

GENERAL TERMS AND CONDITIONS FOR EASYMASTER 360

1 Agreement

1.1 These General Terms and Conditions, Special Terms and Conditions and the agreement overleaf together constitute a Service Agreement (this "Agreement") between Customer as set out in the "Customer Name" section on the first page of this Agreement and Konica Minolta Business Solutions (HK) Limited ("Konica Minolta").

1.2 Words importing the singular number shall include the plural and vice versa.

2 Term

2.1 The Agreement shall commence and be effective on the date on the first page of this Agreement or another date mutually agreed but not more than 60 days after the signing date of this Agreement ("Effective Date").

2.2 This Agreement shall be effective for 12 months from the Effective Date.

3 Service Package

3.1 Customer is entitled to select 1 to 5 Service Categories provided by Konica Minolta and enjoy up to 1 terabyte (TB) storage ("Service Package"). Each Service Category can be selected up to 3 units in each Service Package.

3.2 Customer is not eligible to purchase another Service Package during the Contract Period or the Renewed Contract Period defined as below.

3.3 Shall Customer continue to subscribe this Service Package, subject to the storage limit, any applicable laws including but not limited to Personal Data (Privacy) Ordinance and clause 7.2 hereunder, Konica Minolta shall keep Customer's data up to the most recent 7 years, excluding data related to Customer Service, and Recruitment Service. Customer can retrieve the data during the Contract Period subject to separate quotation.

3.4 In the event that Customer requests Konica Minolta to keep Customer's data more than 7 years or the storage that Customer is using exceeds the limit, Konica Minolta shall be entitled to charge Customer by separate quotation.

4 Service Fee and Payment

4.1 In consideration for the Services contemplated by this Agreement, Customer shall pay Konica Minolta the service fee ("Service Fee") in advance as set out on the first page of this Agreement on a monthly basis. A cheque shall be made payable to "Konica Minolta Business Solutions (HK) Limited" by Customer to pay the first month Service Fee in advance upon signing this Agreement. Alternatively, Telegraphic Transfer or other methods mutually agreed may be accepted, and the payment should then be supported by a bank advice.

4.2 Unless otherwise expressed hereunder, Customer shall pay the Service Fee in advance, which is non-refundable, to Konica Minolta punctually for that month. The payment due date shall be 14 days from the date of invoice issued by Konica Minolta.

4.3 Konica Minolta reserves the right to adjust the price for each service item with a 30-day notice to Customer before the date of renewal.

4.4 Without limiting any other remedies or rights that Konica Minolta may have hereunder, if Customer fails to pay on time, Konica Minolta shall have the right to cancel or suspend any other outstanding orders/services until Customer has paid the outstanding amounts or terminated this Agreement.

4.5 Without prejudice to any other of Konica Minolta's right hereunder and without any way affecting or relieving Customer's obligation to make punctual payments, interest shall be charged at the default interest rate on all overdue payments and on all other overdue payments payable under this Agreement. The default interest rate shall be 2.5% per calendar month ("Default Rate"), interest shall run day to day and accrue until payment and shall be compounded at monthly intervals. Each payment and any other overdue payment are independent and additional liability and shall survive the termination of this Agreement.

5 Software and License

5.1 Customer acknowledges that certain Software and/or certain components of the Software are fully powered by a software developed and maintained by a third party supplier. If such Software is to be provided by the third party supplier ("Third Party Software"), Customer acknowledges that Konica Minolta is not the author, developer, provider or seller of such Third Party Software. Customer further agrees that Konica Minolta shall not be liable for any defects, flaws, programming errors, inefficiencies or malfunctions in any such Third Party Software, or for any lack of functionality in or non-performance of the Third Party Software. Customer agrees: (i) that its exclusive remedies with respect to any Third Party Software will be against the supplier or provider thereof; (ii) not to assert against Konica Minolta any claim based on or related to Customer's use of any Third Party Software; (iii) that its use of any Third Party Software will be governed solely by the terms of Customer's agreement with the supplier/provider of such Third Party Software; and (iv) Konica Minolta is not in any way responsible for the acts or omissions of its third party supplier. For the details of the agreement between Customer and the supplier/provider of Third Party Software, please refer to <https://www.microsoft.com/en-us/licensing/product-licensing/products>

6 Termination

6.1 Unless either party notifies the other party in writing at least 30 days before the expiration of the Contract Period, this Agreement shall be automatically renewed for a further period of 12 months commencing on the day after the last day of the

Contract Period ("the Renewed Contract Period"), and all the other terms and conditions of this Agreement will continue to be valid and effective during the Renewed Contract Period (except the changes mentioned herein by mutual agreement). For avoidance of doubt, the automatic mechanism contained in this clause 6.1 shall also apply to each Renewed Contract Period subsequent to the Contract Period.

