



Consulting and Education Services Terms

These Consulting and Education Services Terms govern Consulting and Education services provided by Qlik, except where Qlik and the Customer have executed a separate services agreement which is referenced in an SOW or order form ("Services Agreement"). Consulting and Education services are subject to the Services Agreement and as applicable: i) the description of services in the Consulting Services Product Terms, ii) the description of services in the Education Services Product Terms, and iii) a Statement of Work or Order Form (collectively, the "Agreement"). Qlik and Customer are from time to time referred to as a "Party" and collectively as the "Parties."

1. Definitions

1.1 "Affiliate" means, with respect to a Party, any entity which controls, is controlled by, or is under common control with such Party, where "control" means the legal, beneficial or equitable ownership of at least a majority of the aggregate of all voting equity interests in such entity, but only for so long as such control exists.

1.2 "Confidential Information" means non-public information that is disclosed by or on behalf of a Party under or in relation to this Agreement that is identified as confidential at the time of disclosure or should be reasonably understood to be confidential or proprietary due to the nature of the information and/or the circumstances surrounding its disclosure. Confidential Information does not include information which, and solely to the extent it: (i) is generally available to the public other than as a result of a disclosure by the receiving Party or any of its representatives; (ii) was known or becomes known to the receiving Party from a source other than disclosing Party or its representatives without having violated any confidentiality agreement of the disclosing Party; (iii) is independently developed by the receiving Party without the benefit of any of the disclosing Party's Confidential Information; or (iv) was disclosed by the disclosing Party to a third party without an obligation of confidence. In any dispute concerning the applicability of these exclusions, the burden of proof will be on the receiving Party and such proof will be by clear and convincing evidence.

1.3 "Consulting Services" means any consulting services performed by Qlik under these Terms and any applicable order form or statement of work ("SOW").

1.4 "Documentation" means the then-current user documentation for the Qlik Software, including the license metrics available at www.qlik.com/product-terms.

1.5 "Education Services" means any training or education services performed by Qlik under the terms of this Agreement and any applicable Order Form or Statement of Work. Education Services shall include, without limitation, all Training Services, Training Courses, and Course Materials, Definitions and descriptions of which are available in the Education Services Offerings available at www.qlik.com/product-terms

1.6 "Export Control Laws" means export control laws and regulations of the U.S., E.U., and other governments, as well as regulations declared by the U.S. Department of the Treasury Office of Foreign Assets Control, the U.S. Department of Commerce, the Council of the E.U. and their counterparts under applicable law ("Export Control Laws"), including all end user, end-use and destination restrictions imposed by such Export Control Laws.

1.7 "Relevant Personal Data" means any Personal Data for which the Customer (and/or any Customer Affiliate) is the Data Controller and for which Qlik (and/or any Qlik Affiliate and/or sub-contractor of Qlik) is a Data Processor. For the avoidance of doubt, Relevant Personal Data does not include personal data for which Qlik or a Qlik Affiliate is a Data Controller. The terms Personal Data, Processing (and its derivatives), Data Controller, Data Processor and Data Subject shall have the meanings given to them under applicable data protection laws including the General Data Protection Regulation (Regulation (EU) 2016/679), as amended from time to time, including any national enacting legislation thereto and/or all other relevant applicable laws.

1.8 "Services" means Consulting and Education Services collectively.

1.9 "Software" means the generally available release of Qlik software, in object code form, initially provided or made available to Customer as well as updated thereto that Qlik elects to make available at no additional charge, pursuant to a separate agreement between the Parties.

2. Provision of Consulting Services

2.1 Unless otherwise specified in the applicable order form or statement of work, Consulting Services will be provided on a time and materials basis and the scope shall be limited to implementation, configuration and Software enablement.

2.2 This Agreement and the terms contained herein shall constitute the entire agreement between the parties for the provision of Consulting Services to the exclusion of any other terms and conditions (including those contained

or referred to in any Customer purchase order or correspondence received by Qlik before or after the date of this Agreement).

