Tisserand Pro — End-User Licence Agreement

Version 1.9 · 23 November 2026

Ordering, payment and delivery are governed by the terms of sale.

Key points

- **Perpetual licence** for every release of the major version you buy (for example, all 1.x releases).
- **One named user, two installations**, on any supported systems.
- **No Internet connection**, not even for activation. If a licence file ever becomes invalid, your maps still open read-only.
- **Moving to a new computer is free**, with no annual limit.
- **Maintenance is optional:** the first twelve months are included; without it, your licence keeps working and security fixes stay free.
- **Your work is yours:** maps, exports and Living Exhibits can be shared without a paid viewer licence.

This summary is for convenience only; the agreement below prevails.

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Customer agreement

1. Who we are and what this agreement covers

You receive a perpetual desktop software licence, with clear rights over your work.

1.1 **Publisher.** This agreement is between you and **Nataliia Korsun**, sole trader (*autónoma*) registered in Spain and trading as **TISSERAND INTELLIGENCE**, with business address at Calle Marina Baixa 3, 46015, Valencia, Spain, NIF Y9866894T, EU VAT number ESY9866894T (**we**, **us**, or **Publisher**). Contact: **hello@tisserand.app**.

1.2 **Customer. You** means the legal entity, professional or individual identified in the accepted order. Tisserand Pro is sold to **Business Customers**: customers acting for the purposes of their trade, business, craft or profession, who confirm this when ordering; and to **Consumers**: natural persons acting outside their trade, business, craft or profession, as determined by applicable law. Clauses that refer to Consumers apply to every purchase by a Consumer. The founding-customer offer available until 31 December 2026, as a pre-order before the launch of the ordered platform or with delivery after it, is the **Founding Offer**. Protections that applicable law extends to other protected customers also remain available.

1.3 **Software.** This agreement covers the proprietary parts of **Tisserand Pro**, purchased add-on modules when available, and the releases supplied under this agreement. A licence covers one Major Version (clause 3.1). A module requires a valid Pro licence for the same Named User. A module is included only if expressly purchased or included in your order.

1.4 **Order and Documentation.** An **Order** is the purchase confirmation or mutually accepted quotation identifying your products, number of licences, price, delivery commitments and any agreed variations. **Documentation** means the user guide, release notes, supported-system requirements and product descriptions supplied or expressly incorporated for your version at purchase or delivery. Later documentation cannot retrospectively reduce the agreed functionality or your rights.

1.5 **Versions and licence credentials.** A version number has the form major.minor.patch (for example 1.4.2). A **Major Version** is the set of all releases sharing the same first number (for example 1.0.0 to 1.9.3 for Major Version 1). A **Licence Key** is the identifier we issue for each purchased licence. A **Licence File** is the file we sign to activate one installation; it states the Licence Key, the Customer's name, optionally the Named User's name, the Major Version covered and the Installation Fingerprint. An **Installation Fingerprint** is a one-way hash derived from hardware identifiers of a computer (clause 4.3).

1.6 **Separate documents.** Terms of sale govern ordering, payment, taxes, delivery, pre-orders and cancellation. Annex A governs included and optional maintenance. Annex B applies only to an expressly designated evaluation. Privacy information explains our handling of information we actually receive. Workshops and Tisserand Expert Consulting require a separate service agreement and, where appropriate, a data-processing agreement.

1.7 **Priority.** Mandatory law applies first. Third-party licences prevail for their components. Expressly agreed Order variations prevail over this agreement for their stated subject; otherwise, terms of sale govern sales matters, this agreement governs software use, and Annexes A and B govern their specific subjects. No document limits mandatory consumer rights or overrides third-party rights.

2. Acceptance

The terms must be available before you commit to your purchase.

2.1 We provide this agreement before purchase and retain the accepted version with your order. You accept it through an affirmative acceptance mechanism. A person accepting for an organisation confirms that they have authority to do so. An authorised user acknowledging usage rules does not thereby become personally liable for the organisation's payment obligations.

