

SALES TERMS AND CONDITIONS

All sales made by Ingram Micro Inc. an Ontario corporation ("Ingram Micro") to its customers with Ingram Micro Canadian resale accounts ("Purchaser") are subject to these terms and conditions. Purchaser's acceptance of these terms and conditions shall be made by either (i) Purchaser providing a purchase order number to Ingram Micro or (ii) Purchaser's acceptance of any Product from Ingram Micro, whichever occurs first. These terms and conditions shall apply to sales of all products and services described in Ingram Micro's current comprehensive product listing including Special Order Product except as otherwise specified herein ("Product"). The term "Special Order Product" as used herein shall mean products that are not listed in Ingram Micro's current comprehensive product listing or that have been configured to Purchaser's specifications.

1. ORDERING

Prior to placing an order, Purchaser must have an active Ingram Micro Canadian sales account number and Purchaser's account must be current and in good standing. Purchaser must provide Ingram Micro with complete Product order information as required by Ingram Micro. The Product order information will include, without limitation, the (i) Product description, (ii) unit quantity, (iii) Ingram Micro SKU number and/or vendor part number, (iv) current unit price as provided by Ingram Micro, and (v) correct shipping address. For government or educational orders, Purchaser will provide the above Product order information as well as (i) end user name and postal code and (ii) government or educational contract number. Purchaser personnel will identify, for each Product order, the ship-to destination as either Purchaser, Purchaser's customer, or to some other specified third party. Ingram Micro reserves the right to require additional information based on the requirements of the manufacturer or publisher of the Product. Ingram Micro reserves the right to charge Purchaser for any and all costs directly attributable to Purchaser providing erroneous or incomplete order information and Purchaser agrees to pay all such costs as invoiced by Ingram Micro. Purchaser understands and agrees that in certain situations (e.g., direct shipments from Ingram Micro to Purchaser's customers) Purchaser must provide Ingram Micro with names, mailing addresses, telephone numbers and other information regarding its customers (collectively, "Customer Information") and Ingram Micro must record, use, disclose and store certain Customer Information regarding such sales to enable the processing, delivery and post-sales support of those orders. Purchaser understands and agrees that Ingram Micro is required to provide Customer Information or portions thereof to many of its suppliers. Purchaser may place orders over the telephone, via facsimile, and via Ingram Micro-approved electronic ordering methods only through persons who identify themselves as Purchaser personnel and provide their Ingram Micro customer number prior to placing the order. Ingram Micro will have no obligation to confirm the validity of any order placed or the authority of the person placing an order in this manner. Purchaser bears all risk of unauthorized purchases by third parties using Purchaser's account number. Ingram Micro's acceptance of any order from Purchaser is limited to these terms and conditions in their entirety without addition, modification, or exception. Any additional or different terms in Purchaser's purchase order or submitted by Purchaser in any form are hereby deemed to be material alterations hereto and notice of objection to them is hereby given. All orders under \$1,750.00 will be assessed a \$7.50 minimum order fee. Orders for direct shipment to Purchaser's customers or Special Order Products may require prepayment and may be subject to additional fees. Ingram Micro will have no obligation to hold Product for future sale to Purchaser if Purchaser's order is incomplete, on hold, or if Purchaser does not confirm the order within 24 hours of notification from Ingram Micro that backordered Product is available for shipment. All Products sold to Purchaser hereunder are for resale only. Additional fees may apply.

All Product pricing, description and availability information ("Information") provided by Ingram Micro, in any form, is the property of Ingram Micro. Ingram Micro hereby grants Purchaser a limited, non-exclusive, non-transferable license to use the Information for Purchaser's internal use only for purposes of Purchaser's sales and purchases of Products sold by Ingram Micro. If Ingram Micro provides Information to Purchaser electronically, Purchaser agrees to update such Information regularly to ensure its accuracy. Purchaser agrees to hold in confidence and not to directly or indirectly use, reveal, report, publish, disclose or transfer to any other person or entity any of the Information or utilize the Information for any purpose except as permitted herein. Purchaser acknowledges and agrees that Ingram Micro may send Purchaser marketing and business communications from time to time via various means, including e-mail. Purchaser represents and warrants that all third party personal information collected by Purchaser and disclosed to Ingram Micro has been collected and disclosed in accordance with all applicable laws. Purchaser shall indemnify Ingram Micro against any third party claims against Ingram Micro due to Purchaser's failure to comply with such laws.