2.3 Any changes to the terms of this Agreement may only be made in writing and executed by both Parties.

2.4 Consulting Services are calculated based on the currency and location in which they are purchased and may only be used by the Customer entity that purchases such Consulting Services and in such location. No refunds or credits shall be provided for any unused prepaid Consulting Services following either the expiration of the Consulting Services term as identified in the applicable order form or statement of work or upon termination of the Agreement: (i) by Customer for any reason; or (ii) by Qlik for Customer's breach of the Agreement. If no term is identified in an order form or a statement of work, any prepaid Consulting Services will expire twelve (12) months from the date the order is placed.

2.5 Any Consulting Services undertaken: (a) between 6pm and 6am Monday to Friday; or (b) on Sundays or a weekend or a statutory/public holiday will be charged at 200% of the quoted daily rate or if on Saturdays at 150% respectively.

2.6 Consulting Services may be provided at the facilities of Qlik, its subcontractors, or Customer. A minimum of ½ day (4 hours) will be charged for all work at Customer's facilities. Remote Consulting Services provided via phone, e-mail or remote access to Customer's site will be charged at the standard hourly rate.

2.7 Unless otherwise set forth in an order form or statement of work, fees for Consulting Services do not include expenses. Customer shall reimburse Qlik for actual, necessary, and reasonable travel expenses incurred by Qlik. Qlik shall be responsible for providing copies of receipts for any expenses equal to or greater than twenty-five US dollars (\$25.00) or its equivalent for verification purposes.

3. Provision of Education Services

3.1. Payment

a. Proof of payment is required for all Education Services. Payment for all Education Services may be made by pre-purchased training cards ("Training Cards"). For Education Services other than CAT Services, payment may also be made by direct credit card payment, or at Qlik's discretion, upon Qlik invoice. Payment shall be remitted to Qlik in accordance with Section 3 above.

3.2. Training Cards

a. Purchase and Redemption. Training Cards are purchased by Customers in the currency of the Customer's location and may only be used by the Customer entity that purchased such Training Card. Training Cards are nonrefundable and cannot be exchanged for cash or other Training Cards. A Training Card shall be activated by Qlik upon purchase thereof by Customer and shall be identified by a specific Training Card number. All Training Courses and Training Services ordered, registered for, or attended on Customer's behalf that are paid for via a Training Card will incur the applicable reduction in the value of such Training Card equal to the value of Training Courses or Training Services ordered at the time of registration or payment. If the applicable charge for a Training Course or Training Service is greater than the unused amount connected with Customer's Training Card, such amount may be applied against such Training Course or Training Service, and Customer shall be responsible for payment of the additional charges for such Training Course or Training Service. If Customer's proposed Private and/or Onsite Classroom Training Course exceeds the maximum number of participants, and Qlik agrees to accommodate any additional participants, the Customer shall be required to pay the additional amount to Qlik for such additional participants in accordance with Section 3.2(b) below.

b. The amounts purchased on any Training Cards as detailed in Section 3.2(a) above are valid for a period of twelve (12) months from date of purchase ("Training Card Term"). All applicable amounts on a Training Card used for Training Courses must be used for Training Courses that occur during the Training Card Term. To the extent permitted by law, and except as otherwise expressly provided herein, at the end of the Training Card Term, any remaining, unused amounts under the applicable Training Card Term shall expire and shall be forfeited. No refunds shall be provided for any remaining, unused value on any Training Card following expiration of the Training Card Term. Customers may add value to any Training Card at any time, provided



that a separate Training Card Term shall apply to the new value added to the Training Card. Qlik is not responsible for a lost, expired, or invalid Training Card number. In order to obtain a replacement, Customer must provide valid proof of purchase from Qlik or the Qlik authorized partner from whom Customer obtained the Training Card number. Customer shall have no right to transfer or assign any Training Card to any affiliate or third party.

3.3. Training Courses Availability; Registration of Participants, Cancellation and Rescheduling

a. All Training Courses are subject to space availability and Qlik's scheduling requirements. Customer shall promptly complete all registration or information forms required for any Training Course. Prior to the start date of any Private or Onsite Training Course, Customer shall provide to Qlik the list of participants scheduled to attend such Training Course. In the event that a scheduled participant is unable to attend a Training Course due to illness or a new role at Customer, or if such participant is no longer employed by Customer, Customer may substitute another participant for such Training Course upon prior written notice to Qlik of such new participant's contact details.