2.2 Installation or first-launch acknowledgement records the applicable agreement; it does not introduce materially different terms after purchase. If you cannot accept a newly presented term that was not disclosed before your purchase, contact us to obtain performance on the agreed terms or any remedy required by law.

2.3 Acceptance of this agreement is not consent to marketing, processing of investigation data, or early digital delivery that removes a statutory withdrawal right. Any legally required consent for early delivery and acknowledgement of loss of withdrawal rights must be obtained separately and confirmed on a durable medium.

3. Your perpetual licence

One licence is for one person, who may use it on up to two installations.

3.1 Subject to payment when due under the Order, we grant you a non-exclusive, worldwide, perpetual licence to install and use **every release of the Major Version purchased**, including all its minor and patch releases, whenever published (**Licensed Major Version**), and any later Major Version to which you become entitled under clause 10.3 or Annex A. Use is subject to applicable export restrictions and the termination provisions below.

3.2 Each licence is allocated to one identified individual (**Named User**). The same Named User may maintain up to **two installations** on computers under your or their control. The two installations may run on different supported operating systems. Installation on a virtual machine or virtual desktop requires a specific written agreement; each installed virtual-machine instance then counts as an installation. Remote desktop use by that Named User is permitted. A backup image that is not run does not count as another installation.

3.3 Installations do not create additional user seats. You must not share a licence between different individuals, including by rotating access between shifts or on a shared computer. An organisation needs a licence for every Named User; a team purchase is a quantity of individual licences, rather than a site licence. You keep your own record of the person to whom each licence is allocated; recording the Named User's name in the Licence File is optional. IT personnel may install, maintain and back up copies on your behalf without becoming additional analytical users.

3.4 A Named User may use the Software to perform work for clients and distribute their resulting work. You may not give unlicensed third parties interactive access to the Software as a hosted, rental or shared application service. Sharing outputs and Living Exhibits is expressly permitted under clause 7.

3.5 You may keep reasonable backup, archival and disaster-recovery copies, including installers, Licence Keys and Licence Files. You may reinstall or move an installation to replacement hardware, including after a breakdown, loss or theft, **free of charge and without any annual limit**. To move an installation, send us the request code of the new installation and identify the installation it replaces; we issue a new Licence File and update our records. Remove the licence from the replaced computer where you still have access to it; otherwise confirm that you have stopped using it. If requests are manifestly repetitive we may ask for an explanation, and we may refuse a request only where it would allow use by more than one person.

3.6 **Maintenance is optional.** Expiry or non-renewal of maintenance does not terminate your licence, disable installed copies, or remove your right to install and use any release of your Licensed Major Version, including releases published after your coverage ends. Perpetual use does not promise compatibility with every future operating system, perpetual development, or unlimited support.

4. Offline operation and activation

Activation never requires the Software to connect to us; your maps are never held hostage.

4.1 **Activation without connection.** The Software never contacts us or a licence server. Each installation is activated by a Licence File exchanged **outside the Software**: the Software displays a request code containing your Licence Key and the Installation Fingerprint; you send it to us by email or through our website form, from any connected device; we return a signed Licence File, which you import into the Software. The Software then checks the Licence File locally at each start. It does not require periodic revalidation, a subscription check or an ongoing

connection to us. We do not remotely deactivate installed copies. Contractual use restrictions remain enforceable without remote controls.

4.2 The Software does not initiate telemetry, automatic update checks, crash uploads or AI calls. Network activity occurs only through functions you initiate, such as SQL imports, opening hyperlinks or network printing. The Software does not contain a built-in AI service. Separate websites, email, external services and tools you choose to use have their own data flows.

4.3 **Installation Fingerprint.** The Installation Fingerprint is derived from several hardware identifiers of the computer and is designed to tolerate the replacement of one component and a reinstallation of the operating system. Only its one-way hash is shown in the request code and stored in the Licence File; the identifiers themselves never leave the computer. The licence check never verifies, and never prevents the replacement of, the third-party libraries mentioned in clause 6.4.