2. PRICE

All prices are subject to change without notice and will be established at time of order acceptance by Ingram Micro. Order acceptance and sale by Ingram Micro occurs at time of shipment. Prices for backordered Products are not guaranteed. Additional fees may apply in accordance with Ingram Micro's policies in effect on the date of shipment.

3. SHIPMENT AND DELIVERY

Shipment will be made FCA origin (Incoterms 2010) to a location within Canada only, unless otherwise agreed to by both Ingram and Purchaser. For Products owned by Ingram Micro, title and risk of loss will transfer to Purchaser upon Ingram Micro tendering the Product for delivery to the carrier. Ingram Micro will ship Products using Ingram Micro's carrier of choice

via standard ground freight service. Purchaser will be responsible for all freight charges related to any customer purchase order including subsequent backorders. Non-physical goods shipments such as software licenses (without media kits), and warranties will not be subject to the freight charge. Additional charges may apply for unusually heavy or large items and may be invoiced separately from the shipment. Shipment of materials designated as hazardous in accordance with Transport Canada and/or International Air Transportation regulations may also incur additional charges. If Purchaser requests special shipping or handling including without limitation, expedited shipment, third-party billing, or freight collect, Purchaser shall bear all risk of loss in transit and is responsible for filing claims with the carrier and all freight and handling costs. Additional fees and terms may also apply. Purchaser shall examine all Products upon receipt and shall notify Ingram Micro, as specified herein, of all discrepancies or if rejection is intended. Such notice shall be reasonably detailed and shall specify the discrepancy or reason for rejection. Failure to give such notice in accordance with these terms and conditions shall be deemed an acceptance of the Products as of the date of shipment.

4. CREDIT AND PAYMENT TERMS

Purchaser shall furnish to Ingram Micro all financial information reasonably requested by Ingram Micro from time to time for the purpose of establishing or continuing Purchaser's credit limit. Purchaser agrees that Ingram Micro shall have the right to decline to extend credit to Purchaser and to require that the applicable purchase price be paid prior to shipment. Purchaser shall promptly notify Ingram Micro of all changes to Purchaser's name, address, or of the sale of substantially all of its assets. If Purchaser does not promptly notify Ingram Micro of any such change, Ingram Micro may, without notice, refuse to extend credit, sell Product, or provide services to Purchaser. Ingram Micro shall have the right from time to time, without notice, to change or revoke Purchaser's credit limit on the basis of changes in Ingram Micro's credit policies or Purchaser's financial condition and/or payment record. Ingram Micro will invoice Purchaser upon Product shipment and all invoices will be due and payable according to Purchaser's current payment terms at the time of invoice. Ingram Micro reserves the right to apply payment to oldest outstanding invoice(s) if proper payment support is not received. Purchaser shall not deduct any amounts owing from any Ingram Micro invoice without Ingram Micro's express written approval, which approval shall be contingent upon Purchaser providing all supporting documentation for such deduction as required by Ingram Micro. Any credit issued by Ingram Micro to Purchaser shall be valid for one (1) year from the date of issuance and the Purchaser waives any right to claim any amount owing pursuant to an expired credit. A service charge of the lesser of one and one-half percent (1 ½%) per month (18% per annum) or the maximum amount allowed by law will be charged on all past due invoice amounts commencing on the date payment is due. Credit cards (MasterCard and VISA) will only be accepted at the time of order. No cash payments will be accepted. Payment by money orders will be allowed only if the money order is made out in the exact amount of the invoice; payment of one invoice through multiple money orders will not be permitted. Ingram Micro retains (and Purchaser grants to Ingram Micro by submitting a purchase order) a security interest in the Products to secure payment in full, and Purchaser agrees to execute any additional documents necessary to perfect such security interest. If Purchaser fails to make timely payment of any amount invoiced hereunder, Ingram Micro shall have the right, in addition to any and all other rights and remedies available to Ingram Micro at law or in equity, to immediately revoke any or all credit extended, to delay or cancel future deliveries, to accelerate the payment of all outstanding invoice amounts and/or to reduce or cancel any or all quantity discounts extended to Purchaser. Purchaser shall pay all costs of collection including reasonable attorneys' fees. Any obligation of Ingram Micro under these terms and conditions to deliver Products on credit terms shall terminate without notice if Purchaser files a voluntary petition under a bankruptcy statute, or makes an assignment for the benefit of creditors, or if an involuntary petition under a bankruptcy statute is filed against Purchaser, or if a receiver or trustee is appointed to take possession of the assets of Purchaser.