b. Cancellations and requests by Customer to reschedule Public Classroom, Private Classroom, Onsite Classroom, Virtual Private or Virtual Public Classroom Training must be made at least ten (10) business days prior to the applicable Training Course start date in order to receive a full refund (excluding any nonrefundable Qlik Expenses). If Customer has paid by Training Card, such refund shall be credited to Customer's applicable Training Card number. No refunds or credits whatsoever shall be granted in the event such cancellation or rescheduling request is made less than ten (10) business days prior to the start date of the Training Course. Notwithstanding the forgoing, if Customer cancels any public or private training class purchased as part of a bundle combined with other training offerings (such as Qlik Continuous Classroom), the fees attributable to such class shall be placed on a Training Card that shall expire 1 year from the date the bundle was purchased.

c. Qlik reserves the right to reschedule or cancel a Training Course due to low enrollment or if necessitated by an emergency or other unforeseen circumstance. Customer shall be credited for the full amount paid by Customer for such course, which credit may be used before the expiration of the applicable Training Card Term or within ninety (90) days following the date of Qlik's notice of cancellation or rescheduling, whichever is later. Qlik shall not be liable for non-refundable travel arrangements made by Customer in the event of a course rescheduled or cancelled by Qlik or Customer.

3.4. Certification Vouchers

a. Issuance and Availability. Each Certification Voucher is valid for one (1) Certification Exam attempt by a named individual, regardless of the final score. Each Certification Voucher is valid for only one (1) Certification Exam attempt and cannot be used more than once. Certification Exams are the Qlik Product certification exams, which are only available at Qlik's authorized third party exam centers, currently Pearson Vue test centers ("Exam Center"). Certification Vouchers may be purchased directly from the Exam Center or included as part of a bundled offering purchased by Customer.

b. Redemption, Replacement and Non-transferability. Each Certification Voucher must be presented at the time of registration for a Certification Exam. All Certification Vouchers have an expiration date, which is distributed with the Certification Voucher code and are valid only from the date of issuance through such expiration date ("Certification Voucher Term"). Upon the expiration of the Certification Voucher Term, the Certification Voucher shall expire and shall be forfeited. Certification Vouchers may only be applied to Certification Exams and cannot be used for any other Education Services, exchanged for any Training Cards, or redeemed for cash. Qlik is not responsible for any lost, expired, or invalid Certification Vouchers, and no replacements shall be provided. Customer shall have no right to transfer or assign any Certification Voucher to any affiliate or third party.

4. Duties of Customer

4.1 Cancellation

Customer acknowledges and agrees that any Consulting or Education Services to be provided at Customer's location have been reserved specifically for Customer. No refunds will be given for any cancellation made within less than ten (10) days of the scheduled start date and Customer must pay to Qlik any non-refundable and/or non-cancellable expenses incurred or committed to by Qlik, including air travel, if any on-site Services are rescheduled or cancelled with less than ten (10) business days' notice. Rescheduling of any such Services is subject to availability of Qlik personnel and Qlik makes no commitment or guarantee that any such rescheduling can be accommodated.

5. Payment

Customer shall pay any fees due in accordance with the payment terms set forth in an Order Form or Statement of Work, or if none, within thirty days from receipt of invoice. Payments are non-cancelable, non-refundable and non-

creditable with no right of offset or suspension, except as otherwise expressly provided in this Agreement. Unless specifically agreed to by the parties, payments shall not be contingent on an issuance of a purchase order by Customer. Late payments shall bear interest from the due date at the rate of the lower of one and one-half percent (1.5%) per month or such lower rate as may be mandated by applicable law. The fees specified on an Order Form or SOW are exclusive of travel and expenses and do not include taxes, public fees, duties, deductions or withholdings (collectively, "Taxes"). Any amounts payable by Customer to Qlik under any other agreement or order, including but not limited to subscription fees, are not conditional on the delivery of Services. Customer is responsible for all travel or out-of-pocket expenses incurred by Customer's personnel participating in any Training Course.

5.1 Customer (and its staff) shall reasonably cooperate with Qlik in the performance of the Consulting Services and/or provision of the Education Services and shall provide Qlik with the information, feedback, instructions, consents, equipment and access to premises necessary to enable the timely performance of the Consulting Services and/or provision of the Education Services by Qlik in the manner provided herein. Customer shall be responsible for the completeness and accuracy of all information, data and material provided by Customer or its authorized representatives to Qlik.

