labquality reserves the right to suspend the Customer's right to use the Service if the billing information provided by the Customer is incorrect or if the Customer does not pay the invoice sent by Labquality for the order.