

MyZehnder Service Center Terms of Use

Effective Date: 17.06.2026

General

These MyZehnder Service Center Terms of Use (these “**Terms**”) govern access to and use of the MyZehnder Service Center, including the portal website, any related pages, dashboards, modules, tools, mobile experiences, content, and services made available through it (together, the “**Portal**”), including in connection with pre-contractual interactions, evaluations, onboarding, quotations, pilot use, or other preparatory business dealings relating to the Portal or any Portal module. The Portal is provided by Zehnder Group International AG (“**Zehnder**”, “**we**”, “**us**”, “**our**”). By creating an account, signing in (including via single sign-on), accessing, browsing, or using the Portal, or by using any module or functionality made available through the Portal, you agree to these Terms. If you do not agree to these Terms, you must not access or use the Portal.

1. Definitions

“**Academy**” has the meaning set out in Clause 7.1.

“**Affiliate**” means any legal entity that directly or indirectly controls, is controlled by, or is under common control with a party.

“**Authorised User**” means any individual user authorised by a customer organisation to access or use the Portal on its behalf.

“**Business User**” has the meaning set out in Clause 3.1.

“**Customer Data**” means any data, content, records, files, materials, communications, project information, ticket information, quotation-related information, or other information submitted, uploaded, transmitted, stored, or otherwise made available by you or on your behalf through the Portal, excluding Portal Usage Data.

“**Loyalty Program**” has the meaning set out in Clause 11.1.

“**Paid Training**” has the meaning set out in Clause 6.2.

“**Portal Usage Data**” means technical, statistical, and usage-related data generated by the Portal or collected by Zehnder in connection with operating, securing, maintaining, and improving the Portal (e.g., log data, device and browser information, usage metrics, timestamps, and error reports), excluding Customer Data.

“**Projects/Quotations**” has the meaning set out in Clause 10.1

“**Resource Materials**” has the meaning set out in Clause 8.1.

“**Third-Party Service**” means any third-party website, software, platform, integration, payment service, webshop environment, analytics tool, single sign-on tool, or other external service that may interoperate with, be accessible through, or be linked from the Portal.

“**Tickets**” has the meaning set out in Clause 9.1.

“**Training Content**” has the meaning set out in Clause 7.2.

“**User Content**” has the meaning set out in Clause 12.1.

2. Scope

The Portal is a digital environment made available by Zehnder to support business interactions, self-service functions, information access, training, service requests, project and quotation management, loyalty features, and other related functionalities. Depending on availability, configuration, region and user role, the Portal may include one or more of the following modules or functionalities:

- Dashboard and user account management;
- Academy / learning and training features;
- Resource Hub and document access;
- support tickets and service request handling;
- projects and quotations management;
- loyalty program features;
- product, service, campaign, market insight, or other informational features; and
- additional or future modules, tools or integrations.

Certain modules may be unavailable from time to time or subject to additional terms, notices, eligibility criteria, technical requirements, or commercial conditions communicated by Zehnder from time to time.

3. Who these Terms apply to

3.1. Business Use

The Portal is primarily intended for use by business users acting on behalf of installers, distributors, resellers, service partners, customers, or other commercial organisations ("**Business User**").

If you access or use the Portal on behalf of a company or other legal entity, you represent and warrant that:

- you have authority to bind that entity to these Terms; and
- that entity accepts responsibility for your use of the Portal and for all activity carried out through your account.

3.2. No general consumer offer

Unless expressly stated otherwise for a specific module, product or service, the Portal is not directed to consumers using it for purposes outside their trade, business, craft or profession. If mandatory consumer protection laws apply to a specific use, purchase or service, nothing in these Terms is intended to exclude or limit rights that cannot lawfully be excluded or limited.

3.3. Age

You must be at least 18 years old, or the minimum age required by applicable law in your country, to create an account and use the Portal.

4. Portal access and accounts

4.1. Access models

The Portal may be accessed directly, through a Zehnder website, via single sign-on, or through other access methods made available by Zehnder. Access is granted through personal user accounts only. Shared accounts or generic company logins are not permitted.

Zehnder may review and verify registration requests and account details in order to confirm the applicant's affiliation with a relevant installer, distributor, reseller, service partner, customer, or other eligible business organisation. Zehnder may accept, reject, suspend, or condition any registration request at its reasonable discretion, including where affiliation, authority, eligibility, or account information cannot be adequately verified.