5. TAXES

Purchaser shall bear all applicable federal, provincial, municipal, and other government taxes (such as sales, use, etc.). All shipments into the Province of Quebec will be subject to the applicable Quebec sales tax. Unless otherwise specified, prices do not include such taxes. Exemption certificates, valid in the place of delivery, must be presented to Ingram Micro prior to shipment if they are to be honored.

6. RECYCLING FEES

Purchaser shall bear all applicable recycling fees including all electronic waste recycling fees to be remitted by Ingram Micro under any provincial electronic waste recycling program. Charges for such fees, if applicable, will either be listed on the Product invoice or in a separate invoice from Ingram Micro. If Purchaser desires to remit applicable electronic waste recycling fees directly to any provincial electronic waste recycling program on Ingram Micro's behalf, Purchaser is responsible for providing Ingram Micro with confirmation of its registration status and, if applicable, entering into the online agreement with the provincial electronic waste recycling program and Ingram Micro prior to shipment.

7. WARRANTY

Product warranties, if any, are provided by the manufacturer or publisher of the Products. INGRAM MICRO MAKES NO REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY AND THE IMPLIED WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, WHATSOEVER. ALL INFORMATION IS PROVIDED TO PURCHASER "AS IS".

8. PRODUCT RETURNS

A. Requirements - Purchaser must obtain a valid Return Material Authorization ("RMA") number from Ingram Micro for all returns. RMAs will be issued, at Ingram Micro's sole discretion, in accordance with these terms and conditions. Purchaser must provide its account number and all other information as required by Ingram Micro for all returns. Unless otherwise informed by Ingram Micro, RMAs are valid for twenty (20) calendar days from the date of issuance unless there are more restrictive manufacturer or publisher policies. Purchaser must allow for in-transit time for Products to be returned to Ingram Micro, as Ingram Micro must physically receive Products within the twenty (20) calendar days. RMAs will be issued for authorized returns under one of the following categories: (i) defective Products, (ii) stock balancing, (iii) billing or shipping discrepancies, or (iv) damaged Product. Purchaser is responsible for ensuring that (i) the RMA number is clearly visible on the address label of the Product packaging when it is returned to Ingram Micro; and (ii) NO WRITING SHALL BE DIRECTLY ON A MANUFACTURER'S BOX. Ingram Micro will refuse delivery of any boxes without a valid, clearly visible RMA number as noted above. The term "Overgoods" as used herein shall mean unauthorized returns. Any Products received by Ingram Micro (i) without a valid RMA number, (ii) after being refused by Purchaser or Purchaser's customer, excluding those damaged in transit from Ingram Micro to Purchaser or from Ingram Micro to Purchaser's customer, (iii) after three (3) or more delivery attempts to the Purchaser or Purchaser's customer, (iv) later than twenty (20) calendar days from the RMA date, (v) in a condition unsuitable for resale (excluding defective Products), or (vi) Products found not defective subsequent to Ingram Micro testing will be considered Overgoods. Ingram Micro reserves the right to return Overgoods to Purchaser or Purchaser's customer, and/or to charge Purchaser a \$50.00 processing fee per shipment plus related freight charges. If Purchaser refuses the shipment of Overgoods from Ingram Micro or sends back the Overgoods to Ingram Micro a second time without Ingram Micro's prior authorization, Purchaser agrees to relinquish all right and title to and waives all claims against Ingram Micro for credit related to such Products. Notwithstanding anything to the contrary, Ingram Micro reserves the right not to authorize the return of Special Order Products or Products that are no longer in production or are being produced or published by a manufacturer or publisher that (i) is insolvent, (ii) has declared bankruptcy, (iii) is no longer an active Ingram Micro vendor, or (iv) will not accept returns from Ingram Micro.