5.2 Customer shall use all reasonable efforts to anonymize any Relevant Personal Data provided to Qlik and provide access to such data only as necessary for Qlik's performance of the Consulting or Education Services. Customer warrants that it has the necessary consents of the Data Subjects under applicable data protection laws to transfer to Qlik and/or its Affiliates and/or its Subprocessor(s) any Relevant Personal Data and for the Processing purposes intended.

5.3 Customer acknowledges that any time frames set forth in an SOW are estimates only of the amount of time required by Qlik for the provision of the Consulting Services and time shall not be of the essence. Customer will be invoiced for the actual (and not estimated) time spent in providing the Consulting Services to the Customer.

5.4 Customer shall use all reasonable efforts to avoid and reduce damages and will make back-up copies of data on a regular basis and carry out security checks for the purpose of defending or detecting viruses and other disruptive programs within Customer's IT system.

5.5

a. If Qlik is to perform any Consulting or Education Services at Customer's site or location, Customer shall carry and maintain public liability insurance and employers' liability insurance, covering its employees, suppliers and contractors engaged at its premises, in amounts no less than required by the applicable law. Customer shall be responsible to comply with all of Qlik's policies and procedures that have been identified to Customer, including but not limited to health and safety, access to Qlik's equipment and systems, and confidentiality (collectively, "Qlik Policies" or individually, a "Qlik Policy"). Qlik reserves the right to remove from any Training Course or refuse to admit to any Training Course any participant who is not in compliance with any Qlik Policy.

b. Customer agrees to provide timely feedback to Qlik following completion of each Training Course or applicable Training Service, which may include satisfaction forms, customer surveys or evaluations (collectively, "Feedback"). To the extent that Customer provides any Feedback or any other suggestions, data, information, comments or ideas with respect to Qlik's products and services (individually and collectively "Contributions"), Customer acknowledges and agrees that any and all Contributions made by Customer or any of its participants shall be deemed the confidential and proprietary property of Qlik. Customer expressly assigns, transfers and conveys all right, title and interest in and to the Contributions to Qlik. Customer agrees that Qlik and its designees will be free to use, copy, modify, create derivative works, publicly display, disclose, distribute, license and sublicense through multiple tiers of distribution and licensees, incorporate and otherwise use and exploit the Contributions, including derivative works thereto, for any and all commercial and non-commercial purposes, without any liability or obligation to Customer whatsoever.

6. Intellectual Property; Evaluation; Usage

6.1 **Consulting Services.** Customer retains all rights, title and interest in and to its proprietary data ("Customer Data") which may be used with the Software including all data that Customer elects to integrate into the Software or to display within a dashboard created with the Software. Qlik retains all right, title and interest in and to the Software and all deliverables resulting from performance of the Consulting Services, including all knowhow, methodologies, designs and improvements to the Software, but excluding any Customer Data incorporated into any such deliverable. Qlik hereby grants Customer a non-exclusive license to use any deliverables or work product created hereunder in connection with Customer's authorized use of the Software.



6.2 Education Services

a. If required for any Training Course, Qlik shall provide the applicable participants with an evaluation version of the applicable Qlik proprietary software to use during a live public or private classroom Training Course for instructional purposes only (the "Training Software") and such right to use the Training Software shall automatically terminate upon conclusion of the applicable Training Course. Attendance at a Training Course does not entitle any Customer or participant to any license whatsoever to any Qlik Software.

b. In connection with the Training Services or a Training Course, Qlik may distribute to or make available for download by participants Qlik-branded Training Course materials, in printed form or other medium ("Course Materials"). Subject to Customer's compliance with these Education Terms and the payment of the applicable fees, Qlik grants to Customer a personal, limited, non-assignable, non-exclusive, and non-transferable right, without the right to sublicense, to use the Course Materials solely for Customer's personal training and education.