6.2 In the event that Customer requests to choose additional Service Category during the Contract Period or the Renewed Contract Period, Customer shall enter into a separate agreement with Konica Minolta when this agreement shall be terminated.

6.3 Konica Minolta may terminate this Agreement (i) if any of the sums payable hereunder or any other indebtedness is not paid by Customer within 14 days from the due day; (ii) if a bankruptcy petition relating to Customer is presented, or Customer enters into compulsory or voluntary liquidation, or have a receiving order made against it, or makes any arrangement with its creditors or makes any assignment for the benefit of such creditors; (iii) with or without cause, upon a 30-day written notice of intent to terminate to Customer; (iv) if services or the license of the Software is terminated by the third party supplier.

7 Effects of Termination

7.1 Upon termination of this Agreement under clause 6.3 above or otherwise, Customer shall, without prejudice to Konica Minolta's rights to claim damages, become immediately liable to pay Konica Minolta an amount comprising the aggregate of:

- (a) all monies accrued due and unpaid under the terms of this Agreement together with interest thereon at the Default Rate;
- (b) any costs and expenses incurred by Konica Minolta in collecting any payments due under this Agreement or otherwise in obtaining the due performance of the obligations of Customer under this Agreement; and
- (c) all payments which would have been payable for the remainder of the Contract Period.

7.2 All information and data possessed by Konica Minolta relating to the services hereunder shall be disposed of or destroyed within 14 days after the termination of this Agreement unless, subject to separate quotation, Customer makes a request to retrieve the data except the voice mail call data by giving a 30-day written notice to Konica Minolta before the termination of this Agreement. Customer can retrieve the data except the voice mail call data by the manner instructed by Konica Minolta within 14 days after the termination of this Agreement.

7.3 All unused services hereunder after the termination of this Agreement shall not be refundable.

7.4 Termination of this Agreement by Konica Minolta shall not discharge Customer from any arising obligations accrued / due prior to the date of termination.

7.5 The rights and remedies granted to Konica Minolta pursuant to this Agreement are in addition to, and shall not limit or affect, any other rights or remedies available at law or equity.

8 Indemnity

8.1 Each Party agrees to indemnify and hold harmless the other Party, and its respective affiliates, officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

8.2 In the event of any third party claim or action for which the indemnified party is entitled to seek indemnification under this section, (a) the indemnified party shall promptly notify the indemnifying party of the claim; (b) the indemnifying party may, at its option, elect to assume control of defence and settlement of the claim; (c) the indemnified party shall provide the indemnifying party with assistance in the defence as the indemnifying party reasonably requests and (d) the indemnified party shall not incur costs or expenses for the indemnifying party's account without the indemnifying party's prior consent.

9 Limitation of Liability

9.1 Konica Minolta shall not be liable for any damages or losses to the information/data saved in Customer's or Konica Minolta's network or any damages or losses caused to Customer or its employees or properties save and except the same is caused by the willful act or default of Konica Minolta.

9.2 In no any event shall Konica Minolta be liable to Customer, any employee, agent or contractor of Customer, or any third party, for any loss of profits, loss of business, or indirect, incidental, special, consequential, exemplary or punitive damages arising out of or related to this Agreement even if Konica Minolta has been advised of the possibility thereof. Konica Minolta's liability to Customer under this Agreement shall in no event exceed the amount of one-month Service Fee paid by Customer.

9.3 Konica Minolta shall not be liable for any delay or deficiency in providing the Services if such delay or deficiency results from Customer's failure to perform its duties under this Agreement or due to any cause beyond Konica Minolta's reasonable control.

9.4 Konica Minolta shall have no liability for any claims, actions, damages or other costs arising out of or in connection with any contents, materials, documents or other information (including but without limitation to trademarks, copyrighted materials) provided to Konica Minolta by Customer.