B. Defective Product Returns - Defective returns are only for Products purchased from Ingram Micro that are inoperable or do not function in accordance with the specifications published by the manufacturer or publisher and are covered under the manufacturer's or publisher's warranty. All defective returns are subject to more restrictive manufacturer or publisher policies which will supersede the Ingram Micro return policies stated here. Purchaser may request an RMA for the return of defective Products, excluding Special Order Products, within thirty (30) calendar days of invoice date. Purchaser's defective returns will be limited to a maximum of fifteen percent (15%) of the value of Purchaser's Product purchases during the ninety (90) calendar days prior to the RMA date, less any prior defective returns during that same period. Upon receipt of the defective Product for which the RMA was issued, Ingram Micro may test the Products and may return to Purchaser, at Purchaser's expense, any Products found not to be defective. Upon verification that the returned Product is defective, Ingram Micro may, at Ingram Micro's sole discretion, either (i) ship Purchaser a replacement Product, or (ii) provide Purchaser a credit equal to the lesser of the Product's invoice price or current replacement value, less any applicable charges or fees. Ingram Micro reserves the right to require Purchaser to return defective Products directly to the manufacturer or publisher for replacement according to its defective Products return policy. Ingram Micro shall not be obligated to repair, replace, or issue credit to Purchaser for Products rendered defective, in whole or in part, by causes external to the Products, including, but not limited to, catastrophe, power failure or transients, over voltage on interface, environment extremes, improper use, maintenance or application of the Products or use of unauthorized parts. Purchaser shall bear all risks of loss when returning defective Products.

C. Stock Balance Returns - Stock balance returns are only for Products purchased from Ingram Micro that are unopened and unused and can be re-sold as new. All stock balance Products returned must be in the manufacturer's original packaging and in condition suitable for resale including, but not limited to, without price tags or stickers or additional shrink wrapping, clean, undamaged and complete ("Stock Balance Condition"). All stock balance returns are subject to more restrictive manufacturer or publisher policies, which will supersede the Ingram Micro return policies stated here. Purchaser may request an RMA for the return of Products in Stock Balance Condition, except for Special Order Products, within sixty (60) calendar days of invoice date. Purchaser's stock balance returns will be limited to a maximum of five percent (5%) of the value of Purchaser's Product purchases during the ninety (90) calendar days prior to the RMA date, less any prior stock balance returns during that same period. Stock Balance returns that exceed the allowable limit will, at Ingram Micro's discretion, either be returned to Purchaser, at Purchaser's expense or be charged a fifteen (15%) restocking fee. Upon receipt of the Product for which the RMA was issued, Ingram Micro will verify the condition of the Product. Any Products that are not in Stock Balance Condition will be considered Overgoods. Ingram Micro will return Overgoods to Purchaser and will charge Purchaser a \$50 processing fee per shipment returned to Purchaser plus related freight charges. Additional fees may apply to returned Products; e.g., re-box, label removal, re-shrink, etc., that are not in Stock Balance Condition. Upon verification that the returned Product is in Stock Balance Condition, Ingram Micro will issue a credit to Purchaser equal to the lesser of the Product's invoice price or current replacement value less any applicable charges or fees. If Ingram Micro elects to restore returned Product to Stock Balance Condition instead of returning it to Purchaser, the credit to Purchaser will be net of Ingram Micro's costs to return the Product to Stock Balance Condition. Purchaser shall pay all costs, including all freight charges, and bear all risks of loss when returning Products to Ingram Micro.

D. Damaged Product Returns - Damaged Product returns are only for Products purchased from Ingram Micro and shipped via Ingram Micro's carrier of choice and that are damaged in transit from Ingram Micro to the Purchaser or from Ingram Micro to the Purchaser's customer. If damaged Product is not refused by Purchaser, Purchaser shall document damage in writing on the carrier waybill or bill of lading and notify Ingram Micro and request an RMA within two (2) business days of receipt of such Product. Failure to notify Ingram Micro and request an RMA within such time shall be deemed an acceptance of the Product as of the date of shipment.

9. BILLING AND SHIPPING DISCREPANCIES

Billing and shipping discrepancies are for Products purchased from Ingram Micro that were invoiced or shipped incorrectly. These include lost shipments, short shipments, wrong sales, wrong shipments and pricing/invoice errors. Purchaser may request an RMA or credit memo, as applicable, for verified billing and shipping discrepancies within ten (10) calendar days of invoice date. In addition, Purchaser must notify Ingram Micro of any billing discrepancies related to Purchaser's authorized returns within thirty (30) calendar days of RMA date. Such notice shall be reasonably detailed and shall specify the discrepancy. Failure to give such notice within the time specified herein shall be deemed a waiver of Purchaser's rights to claim such discrepancy.