c. Customer may not copy, disclose, modify, distribute, sell, sublicense, transfer or use in any way except for in accordance with the limited right granted herein the Course Materials, the Training Services, Training Courses or any part thereof. Customer may use all such information solely for education purposes only and may not disclose to any person any information contained therein, except to others who have also rightfully received the above from Qlik. Except for the limited right to use granted herein, all rights in and to any of the above and all copies thereof, are retained by Qlik and its licensors, including, without limitation, all patent rights, copyrights, trademark rights and trade secret rights. Customer shall not remove or alter any copyright or other proprietary rights notice of Qlik and/or its licensors in or on the Course Materials. All Training Services, Training Courses and Course Materials and the intellectual property rights associated therewith are and will remain at all times the sole and exclusive property of Qlik and its affiliates and licensors, and Customer has no rights whatsoever in or to the Training Services Training Courses, Course Materials or the intellectual property associated therewith.

d. Certain Education Services require Customer to have sufficient Internet access. Qlik is not responsible for Customer's inability to access any such Education Services due to user's failure to have adequate Internet or bandwidth capabilities, or for any failure of the Internet or other communications or connectivity networks, or any disruptions or inaccessibility caused by third party sites, software or hardware.

7. Warranty

7.1 Qlik warrants that Consulting Services and Education Services will be performed using reasonable care and skill consistent with generally accepted industry standards. For any claimed breach of this warranty, Customer must notify Qlik of the warranty claim within thirty (30) calendar days of Customer's receipt of the applicable Consulting Services or Education Services. Customer's exclusive remedy and Qlik's sole liability with regard to any breach of this warranty will be, at Qlik's sole option and expense, to either: (i) re-perform the non-conforming Consulting Services or Education Services; or (ii) refund to Customer the fees paid for the non-conforming Consulting Services or Education Services. Customer shall provide reasonable assistance to Qlik in support of its efforts to furnish a remedy for any breach of this warranty.

7.2 Qlik will have no liability to Customer with respect to any warranty claim made pursuant to Section 6.1, or any obligation to correct any defect or problem with the Software, to the extent that it: (i) arises out of any use of the Software by Customer or its authorized Affiliates not in accordance with the Documentation; (ii) arises out of any modification or alteration of the Software by anyone other than Qlik or its authorized subcontractors or (iii) arises out of the use of the Software in combination with any other software or equipment not specified in the Documentation as supported by Qlik.

7.3 EXCEPT AS EXPRESSLY SET FORTH IN SECTION 6.1 AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, QLIK MAKES NO WARRANTIES WITH RESPECT TO THE CONSULTING SERVICES AND EDUCATION SERVICES OR ANY OTHER SUBJECT MATTER OF THIS AGREEMENT AND HEREBY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE (EVEN IF QLIK HAS BEEN INFORMED OF SUCH PURPOSE). QLIK DOES NOT WARRANT THAT THE CONSULTING SERVICES AND EDUCATION SERVICES WILL BE ENTIRELY FREE FROM DEFECTS OR OPERATE UNINTERRUPTED OR ERROR FREE. Further, Qlik does not warrant that: (i) the Course Materials, the Training Services, or any Training Course will meet Customer's or its users' requirements; or (ii) the content of any Training Services, Course Materials, or any Training Course will be error free.

8. Liability and Disclaimers

8.1 EXCEPT FOR: (I) DEATH OR PERSONAL INJURY CAUSED BY A

PARTY'S NEGLIGENCE; (II) EACH PARTY'S INDEMNIFICATION OBLIGATIONS UNDER THIS AGREEMENT; (III) CUSTOMER'S VIOLATION OF QLIK'S INTELLECTUAL PROPERTY RIGHTS; OR (IV) CUSTOMER'S FAILURE TO COMPLY WITH ANY EXPORT CONTROL LAWS, EACH PARTY'S MAXIMUM, CUMULATIVE LIABILITY FOR ANY CLAIMS, LOSSES, COSTS (INCLUDING ATTORNEY'S FEES) AND OTHER DAMAGES ARISING UNDER OR RELATED TO THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE, WILL BE LIMITED TO ACTUAL DAMAGES INCURRED, WHICH WILL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID OR PAYABLE BY CUSTOMER FOR THE APPLICABLE CONSULTING SERVICES OR THE AMOUNT OF FEES ACTUALLY PAID BY CUSTOMER TO QLIK FOR THE EDUCATION SERVICES WHICH GAVE RISE TO THE CLAIM. Any training tenant made accessible to Customer is provided "AS-IS" and without any warranty and Qlik shall have no indemnification obligations nor liability of any type with respect to the training tenant unless such exclusion of liability is not enforceable under applicable law in which case Qlik's liability with respect to the training tenant shall not exceed \$1,000.