10 Confidentiality

10.1 Confidential information (the "Confidential Information") refers to, no matter in written, oral, visual or electronic form, or on tape or disk or any storage device, (i) any proprietary information including but not limited to trade secrets, technical knowledge, technical information including data, findings, know-how, plan, software, and all secret processes, technology, machines, computer programs, manuals, components, products, inventions, systems, designs, assembly techniques, pending patent applications and (ii) business, financial, marketing and accounting information whether related to present or prospective business activities, operations, management, policies and strategies, including market intelligence, database information, customer data, or any other information of disclosing party acquired in the pursuance of or during the existence of this Agreement.

10.2 Either party agrees that it will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which the receiving party has obtained, except as authorized by the disclosing party or as required by law. The obligations of confidentiality will apply during the term of this Agreement and will survive indefinitely upon termination of this Agreement until the Confidential Information shall no longer be confidential.

10.3 Notwithstanding Clause 10.1 above, the following information shall not be deemed as Confidential Information and either party shall have no obligation with respect to such information:

- (a) which is already in the possession of the receiving party at the time of disclosure;
- (b) which is already available to the public at the time of disclosure;
- (c) which becomes available to the public without fault of the receiving party;
- (d) which is subsequently rightfully received by the receiving party from a third party without notice of restriction on further disclosure; or
- (e) which is developed by the receiving party independently of this Agreement.

11 Personal Data (Privacy) Ordinance

11.1 Konica Minolta acknowledges that the Confidential Information may consist of personal data and be subject to the provisions of the Personal Data (Privacy) Ordinance, Chapter 486 of the laws of the Hong Kong Special Administrative Region ("PDPO"). Konica Minolta agrees to comply with the provisions of the PDPO, and all other relevant laws and regulations, with respect to the Confidential Information, as if it were a data user as defined in the PDPO.

12 Force Majeure and Extreme Weather Events

12.1 Neither party hereto shall be deemed in default of this Agreement to the extent that performance of its obligations (other than an obligation of payment) or attempts to cure any breach are delayed or prevented by reason of any act of God, epidemics, fire, natural disaster, accident, civil disturbance, terrorism, acts or omissions of suppliers and other third parties, act of government, strikes, unavailability of materials, facilities, telecommunications services or supplies or any other cause beyond the reasonable control of such party (each, a "Force Majeure Event").

12.2 Where the road usage is unsafe and/or the place at which the Customer Services are to be provided is not accessible due to poor road conditions or otherwise, and/or a Typhoon Signal No. 8 or above or a Black Rainstorm Warning Signal is hoisted, Konica Minolta shall not be obliged to carry out any Services hereunder. In case where other weather warning signal(s) is/are hoisted (e.g. landslide warning, flood warning), Konica Minolta shall have absolute discretion to decide whether and when to carry out any Services hereunder.

13 Assignment of Rights

13.1 Konica Minolta may at any time assign all or part of its interest in this Agreement or its right hereunder to any person or corporation. Customer may not without the prior written consent of Konica Minolta assign or transfer all or part of its interest in this Agreement or its rights hereunder to any person or corporation.

14 Modifications, waiver and severability

14.1 The parties hereto may, by mutual agreement, amend any provision of this Agreement, and any party hereto may grant consent or waive any right to which it is entitled hereunder or any condition to its obligations hereunder, provided that each such amendment, consent or waiver shall be agreed by both parties and shall be in writing. If any terms and conditions of this Agreement shall become illegal, invalid or unenforceable for any reason, the legality, validity or enforceability of the remaining provisions shall not be in any way be affected or impaired.

15 Independent Contractor

15.1 In providing the Services under this Agreement, it is expressly agreed that Konica Minolta is acting as an independent contractor and not as an employee. Konica Minolta and Customer acknowledge that this Agreement does not create a partnership or joint venture between them, and is exclusively a contract for services.

16 Contracts (Rights of Third Parties) Ordinance

16.1 The parties hereby declare that nothing in this Agreement confers or purports to confer on any third party any benefit or any right to enforce any term of this Agreement pursuant to the Contracts (Rights of Third Parties) Ordinance (Cap. 623) of the Laws of Hong Kong Special Administrative Region.