10. PATENT AND TRADEMARK INDEMNITY

EXCEPT TO THE EXTENT THAT THE MANUFACTURER PROVIDES FOR PASSTHROUGH BY INGRAM MICRO TO PURCHASER OF MANUFACTURERS' PATENT, COPYRIGHT AND TRADEMARK INDEMNITY PROVISIONS, INGRAM MICRO SHALL HAVE NO DUTY TO DEFEND, INDEMNIFY, OR HOLD HARMLESS PURCHASER FROM AND AGAINST ANY OR ALL DAMAGES AND COSTS INCURRED BY PURCHASER ARISING FROM THE INFRINGEMENT OF PATENTS OR TRADEMARKS OR ANY OTHER INTELLECTUAL PROPERTY RIGHTS. SOLELY TO THE EXTENT THAT PURCHASER REQUIRES INGRAM MICRO TO CONFIGURE PRODUCTS AND IN ASSOCIATION WITH SUCH CONFIGURATION SERVICES PROVIDES INGRAM MICRO OR DIRECTS INGRAM MICRO TO USE PURCHASER'S PROPRIETARY PRODUCTS OR THE PRODUCTS OF THIRD PARTIES, PURCHASER SHALL INDEMNIFY AND HOLD INGRAM MICRO HARMLESS FROM ANY AND ALL CLAIMS OF PATENT, COPYRIGHT AND TRADEMARK, OR OTHER IP INFRINGEMENT ARISING FROM THE USE OF SUCH PRODUCTS ASSOCIATED WITH SUCH CONFIGURATION SERVICES. INGRAM MICRO WILL BEAR NO LIABILITY TO PURCHASER OR ANY THIRD PARTY RELATED TO ANY CLAIM BASED UPON THE COMPLIANCE BY INGRAM MICRO OR INGRAM MICRO'S SUPPLIER WITH DESIGNS, SPECIFICATIONS, OR INSTRUCTIONS PROVIDED BY PURCHASER AND PURCHASER WILL INDEMNIFY AND DEFEND INGRAM MICRO AND ITS SUPPLIERS AGAINST ANY SUCH CLAIM.

11. LIMITATION OF LIABILITY

PURCHASER AGREES THAT THE LIABILITY OF INGRAM MICRO FOR DIRECT DAMAGES ARISING UNDER THESE TERMS AND CONDITIONS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WILL NOT EXCEED THE NET AMOUNT PAID TO INGRAM MICRO BY PURCHASER FOR THAT PRODUCT WHICH IS THE SUBJECT OF THE CLAIM. IN NO EVENT WILL INGRAM MICRO BE LIABLE TO PURCHASER OR ANY OTHER PARTY FOR LOST PROFIT WHETHER DIRECT OR INDIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF GOOD WILL, LOSS OF ANTICIPATED PROFITS, OR OTHER ECONOMIC LOSS ARISING OUT OF OR IN CONNECTION WITH INGRAM MICRO'S BREACH OF, OR FAILURE TO PERFORM IN ACCORDANCE WITH ANY OF THESE TERMS AND CONDITIONS, OR THE FURNISHING, INSTALLATION, SERVICING, USE OR PERFORMANCE OF ANY PRODUCTS, SERVICES, OR INFORMATION INGRAM MICRO MAY PROVIDE, EVEN IF NOTIFICATION HAS BEEN GIVEN AS TO THE POSSIBILITY OF THOSE DAMAGES. PURCHASER HEREBY EXPRESSLY WAIVES ANY AND ALL CLAIMS FOR THOSE DAMAGES.

12. COMPLIANCE WITH U.S. EXPORT LAWS

Products sold to Purchaser are intended for use and resale in Canada only. Purchaser acknowledges and shall advise its customer that the Products are controlled for export by the U.S. Department of Commerce and that the Products may require authorization prior to export from Canada or re-export. Purchaser agrees that it will not export, re-export, or otherwise distribute Products, or direct products thereof, in violation of any export control laws or regulations of Canada or the United States. Purchaser warrants that it will not export or re-export any Products with knowledge that they will be used in the design, development, production, or use of chemical, biological, nuclear, or ballistic weapons, or in a facility engaged in such activities, unless Purchaser has obtained prior approval from the United States Department of Commerce. Purchaser further warrants that it will not export or re-export, directly or indirectly, any Products to embargoed countries or sell Products to companies or individuals listed on the Denied Persons List published by the United States Department of Commerce, the Canadian Restricted Entities List published by the Department of Foreign Affairs and International Trade or any other International agency that maintains such a list.