Each personal user account must be associated with a specific business organisation identified by means of a company identifier or similar organisational reference used by Zehnder for account administration and access management. Multiple personal user accounts may be linked to the same organisation.

4.2. Registration information

You must provide accurate, current and complete registration and account information and keep it updated.

4.3. Credentials and account security

Your login credentials are personal to you and must be kept confidential. You must not share your credentials, allow others to use your account, or circumvent access restrictions.

You are responsible for activities conducted through your account, except to the extent caused by Zehnder's breach of these Terms or applicable law.

4.4. Organisational accounts and admins

Where the Portal supports company administrators, managers, trainers or other elevated roles, such users may be granted the ability to manage access rights, enrolments, users, projects, tickets, learning participation, reports or other organisation-level functions.

Unless otherwise determined by Zehnder, the first approved user account registered for a particular organisation may be designated as the initial administrator for that organisation. Zehnder may change or reassign administrator rights upon request or where reasonably necessary for operational, security or account management purposes.

Your organisation is responsible for:

- designating appropriate users for such roles;
- ensuring that internal permissions are appropriately managed; and
- all actions taken by its administrators and Authorised Users in the Portal.

Zehnder may restrict, change, reassign, or remove administrator rights where reasonably necessary for security, verification, operational, or account management purposes.

4.5. Unauthorised access

If you suspect unauthorised use of your account or a security incident relating to the Portal, you must notify us promptly, such as by using the relevant support contact made available through the Portal. You are responsible for activities conducted through your account unless and to the extent that such activities result from unauthorised use not caused by your breach of these Terms, your failure to safeguard your credentials, or your failure to notify Zehnder without undue delay after becoming aware of the relevant circumstances.

5. Portal modules and service scope

The Portal provides access to different modules and features for convenience and business support purposes. Not all modules are available to all users, organisations or territories.

Access to specific modules may depend on:

- your role;
- your location;
- your organization's relationship with Zehnder;
- separate enrolment, activation or approval processes;
- technical integrations; or
- additional commercial or legal terms.

Zehnder may add, remove, suspend, limit or modify any module, feature, integration or content at any time, subject to applicable law and any expressly agreed paid service commitments.

5.1. Customer Data and compliance responsibilities

You remain solely responsible for all Customer Data, including its legality, accuracy, quality, completeness, and suitability for your intended purposes. You represent and warrant that you have all necessary rights, permissions, notices, and legal bases to submit, share, and otherwise make Customer Data available through the Portal. You are solely responsible for ensuring that your use of the Portal and all Customer Data complies with applicable law, for assessing whether the Portal is suitable for your intended business, operational, technical, legal, regulatory, and record-keeping purposes, and for determining whether and how to use Portal outputs, information, statuses, analytics, Resource Materials, Training Content, Projects/Quotations data, Tickets (all as defined below), and similar materials in your own business processes.

5.2. Third-Party Services and integrations

The Portal may enable access to, interoperability with, or integrations involving Third-Party Services. Third-Party Services are provided by their respective providers and may be subject to separate terms, privacy notices, technical requirements, or fees. Zehnder does not control and is not responsible for Third-Party Services, including their availability, functionality, legality, security, content, performance, or data processing practices, except to the extent Zehnder is expressly identified as the provider of the relevant service.

5.3. Export control and trade sanctions

You must not access, use, export, re-export, transfer, disclose, or otherwise make available the Portal, any Portal content, or related software, materials, or technical information in violation of applicable export control, trade sanctions, customs, or similar laws and regulations. You represent and warrant that you are not located, organised, or ordinarily resident in a comprehensively sanctioned or embargoed country or territory to the extent access to or use of the Portal would be prohibited, and are not listed on a restricted or denied party list that would prohibit lawful access or use. You must promptly notify Zehnder if your access to or use of the Portal becomes restricted or prohibited under applicable export control or sanctions laws.

6. Free Portal; paid services; separate commercial terms

6.1. Free access to the Portal

Unless expressly stated otherwise, access to and use of the Portal is provided free of charge.

Free access does not mean that all content, functions, trainings, goods, services or benefits made available through the Portal are themselves free of charge.

6.2. Paid training

Certain Academy trainings, events, certifications or related offerings may be offered for a fee ("**Paid Training**"). The applicable fees, currency, taxes, and payment conditions will be communicated before purchase or booking.

Paid Training may be subject to additional booking, cancellation, refund, attendance or programme-specific conditions.