17 Entire Agreement

17.1 This Agreement and other attachments hereto constitute the entire agreement between the parties hereto with respect to the subject matter hereof and supersedes all prior agreements, quotations, purchase orders, understandings and negotiations, whether oral or written, between the parties hereto with respect to such subject matter, unless otherwise explicitly agreed in writing by the parties.

18 Laws and Jurisdiction

18.1 This Agreement shall be governed and construed in accordance with the laws of the Hong Kong Special Administrative Region and any disputes arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of the Hong Kong Special Administrative Region.

SPECIAL TERMS AND CONDITIONS FOR EASYMASTER 360

1 IT Support Services

- 1.1 This paragraph is applicable if Customer chooses to use the IT Support Services provided by Konica Minolta under this Agreement.
- 1.2 Konica Minolta shall provide the IT Support Services as set out in the scope of work ("SOW") at Customer's premises specified on the first page of this Agreement.
- 1.3 Konica Minolta will provide one (1) employee to provide IT Support Services at Customer's request.
- 1.4 Upon request by Customer, Konica Minolta may provide additional installation, set up, configuration services at a separate rate.
- 1.5 Konica Minolta shall provide the IT Support Services upon the request by Customer under the token system as described in the SOW. Without prejudice to Customer's right to use all tokens within the first 6 months from the Effective Date of this Agreement, half of the total tokens purchased by Customer under this Agreement but unused within the first 6 months from the Effective Date of this Agreement shall be forfeited upon the end of the 6th month from the Effective Date of the Service Agreement.
- 1.6 Duties of Customer: Customer shall (i) provide a safe workplace with adequate access to facilities for the performance of IT Support Services by Konica Minolta; (ii) provide proper system and network access for the performance of IT Support Services by Konica Minolta; (iii) provide all necessary and proper tools and software, including but not limited to installation media and licence, for performing IT Support Services; and (iv) provide clear and reasonable instructions for Konica Minolta to follow. Authorized contact person from the Customer shall be assigned for coordination and arrangement of the performance of IT Support Services.
- 1.7 Warranties: Konica Minolta makes no warranties of any kind, expressed or implied regarding the functionality of hardware or software, but instead relies on the warranties provided by the manufacturer of each equipment or device. Except as expressly stated in any service agreement or their general terms and conditions, Konica Minolta does not make, and hereby disclaims, any and all expressed or implied warranties, including, but not limited to, warranties of merchantability, fitness for a particular purpose, non-infringement and title, and any warranties arising from a course of dealing, usage or trade practice. Due to the complexity and hidden factors in the IT system environment, Konica Minolta makes no warranties that it can fix or resolve all hardware or software issues. Konica Minolta will make every endeavour to provide alternative solutions or workarounds to achieve the best possible outcome to Customer. For the avoidance of doubt, the effectiveness of IT Support Services is governed by the effectiveness of the software and tools of Customer.

2 HR - Payroll and Recruitment Services

- 2.1 This paragraph is applicable if Customer chooses to use the Payroll and Recruitment Services ("HR Services") provided by Konica Minolta under this Agreement.
- 2.2 Konica Minolta shall provide the HR Services as set out in the SOW.
- 2.3 Upon acceptance of this Agreement by Customer and subject to the terms and conditions of this Agreement, Konica Minolta will grant Customer a non-exclusive, limited, personal, revocable access right in respect of the HR system ("HR System") for the time period stipulated in this Agreement. For the avoidance of doubt, Customer shall not have any title of The HR System.
- 2.4 Customer shall not assign in whole or in part or grant any rights in HR System to any other party.
- 2.5 The access right of the HR System is assigned to Customer for its internal use and the purpose of accessing the HR System only. Customer shall not be entitled to any other right or function related to such access right.
- 2.6 Customer shall not attempt to access, use, modify, copy, reverse engineer, download, upload or in any other way reproduce the HR System without the prior approval of Konica Minolta.
- 2.7 Out-of-pocket expenses: Customer will reimburse Konica Minolta all out-of-pocket expenses paid or incurred by Konica Minolta or any other reimbursable items in connection with the recruitment service. Konica Minolta will issue a separate invoice or include in the monthly invoice for such expenses to the Customer.
- 2.8 Limitation of liability: Konica Minolta shall not be responsible and liable for (i) verifying the truthfulness of the information/data supplied by the candidate; (ii) verifying the correctness of source data provided by Customer; (iii) any damages or losses to the information/data saved in Customer's network or any damages or losses caused to Customer when transmitting the data from/to the Customer to/from Konica Minolta; and (iv) any defects, flaws, programming errors, inefficiencies or malfunctions in the HR System, or for any lack of functionality in or non-performance of the HR System. If the HR System is unsatisfactory for any reason, Customer shall make any claim on account thereof solely against the third party supplier of the HR System and shall nevertheless, continue the obligations of payment under this Agreement. Customer agrees that it will not assert any defences, deductions, abatements, counterclaims or set-off against Konica Minolta. Customer further agrees (a) that its uses of the HR System will be governed solely by the terms of Customer's agreement with the supplier/provider of the HR System; and (b) Konica Minolta is not in any way responsible for the