13. RELATIONSHIP OF THE PARTIES

Purchaser's relationship with Ingram Micro will be that of an independent contractor. Purchaser will not have, and will not represent that it has, any power, right or authority to bind Ingram Micro, or to assume or create any obligation or responsibility, express, implied or by appearances, on behalf of Ingram Micro or in Ingram Micro's name, except as herein

expressly provided. Nothing stated in these terms and conditions will be construed as constituting Purchaser and Ingram Micro as partners or as creating the relationships of employer/employee, franchisor/franchisee, or principal/agent between the parties. Purchaser will make no warranty, guarantee or representation, whether written or oral, on Ingram Micro's behalf.

14. LEGAL COMPLIANCE AND ANTI-CORRUPTION

Ingram Micro and Purchaser agree to abide by all laws and regulations applicable to the performance of their respective obligations under these terms and conditions. Purchaser has not made, and will not make, any direct or indirect payment, offer to pay, or authorization to pay, any money, gift, promise to give, or authorization of the giving, of anything of value to any government official, or the immediate family of any such official, for the purpose of influencing an act or decision of the government or such individual in order to assist, directly or indirectly, Purchaser in obtaining or retaining business, or securing an improper advantage.

15. PRODUCT USE RESTRICTIONS

All Products delivered to Purchaser hereunder may have additional restrictions on their use required, including those specified by the manufacturer or publisher and agrees to hold Ingram Micro harmless from all costs, fees, expenses, and liability arising from Purchaser's direct or indirect violation of same. Purchaser is solely responsible for ensuring its adherence to any and all such restrictions and requirements. If any supplier prohibits Ingram Micro from selling specific Products to Purchaser, then Ingram Micro reserves the right not to sell such products to Purchaser.

16. CHOICE OF LAW/CHOICE OF FORUM

These terms and conditions (and any agreement into which they are incorporated) shall be construed, interpreted and enforced under and in accordance with the laws of the Province of Ontario, excluding its conflicts or choice of law rule or principles which might refer to the law of another jurisdiction. Purchaser agrees to exercise any right or remedy in connection with these terms and conditions exclusively in, and hereby submits to the jurisdiction of the courts located in the City of Toronto, Province of Ontario, Canada. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to these terms and conditions.

17. NOTICES

All notices, requests, demands, and other communications that either party may desire to give the other party must be in writing and may be given by (i) personal delivery to an officer of the party, (ii) mailing the same by registered or certified mail, return receipt requested, or via nationally recognized courier services to the party at the address of such party as set forth herein, at the official corporate address of such party, or such other address as the parties may hereinafter designate, or (iii) facsimile subsequently to be confirmed in writing pursuant to item (ii) above. Notices to Ingram Micro shall be sent to: Ingram Micro Inc., 55 Standish Court, Mississauga, Ontario L5R 4A1, Attn: Legal Department. Notices to Purchaser shall be sent to the address that Ingram Micro has in its records for Purchaser for billing purposes.

18. MANAGED SERVICES AND CLOUD SERVICES

With respect to managed services and cloud services purchased from Ingram Micro only, the following terms in this Section 18 are supplemental to the terms and conditions above:

A. Use of Subcontractors. Ingram Micro will use its own employees and/or subcontractors to provide services. Designation and management of employees and subcontractors will be at Ingram Micro's sole discretion, and use of subcontractors will not require Purchaser's consent.

B. Use of Services. Purchaser agrees to indemnify and hold Ingram Micro harmless from any liability, costs or damages arising out of claims or suits by third parties who have received the right to access the services.

C. Security. Solely to the extent Purchaser's or Purchaser's customer's data is lost directly due to the gross negligence or willful misconduct of Ingram Micro or Ingram Micro's subcontractors, Ingram Micro will use commercially reasonable efforts, at its expense, to assist the affected Purchaser or Purchaser's customer to restore the affected data; provided, however, that Ingram Micro's obligations pursuant to this section are subject to the affected Purchaser or Purchaser's customer maintaining practices and standards used in well-managed operations with regard to the backup of their respective data and the use of corporate enterprise quality anti-virus and virus protection tools with regard to Purchaser's and Purchaser's customers. This shall be Ingram Micro's sole obligation, and Purchaser's exclusive remedy, with respect to such loss of data.