6.3. No implied entitlement

Access to the Portal does not create any right to receive free products, free training, discounts, rewards, leads, projects, sales opportunities, or any minimum level of business, visibility, or commercial benefit unless expressly agreed in writing.

7. Academy

7.1. Academy scope

The Portal may include learning, training, webinar, certification, knowledge, and related educational functionalities made available by Zehnder ("**Academy**").

7.2. Training content

All training content, courses, videos, materials, tests, documents, graphics, and related content made available through the Academy ("**Training Content**") are protected by intellectual property rights owned by Zehnder and/or its licensors.

Subject to these Terms, Zehnder grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable right to access and use the Academy and Training Content solely for your internal business training purposes in connection with your authorised use of the Portal.

7.3. No professional qualification guarantee

Unless expressly stated otherwise in writing, completion of training, participation in courses, or receipt of a badge, score, status or certificate does not constitute a professional licence, regulated qualification, legal certification, or guarantee of competence, fitness, business results or compliance. Users remain responsible for assessing the specific circumstances of each case on the basis of their own professional expertise, judgment and experience, and for ensuring compliance with all applicable laws, regulations, codes, standards and local requirements, including, where relevant, building, planning, installation and safety requirements.

7.4. Results and records

The Academy may capture and display training participation, completion status, attendance, test attempts, scores, results, badges, achievements, certifications, or similar records. Such records are provided for informational, administrative and training purposes unless expressly stated otherwise.

8. Resource Hub and informational content

8.1. Resource Hub scope

The Portal may provide access to technical documents, brochures, manuals, guides, marketing materials, FAQs, product information, reference materials, and similar content through a Resource Hub or similar section ("**Resource Materials**").

8.2. Informational nature

Unless expressly stated otherwise, Resource Materials are provided for general information and business support purposes only. They may be updated, removed, replaced or corrected from time to time. Unless expressly stated otherwise by Zehnder, users should rely only on the most current version of the relevant Resource Materials published by Zehnder.

8.3. No reliance for specific outcomes

While Zehnder seeks to present useful information, Zehnder does not guarantee that Resource Materials are complete, accurate, current, error-free, suitable for a specific project, or sufficient for legal, regulatory, technical, engineering, installation or commercial decision-making in every case.

You remain responsible independently for assessing whether Resource Materials are appropriate for your intended use.

8.4. Precedence of specific documentation

Where applicable, product-specific contractual documentation, technical specifications, installation instructions, order confirmations, individual quotations, safety instructions or mandatory legal documentation will prevail over general Resource Materials in the event of inconsistency.

9. Tickets and support requests

9.1. Ticket functionality

The Portal may enable you to submit, manage and track support tickets, technical questions, service requests, troubleshooting requests, document requests, and related communications ("**Tickets**").

9.2. Information submitted through Tickets

You are responsible for ensuring that information submitted through Tickets is accurate, relevant and lawful, and that you have all required rights and permissions to submit it. You acknowledge that Zehnder may review, process, copy, transmit, and use Ticket content and related Customer Data as reasonably necessary to investigate, triage, respond to, document, support, secure, and resolve the relevant request and to verify compliance with these Terms.

You must not submit through Tickets any content that:

- is unlawful, infringing, defamatory, abusive or misleading;
- contains malware or harmful code;
- includes personal data of third parties that is not necessary for the relevant request;
- includes special category personal data, payment card data, health data, or other sensitive or regulated data unless expressly requested by Zehnder and adequately protected; or
- violates confidentiality obligations owed to third parties.

9.3. No emergency or safety-critical channel

The Portal is not an emergency channel and must not be used for urgent safety-critical, incident-critical or emergency communications where immediate action is required.

9.4. No guaranteed response or resolution time

Unless expressly agreed in a separate written service agreement or service level commitment, Zehnder does not guarantee any specific response time, processing time, solution time, uptime commitment, or outcome for Tickets.

10. Projects and Quotations

10.1. Scope

The Portal may include a Projects/Quotations feature through which users may view and download quotation-related and project-related documents or information made available from Zehnder systems ("**Projects/Quotations**").

10.2. Informational access only

The Projects/Quotations functionality is provided solely as an informational and administrative access feature.

10.3. No editing, submission, negotiation or lead handling

Unless and until expressly enabled by Zehnder in writing, the Projects/Quotations functionality does not allow users to create, edit, submit, accept, reject, negotiate, route or otherwise process quotations, leads, opportunities, or customer requests through the Portal.