acts or omissions of the third party supplier of the HR System.

- 2.9 Warranties: Konica Minolta makes no warranty, expressed or implied whatsoever with respect to the HR System and Customer accepts the use of the HR System in "as-is" conditions. Konica Minolta does not warrant that the operation of the HR Services and/or HR System will be uninterrupted or error-free. Any warranties provided in this Agreement will not apply in the event of defects or non-conformances resulting from: (i) use of software, equipment, interfacing or supplies not supplied by Konica Minolta; (ii) unauthorized or improper use or modifications of the HR System or any parts thereof; (iii) improper use or site preparation by Customer or a third party.
- ### **3 Bookkeeping Services**
- 3.1 This paragraph is applicable if Customer chooses to use the Bookkeeping Services provided by Konica Minolta under this Agreement.
 - 3.2 Konica Minolta shall provide the Bookkeeping Services as set out in the SOW.
 - 3.3 Upon acceptance of this Agreement by Customer and subject to the terms and conditions of this Agreement, Konica Minolta will grant Customer a non-exclusive, limited, personal, revocable access right in respect of the Bookkeeping system ("BK System") for the time period stipulated in this Agreement. The BK System is a proprietary to Konica Minolta.
 - 3.4 Customer shall not assign in whole or in part or grant any rights in the BK System to any other party.
 - 3.5 The access right of the BK System is assigned to Customer for its internal use and the purpose of accessing the BK System only. Customer shall not be entitled to any other right or function related to such access right.
 - 3.6 Customer shall not attempt to access, use, modify, copy, reverse engineer, download, upload or in any other way reproduce the BK System without the prior approval of Konica Minolta.
 - 3.7 KM acts as an independent contractor to Customer and will not act in any capacity of Customer's management or as its employee. This limitation extends to all KM's employees and subcontractors that may be needed in order to effectively and efficiently perform the services as specified in the SOW of the Bookkeeping Service.
 - 3.8 The Bookkeeping Service provided by KM is not an assurance service, such as external audit and attestation that provide any opinion. Therefore, KM will only communicate with and report to Customer or an individual designated by Customer in relation to the SOW of the Bookkeeping Service. The deliverables will not and should not be interpreted as i) reporting on financial statements or other data; ii) expressing a conclusion, certification or other form of assurance over financial reporting; or iii) the basis for written assertions by Customer's management covering its financial statements or other data or its internal control over financial reporting disclosures and procedures.
 - 3.9 Limitation of Liability: Konica Minolta shall not be responsible and liable for (i) verifying the correctness of source data provided by Customer; (ii) any damages or losses to the information/data saved in Customer's network or any damages or losses caused to Customer when transmitting the data from/to Customer to/from Konica Minolta; and (iii) any defects, flaws, programming errors, inefficiencies or malfunctions in the BK System, or for any lack of functionality in or non-performance of the BK System. If the BK System is unsatisfactory for any reason, Customer shall make any claim on account thereof solely against the third party supplier of the BK System and shall nevertheless, continue the obligations of payment under this Agreement. Customer agrees that it will not assert any defences, deductions, abatements, counterclaims or set-off against Konica Minolta. The Customer further agrees (a) that its uses of the BK System will be governed solely by the terms of Customer's agreement with the third party supplier/provider of the BK System; and (b) Konica Minolta is not in any way responsible for the acts or omissions of the third party supplier of the BK System.
 - 3.10 Warranties: Konica Minolta makes no warranty, expressed or implied whatsoever with respect to the BK System and the Customer accepts the use of the BK System in "as-is" conditions. Konica Minolta does not warrant that the operation of the Bookkeeping Services and/or the BK System will be uninterrupted or error-free. Any warranties provided in this Agreement will not apply in the event of defects or non-conformances resulting from: (i) use of BK System, equipment, interfacing or supplies not supplied by Konica Minolta; (ii) unauthorized or improper use or modifications of the BK System or any parts thereof; (iii) improper use or site preparation by Customer or a third party.
- ### **4 Business Operations Services**
- 4.1 This paragraph is applicable if Customer chooses to use the Business Operations Services provided by Konica Minolta under this Agreement.
 - 4.2 Konica Minolta shall provide the Business Operations Services as set out in the SOW.
 - 4.3 Upon acceptance of this Agreement by Customer and subject to the terms and conditions of this Agreement, Konica Minolta will grant Customer a non-exclusive, limited, personal, revocable license in respect of the bizCloud Operation Systems ("bizCloud Systems") for the time period stipulated in this Agreement. bizCloud Systems are proprietaries to Konica Minolta.
 - 4.4 Customer shall not assign in whole or in part or grant any rights in bizCloud Systems to any other party.
 - 4.5 The license of bizCloud Systems is assigned to Customer for its internal use and