8.2 IN NO EVENT WILL QLIK, ITS AFFILIATES OR RESPECTIVE SUBCONTRACTORS BE LIABLE FOR ANY LOSS OF SAVINGS, PROFITS OR REVENUES, LOSS OR CORRUPTION OF DATA, GOODWILL, OR REPUTATION, INACCURACY OF ANY DATA, THE COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, HOWSOEVER ARISING AND REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE OR STRICT LIABILITY), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS.

8.3 THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET FORTH IN THIS SECTION SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. TO THE EXTENT THAT QLIK MAY NOT, AS A MATTER OF LAW, DISCLAIM ANY WARRANTY OR LIMIT ITS LIABILITIES, THE SCOPE OR DURATION OF SUCH WARRANTY AND THE EXTENT OF QLIK'S LIABILITY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW. IF A WAIVER, RIGHT, OR REMEDY IS EXERCISED PURSUANT TO MANDATORY LAW, IT SHALL BE EXERCISED SOLELY FOR THE PURPOSE PROVIDED AND IN CONFORMANCE WITH THE PROCEDURES AND LIMITATIONS EXPRESSLY PROVIDED FOR BY SUCH LAW.

9. Confidentiality

Each Party shall protect the other Party's Confidential Information using the same degree of care used to protect its own confidential information, but in no event less than a reasonable degree of care. The receiving Party shall not (i) use Confidential Information for any purpose outside the scope of this Agreement, or (ii) voluntarily disclose Confidential Information except to employees, contractors and agents as required to perform its obligations under the Agreement. Notwithstanding the foregoing, a Party may disclose the other Party's Confidential Information to the extent that it is required to be disclosed in accordance with an order or requirement of a court, administrative agency or other governmental body, provided that such Party, to the extent permitted by law, provides the other Party with prompt notice of such order or requirement in order that it may seek a protective order. Each Party's confidentiality obligations hereunder will continue for a period of three (3) years following any termination of this Agreement, provided, however, that each Party's obligations will survive and continue in effect thereafter with respect to, and for so long as, any Confidential Information continues to be a trade secret under applicable law. The Parties acknowledge and agree that the Software and all pricing information shall be the Confidential Information of Qlik.

10. Termination

10.1 This Agreement shall remain in effect until completion, expiration or termination of all Consulting or Education Services. Except as otherwise agreed in writing, Customer shall be liable for payment to Qlik for all Consulting Services and Education Services provided through the effective date of any termination of this Agreement as well as any costs and expenses of Qlik resulting from the termination.

10.2 Either Party may terminate this Agreement as a result of a material breach by the other party if such breach remains uncured thirty (30) days after receipt of written notice from the non-breaching party (ten (10) days in the case of Customer's non-payment). In the event of a breach, Customer shall be liable for payment to Qlik for all Consulting Services and Education Services provided and expenses incurred through the date of termination.

10.3 Sections 2-3 and 5-10 inclusive shall survive any termination of this Agreement.



11. General

11.1 Qlik and Customer are independent contractors. Nothing in this Agreement or any amendment to this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties. Qlik personnel engaged to perform Consulting Services do not enter into an employment relationship with Customer and Customer shall take all reasonable measures to ensure that Qlik personnel will not be deemed Customer employees.

11.2 Neither Party will have any liability under this Agreement to the extent that it is delayed, prevented or hindered in performing any of its obligations under this Agreement (other than the obligation to pay money) as a result of any circumstance or occurrence beyond the reasonable control of a Party, including without limitation acts or omissions by a public authority, acts of God, strikes, blockades, failures, outages or delays of the Internet, denial of service attacks, acts of terrorism, riots, storms, earthquakes, explosions, fires, and floods.

11.3 This Agreement or any of the rights or obligations hereunder may not be assigned by Customer without the prior written consent of Qlik. Qlik may delegate all or part of the Consulting Services to be performed hereunder or all or part of the Education Services to be provided hereunder to a Qlik Affiliate or third party provided that Qlik will remain liable for all acts and omissions of any such Affiliate or third party.