10.4. No payment handling, no payment services

Zehnder is not a party to contracts, nor does it process, collect, hold, transmit or administer payments between Portal users, installers, partners, customers, end customers or other third parties through the Projects/Quotations functionality.

Any payment obligations relating to a project, installation, product or service are to be settled directly between the relevant contracting parties outside the Portal.

Nothing in the Portal or these Terms makes Zehnder a payment service provider, payment intermediary, escrow provider, collection agent, broker or commercial agent for payments between users and third parties.

10.5. No contract formation through Portal availability or status alone

Unless expressly stated otherwise by Zehnder in writing, the availability of a quotation, project-related document, status indication, workflow stage, communication, system notification or other Portal indication does not by itself create a binding contract, acceptance, award, purchase commitment or payment obligation.

10.6. Responsibility for use of quotation-related information

You are responsible for reviewing and assessing the quotation-related or project-related information made available to you through the Portal and for determining whether and how to use such information in your own business processes.

10.7. No guarantee of opportunities or business results

Zehnder does not guarantee any project award, quotation opportunity, customer engagement, conversion, sale, revenue or other business result through the Projects/Quotations functionality.

11. Loyalty Program

11.1. Optional feature

If made available, the Portal may include a loyalty or partner engagement program through which users or organizations may view statuses, points, levels, achievements, rewards, benefits, rankings, or related activity records ("**Loyalty Program**").

Participation in the Loyalty Program is optional unless expressly stated otherwise in writing.

11.2. Programme rules

The Loyalty Program may be based on criteria determined by Zehnder, such as eligible activities, engagement, registrations, purchases, trainings, program participation, account status, business relationship criteria, or other factors specified by Zehnder.

Zehnder may define and change at any time, subject to applicable law:

- eligibility criteria;
- qualifying actions;
- points logic;
- levels and thresholds;
- benefit structures;
- reward catalogues;
- expiry rules;
- exclusions;
- verification procedures; and
- program duration.

11.3. No cash value; no transferability

Unless expressly stated otherwise by Zehnder, points, statuses, levels, badges, rewards or similar program elements:

- have no cash value;
- are not redeemable for cash;
- are non-transferable;
- are revocable;
- do not constitute property; and
- may not be sold, assigned, exchanged or pledged.

11.4. Corrections, reversals and abuse

Zehnder may review, withhold, adjust, cancel or reverse points, statuses, rewards or program benefits where Zehnder reasonably believes that:

- they were granted in error;
- the relevant activity was invalid, incomplete, cancelled or non-qualifying;
- there is fraud, manipulation, abuse or misuse;
- these Terms or program rules were breached; or
- correction is otherwise necessary to protect the integrity of the Loyalty Program.

11.5. No guaranteed continuity

Zehnder does not guarantee that the Loyalty Program, or any reward, level, threshold or benefit, will remain available for any particular period. To the maximum extent permitted by law, Zehnder may suspend, modify or discontinue the Loyalty Program at any time.

11.6. Additional privacy notices

The Loyalty Program may involve the processing of activity, usage, engagement or profile-related data as further described in the applicable Privacy Notice or module-specific notice. Where required by applicable law or by the configuration of the relevant Loyalty Program feature, participation in certain Loyalty Program functionalities or related tracking may be subject to a separate notice, acknowledgement, or consent mechanism.

12. User content and uploaded materials

12.1. User Content

If the Portal allows you to upload, submit, store, transmit or share comments, files, attachments, assignments, images, project data, ticket content, documentation, or other materials ("**User Content**"), you remain solely responsible for your User Content.

12.2. Rights and licence

You represent and warrant that you have all rights, permissions and legal bases necessary to provide the User Content and to allow Zehnder to use it for Portal operation purposes.

You grant Zehnder a worldwide, non-exclusive, royalty-free license for the duration necessary to host, store, reproduce, transmit, display, process and otherwise use User Content solely to operate, administer, support, maintain, secure, improve and provide the Portal and related services to you and your organization.

12.3. Monitoring and removal

Zehnder is not generally obliged to monitor User Content, but may remove, block, restrict or report User Content if Zehnder reasonably believes it violates these Terms, applicable law, third-party rights, security requirements, or Portal policies.

13. Permitted use and restrictions

13.1. Permitted use

You may use the Portal only for legitimate internal business purposes connected with your authorized business relationship with Zehnder and in accordance with these Terms.