D. Warranty. INGRAM MICRO DOES NOT WARRANT THAT THE SERVICES, EXCEPT AS SET FORTH IN THE SERVICE DESCRIPTION, WILL MEET PURCHASER'S OR PURCHASER'S CUSTOMER'S REQUIREMENTS OR THAT USE OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. PURCHASER ASSUMES THE RESPONSIBILITY TO TAKE ADEQUATE PRECAUTIONS AGAINST DAMAGES TO ITS OPERATIONS OR ITS

CUSTOMER'S OPERATIONS WHICH COULD BE CAUSED BY DEFECTS, INTERRUPTIONS, OR MALFUNCTIONS IN THE SERVICES.

E. Limitation of Liability. PURCHASER AGREES THAT THE LIABILITY OF INGRAM MICRO FOR DIRECT DAMAGES RELATED TO ANY MANAGED SERVICES OR CLOUD SERVICES ARISING UNDER THESE TERMS AND CONDITIONS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WILL NOT EXCEED THE NET AMOUNT PAID TO INGRAM MICRO BY PURCHASER FOR THOSE SERVICES WHICH ARE THE SUBJECT OF THE CLAIM DURING THE SIX MONTH PERIOD IMMEDIATELY PRECEDING THE DATE UPON WHICH THE CLAIM AROSE.

19. GENERAL

A. Publicity. Except for any announcement intended solely for internal distribution by either party or any disclosure required by legal, accounting, or regulatory requirements, all media releases, public announcements, or public disclosures, including but not limited to promotional or marketing material, by either party or its employees or agents relating to these terms and conditions, the relationship between Ingram Micro and Purchaser, or including the marks of the other party or any affiliate of that party, must be approved in writing by the other party prior to release.

B. Force Majeure. Ingram Micro will not be liable for any delay or for failure to perform any obligation under these terms and conditions resulting from any cause beyond Ingram Micro's or its subcontractor's reasonable control, including but not limited to: Purchaser's or Purchaser's customers' failure to timely supply necessary data, information or specifications; any changes in data, information or specifications made by Purchaser or Purchaser's customer; third party equipment manufacturer design defects, flaws or errors; acts of God; internet blackouts or brownouts; severe weather; fire; explosions; floods; strikes; work stoppages; slowdowns or other industrial disputes; accidents; riots or civil disturbances; acts of war, sabotage or terrorism; dangerous conditions which present a threat to the safety or health of Ingram Micro or its subcontractor's personnel; acts of government; inability to obtain any license or consent necessary in respect of any third party software; and delays by suppliers or material shortages. Scheduled performance dates shall be extended for these causes.

C. Legal Fees. If there is any dispute concerning these terms and conditions or the performance of either party pursuant to these terms and conditions, and either party retains counsel for the purpose of enforcing any of these terms and conditions or asserting these terms and conditions in defense of any suit filed against it, each party will be solely responsible for its own costs and attorney's fees incurred in connection with the dispute irrespective of whether or not a lawsuit is actually commenced or prosecuted to conclusion.

D. Binding Effect/Assignment. These terms and conditions shall be binding upon and shall inure to the benefit of the parties hereto and their respective representatives, successors and permitted assigns. Neither party may assign its rights and/or duties under these terms and conditions without the prior written consent of the other party given at the other party's sole option. Any attempted assignment without that consent will be void. Notwithstanding the foregoing, Ingram Micro may assign any purchase order received from Purchaser to a Ingram Micro subsidiary or affiliate upon notice to Purchaser.

E. Partial Invalidity. If any provision of these terms and conditions shall be held to be invalid, illegal or unenforceable, such provision shall be enforced to the fullest extent permitted by applicable law and the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

F. No Waiver. Failure or delay of Ingram Micro to exercise a right or power under these terms and conditions shall not operate as a waiver thereof, nor shall any single or partial exercise of a right or power preclude any other future exercise thereof.

G. Interpretation. The headings used herein are for reference purposes only and shall have no effect upon the construction or interpretation of any provisions herein.

H. Language. The Parties hereto have requested that these terms and conditions and all correspondence and documentation relating to these terms and conditions be drafted in the English language. Les Parties aux présentes ont demandé que ces conditions et toute correspondance et documentations relatives à ces termes et conditions être rédigée en langue anglaise.

I. Terms and Conditions. These terms and conditions as published on Ingram Micro's Web site located at www.ingrammicro.ca at the time of sale are the official terms and conditions of sale between Ingram Micro and Purchaser and may be amended from time to time without notice at Ingram Micro's sole discretion.