11.4 This Services Agreement shall be governed by the laws of the jurisdiction of the Agreement that governs Customer's purchase of Qlik Products under the Qlik Customer Agreement or other similar agreement, or where the Customer does not have a Qlik Customer Agreement, then as stated otherwise in section 11.4.3:

11.4.1 This Agreement shall be governed by the laws of the jurisdiction corresponding to the Qlik entity identified below as the contracting party, but excluding any conflict of law rules or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded. Any suit, action or proceeding arising out of or relating to this Agreement will be brought before the courts corresponding to the Qlik contracting entity or the applicable arbitration board specified in sections 11.4.2 and 11.4.3 and will be conducted in the English language. The Parties hereby expressly and irrevocably submit to the exclusive jurisdiction of such courts or arbitral bodies for the purpose of any such suit, action or proceeding.

11.4.2 With respect to the following Qlik Contracting entities, any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce in Stockholm: (a) QlikTech International Markets AB; (b) QlikTech Brazil Commercializacao do Software Ltda; (c) QlikTech Denmark A/S; (d) QlikTech Finland Oy; (e) QlikTech Mexico S de R.L de C; and (f) QlikTech LATAM AB.

11.4.3 The following governing law and/or jurisdiction provisions will apply to the following Qlik entities: (a) the laws of New South Wales for QlikTech Australia Pty Ltd; (b) the laws of Ontario, Canada for QlikTech Corporation; (c) the laws of Hong Kong SAR for QlikTech Hong Kong Limited and any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the laws of the Hong Kong SAR and the arbitrators shall have the power to order, among other things, specific performance and injunctive relief; (d) for QlikTech India Pvt Ltd any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be finally resolved by arbitration conducted in accordance with the Arbitration and Conciliation Act, 1966 and any amendments hereto; (e) for QlikTech Italy Srl the courts of Milan will govern; (f) for QlikTech Japan K.K the Tokyo District Court shall govern; (g) for Qlik Technology (Beijing) Limited Liability Company the governing law shall be the laws of China and any claim shall be settled by arbitration at the China International Economic and Trade Arbitration Commission (CIETAC); (h) for QlikTech Netherlands any claim shall be settled at the SGOA (the Dutch Foundation of the Settlement of Arbitration of the Settlement of Automation Disputes) in the Hague; (i) for QlikTech Singapore Pte Ltd any claim shall be determined by arbitration in Singapore in accordance with the UNCITRAL Arbitration Guide in force from time to time; (j) for QlikTech Iberica S.L the courts of the city of Madrid, Spain will govern; and (k) for QlikTech Inc the governing law shall be the laws of the Commonwealth of Pennsylvania USA and the courts shall be the State and Federal Courts of Montgomery County in the Commonwealth of Pennsylvania.

11.5 Arbitral tribunals shall be composed of a sole arbitrator, unless otherwise expressly stated under local laws and the Parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrator may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrator, against the party that did not prevail. The arbitrator shall have the power to order, among other things, specific performance and injunctive relief. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.

11.6 CUSTOMER EXPRESSLY WAIVES ANY RIGHT TO A JURY TRIAL REGARDING DISPUTES RELATED TO THIS AGREEMENT AND ANY AMENDMENTS THERETO.

11.7 Customer acknowledges that Qlik may be irreparably harmed by a breach of the terms of this Agreement and that damages, alone, may not be an adequate remedy. Customer agrees that, in addition to any other rights or remedies permitted under applicable law, Qlik will have the right to enforce this Agreement by injunctive or other equitable relief without the need to prove actual damages or post a bond.

11.8 All notices concerning a default, breach or violation of this Agreement by Qlik will be in writing and delivered to Qlik: (i) by certified or registered mail, upon delivery or; (ii) by an internationally recognized express courier, upon delivery to: Qlik at 211 S. Gulph Road, Suite 500, King of Prussia, PA 19406, USA, Attention: Legal Department. All other notices to Qlik, including account related communications, will be electronically sent to Qlik at CustomerNotices@qlik.com.

11.9 If any provision of this Agreement is invalid or unenforceable, that provision shall be construed, limited, modified or, if necessary, severed to the extent necessary to eliminate its invalidity or unenforceability, and the other provisions of this Agreement shall remain in full force and effect.