13.2. Prohibited conduct

Except as expressly permitted by these Terms or applicable mandatory law, you must not, and must not permit any third party to:

- copy, modify, adapt, translate, distribute, sublicense, lease, resell, commercially exploit, or create derivative works from the Portal or its content;
- reverse engineer, decompile, disassemble, attempt to derive source code from, or otherwise analyze the Portal except to the extent such restriction is prohibited by mandatory law;
- use the Portal to build or support a competing product or service;
- interfere with the Portal's integrity, performance or security;
- introduce malware, viruses, spyware, bots, crawlers, scraping tools or harmful code;

- access data, content, accounts or systems without authorization;
- upload unlawful, infringing, misleading or harmful content;
- use the Portal to send unsolicited marketing, spam or promotional content;
- misuse any Ticket, Project, Quotation, Loyalty, Resource Hub or Academy or any other newly introduced functionality;
- circumvent technical restrictions or access controls; or
- use the Portal for any unlawful, fraudulent, abusive or unauthorized purpose.

14. Intellectual property

The Portal, including its software, design, layout, interfaces, workflows, graphics, text, compilations, Training Content, Resource Materials, branding, trademarks, logos and all related intellectual property rights, are owned by Zehnder and/or its licensors.

Except for the limited rights expressly granted in these Terms, no licence or right is granted to you by implication, estoppel or otherwise.

15. Availability, changes and discontinuation

15.1. Availability

Zehnder does not guarantee uninterrupted availability, continuous access, error-free operation, or that the Portal will always be secure or free of bugs.

15.2. Changes

Zehnder may from time to time update, modify, suspend, replace or remove any Portal feature, module, content, interface, workflow, integration or functionality where reasonably necessary to reflect technical developments, improve functionality, maintain security, or comply with legal, regulatory, or operational requirements.

15.3. Discontinuation

Zehnder may discontinue all or part of the Portal at any time, subject to any mandatory legal requirements and any separately agreed paid-service commitments.

16. Privacy

Zehnder processes personal data in connection with the Portal as described in the applicable Privacy Notice and, where relevant, module-specific notices or consents.

You are responsible for ensuring that any personal data you submit through the Portal is lawfully disclosed and shared.

Where international data transfers are made in connection with the Portal, Zehnder will implement safeguards where required by applicable law.

Zehnder and its Affiliates may use Customer Data and Portal Usage Data to the extent reasonably necessary to operate, administer, maintain, and support the Portal; secure, monitor, test, troubleshoot, and improve the Portal; detect, prevent, investigate, and address fraud, misuse, security incidents, technical issues, or unlawful conduct; enforce these Terms; and create aggregated and/or de-identified statistics, usage trends, service analytics, and operational insights for service improvement, planning, support, quality assurance, and security purposes. Nothing in this clause expands Zehnder's rights to

process personal data beyond what is permitted under applicable data protection law or the applicable Privacy Notice.

17. Disclaimers

To the maximum extent permitted by applicable law:

- the Portal and all content, features, modules and materials made available through it are provided on an “as is” and “as available” basis;
- Zehnder disclaims all warranties, representations and conditions, whether express, implied or statutory, including any implied warranties of merchantability, fitness for a particular purpose, title, non-infringement, accuracy, availability, compatibility, or satisfactory quality;
- Zehnder does not warrant that Portal content or outputs will be complete, current, accurate, reliable, suitable for your intended purpose, or free from errors or omissions;
- Zehnder does not guarantee that use of the Portal will result in any training outcome, business opportunity, commercial result, service improvement, customer acquisition, project award, revenue increase, or reward entitlement; and
- information, scores, statuses, rewards, insights, metrics, analytics, materials, project records, ticket records and similar outputs made available through the Portal are for general operational and informational purposes unless expressly stated otherwise.

18. Limitation of liability

18.1. General carve-outs

Nothing in these Terms excludes or limits liability to the extent such exclusion or limitation is not permitted under applicable law.

18.2. Excluded losses

To the maximum extent permitted by applicable law, Zehnder shall not be liable for any indirect, incidental, consequential or special damages, or for any loss of profit, revenue, business, goodwill, anticipated savings, data or business opportunity arising out of or in connection with the Portal or these Terms.

To the maximum extent permitted by applicable law, Zehnder shall not be liable for losses or damages caused by slight negligence.