the purpose of accessing the bizCloud Systems only. Customer shall not be entitled to any other right or function related to such license.

- 4.6 Customer shall not attempt to access, use, modify, copy, reverse engineer, download, upload or in any other way reproduce bizCloud Systems without the prior approval of Konica Minolta.
- 4.7 Limitation of Liability: Konica Minolta shall not be responsible and liable for (i) verifying the correctness of source data provided by Customer; (ii) any damages or losses to the information/data saved in Customer's network or any damages or losses caused to Customer when transmitting the data from/to Customer to/from Konica Minolta; and (iii) any defects, flaws, programming errors, inefficiencies or malfunctions in the bizCloud Systems, or for any lack of functionality in or non-performance of the bizCloud Systems. If the bizCloud Systems are unsatisfactory for any reason, Customer shall make any claim on account thereof solely against the third party supplier of the bizCloud Systems and shall nevertheless, continue the obligations of payment under this Agreement. Customer agrees that it will not assert any defences, deductions, abatements, counterclaims or set-off against Konica Minolta. Customer further agrees (a) that its uses of the bizCloud Systems will be governed solely by the terms of Customer's agreement with the supplier/provider of the bizCloud Systems; and (b) Konica Minolta is not in any way responsible for the acts or omissions of the third party supplier of the bizCloud Systems.

5 Customer Services

- 5.1 This paragraph is applicable if Customer chooses to use the Customer Services provided by Konica Minolta under this Agreement.
- 5.2 Konica Minolta shall provide services as set out in the SOW ("Call Centre Service").
- 5.3 Customer shall prepare a maximum of 10 questions with answers ("Preset Questions") for Konica Minolta to perform Call Centre Service as set out in the SOW before the commencement of the Call Centre Service. Any modification, amendment or addition to the Preset Questions shall be subject to additional charges set out in the SOW.
- 5.4 Limitation of Liability: Konica Minolta shall not be responsible and liable for (i) verifying the correctness of source data provided by Customer; (ii) any damages or losses to the information/data saved in the Customer's network or any damages or losses caused to Customer when transmitting the data from/to Customer to/from Konica Minolta; and (iii) any defects, flaws, programming errors, inefficiencies or malfunctions in the system of the call centre ("Call System"), or for any lack of functionality in or non-performance of the Call System. If the Customer Services are unsatisfactory for any reason, Customer shall make any claim on account thereof solely against the third party supplier of the Call System and shall nevertheless, continue the obligations of payment under this Agreement. Customer agrees that it will not assert any defences, deductions, abatements, counterclaims or set-off against Konica Minolta. Konica Minolta is not in any way responsible for the acts or omissions of the third party supplier of the Call System.
- 5.5 Any failure to satisfy the Service Level Agreement due to the inaccuracy and incompleteness of any information and data provided by Customer to Konica Minolta shall not constitute breach of this Agreement and Konica Minolta shall have no liability for any claims, actions, damages or other costs arising out of such failure.