For Paid Training or other paid services purchased from Zehnder through the Portal, Zehnder’s total aggregate liability arising out of or in connection with the relevant paid service and these Terms, whether in contract, tort or otherwise, shall not exceed the total amount paid by the claimant for the specific paid service giving rise to the claim in the twelve (12) months preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits liability for wilful misconduct, gross negligence, or any other liability that cannot be excluded or limited under applicable law.

18.3. Liability cap for Business Users

To the maximum extent permitted by applicable law, Zehnder’s total aggregate liability arising out of or in connection with the Portal and these Terms, whether in contract, tort or

otherwise, will not exceed the total amount paid by the claimant for the specific paid service giving rise to the claim in the twelve (12) months preceding the event giving rise to the claim.

18.4. Third-party content and third-party dealings

Zehnder is not responsible for:

- content, materials, data or services provided by users or third parties;
- the acts or omissions of installers, customers, end customers, partners, payment providers, delivery providers or other third parties;
- subject to Clause **Fehler! Verweisquelle konnte nicht gefunden werden.**, disputes between Portal users and third parties; or
- contracts, payments, installations, services or performance owed by one user or third party to another, except to the extent Zehnder is expressly a contracting party.

19. Indemnity

You shall indemnify, defend and hold harmless Zehnder, its affiliates, and their respective directors, officers, employees and agents from and against third-party claims, liabilities, damages, losses, costs and expenses (including reasonable external legal fees) arising out of or related to:

- your User Content;
- your breach of these Terms;
- your unlawful, negligent or fraudulent use of the Portal; or
- your violation of any third-party rights or applicable laws.

Zehnder will provide notice of the claim without undue delay, allow you to control the defence and settlement of the claim, and provide reasonable cooperation at your expense. You may not settle any claim in a manner that imposes liability or admissions on Zehnder without Zehnder's prior written consent.

20. Suspension and termination

20.1. Suspension

Zehnder may at any time suspend, restrict or disable access to all or part of the Portal, with or without notice where reasonably necessary, if:

- you breach these Terms;
- your account appears compromised;
- Zehnder suspects fraud, abuse, unlawful conduct or security risk;
- suspension is necessary to protect the Portal, Zehnder, other users or third parties; or
- Zehnder is required to do so by law or by a competent authority.

To the extent reasonably practicable under the circumstances, Zehnder will limit any suspension in scope and duration to what is reasonably necessary and may, where appropriate, give prior or contemporaneous notice.

20.2. Termination by you

You may stop using the Portal at any time.

20.3. Termination by Zehnder

Zehnder may at any time and with immediate effect terminate your access to all or part of the Portal for material breach, repeated breaches, prolonged inactivity, discontinuation of the Portal, changes in business relationship, or other legitimate reasons (including but not limited to such reasons listed in Clause 20.1 above), subject to applicable law.

20.4. Effect of termination

Upon termination, your right to use the Portal ceases immediately. Clauses that by their nature should survive termination will survive, including clauses relating to intellectual property, disclaimers, liability, indemnity, privacy, governing law and dispute resolution.

Where technically feasible, Zehnder may provide a reasonable opportunity to export Customer Data made available through the Portal within a limited time period. Zehnder may delete Customer Data from the Portal in accordance with its retention practices and applicable law. For the avoidance of doubt, nothing in these Terms is intended to exclude or restrict any mandatory rights to access, receive, port, or obtain disclosure of data under applicable law.

21. Changes to these Terms

Zehnder may update these Terms from time to time. The updated version will be made available through the Portal and may indicate a new effective date. For material changes, Zehnder will provide reasonable prior notice and, where appropriate, require affirmative acceptance before continued use of the affected Portal features. Changes required by law or for security reasons may take effect immediately.

Where required or appropriate, Zehnder may ask you to accept updated Terms before continued use of all or part of the Portal.

22. Governing law and jurisdiction

These Terms are governed by the laws of Switzerland, excluding its conflict of law rules and excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

For Business Users, the courts of Aarau, Switzerland will have exclusive jurisdiction, unless mandatory law requires otherwise. Zehnder may also bring claims against a Business User before the courts at that Business User's registered office or place of business.

If mandatory consumer law applies to a specific use case, nothing in this clause limits any mandatory rights that cannot lawfully be waived.

23. Contact

Questions regarding these Terms or the Portal may be directed to the relevant Zehnder contact or support channel indicated in the Portal.

Zehnder Group International AG

Moortalstrasse 1, CH-5722 Gränichen

info@zehndergroup.com