4.4 **Credentials.** Licence Keys and Licence Files are issued in the Customer's name; you distribute the Licence Keys to your Named Users. Keep your installer and credentials securely. We resend lost Licence Keys to the Customer's registered email address, or to another address after verifying your identity. You must not share credentials to permit unlicensed use or circumvent any licence mechanism the Software includes, except to the extent permitted by clause 6 or mandatory law.

4.5 **Without a valid licence.** Before activation, and after an evaluation expires (Annex B), the Software only offers its activation functions. If the Licence File of a paid licence becomes invalid, for example because a hardware repair changes the Installation Fingerprint or the file is lost or damaged, or if you install a Major Version that your licence does not cover, the Software opens in **read-only mode**: you can open, view, print and export your maps, including password-protected maps, but not modify or save them. We issue a replacement Licence File free of charge for a covered installation.

4.6 **Limits accepted.** Because the Software never connects, a Licence File cannot be withdrawn remotely. A licence that is refunded, cancelled, charged back or validly terminated must no longer be used although it may continue to function technically; we record its Licence Key as invalid and issue no further Licence Files for it.

5. Reassignment and transfer

Licences can follow staff changes, and lawful resale rights are preserved.

5.1 An organisational customer may permanently reassign a seat when a Named User leaves or changes role. End the former user's use under that seat, update your allocation records, and notify us by email so we can update the entitlement and provide replacement Licence Files if needed. Reassignment is free and must not be used to pool a seat between several active users.

5.2 You may permanently transfer a fully paid perpetual licence to another customer if you transfer the relevant entitlement, applicable agreement, credentials and copies, cease using the transferred entitlement, and delete your Licence Files and make your retained executable copies unusable. The recipient must accept the applicable terms, except where the law provides otherwise. Notify us with reasonable proof of acquisition and transfer; free of charge, we then issue the licence in the recipient's name with a new Licence Key and record the previous Licence Key as invalid. Each individually purchased licence may be transferred separately.

5.3 A module must be transferred with a compatible Pro entitlement or to a recipient who already holds one. Transfer does not restart warranty or maintenance periods. Any remaining included maintenance follows the transferred entitlement; separately purchased maintenance follows it unless its accepted terms expressly provide otherwise.

5.4 Nothing here restricts exhaustion, lawful resale or other non-excludable transfer rights. Administrative notification is not a condition that defeats a transfer effective by law. A legally indivisible multi-user entitlement must

not be split where the applicable exhaustion rules do not permit it; separately purchased individual seats remain separate entitlements.

6. Intellectual property, restrictions and protected rights

We retain our software; you retain every right granted by law and open-source licences.

6.1 We and our licensors retain ownership of the Software, Documentation and embedded proprietary viewer code. Except for the permissions in this agreement or applicable law, you may not reproduce, modify, distribute, sell, rent, lend or sublicense the proprietary Software; remove its legal notices; reverse engineer it; or enable use beyond your purchased seats. These restrictions do not apply to your own data or outputs.

6.2 **Express exceptions.** Nothing in this agreement restricts any right you have under applicable law to make necessary backup copies; observe, study or test the program while lawfully using it; correct errors where legally permitted; or decompile to obtain information necessary for interoperability, subject to the applicable statutory conditions. No requirement for our advance permission applies where the right cannot lawfully be made subject to it. Lawful benchmarking and publication of accurate benchmark results are permitted.

6.3 **Open-source priority.** Third-party components are licensed under their own terms, identified in the release's third-party notices. Those terms prevail over conflicting EULA terms for the components and any rights they require concerning the combined work. No additional fee or proprietary licence is required to exercise those rights.

6.4 In particular, you may modify and replace LGPL-covered libraries with compatible modified versions and reverse engineer the combined work for debugging those modifications. We will not impose contractual or activation restrictions that defeat these permissions. The GPL and LGPL texts supplied with Qt/PySide6 do not, merely by being included, place all proprietary Tisserand code under the GPL.

6.5 A modification does not automatically void all warranty or support rights. We may decline to remedy problems caused by an unsupported modification or ask for reasonable reproduction on an unmodified installation, without limiting mandatory rights. We remain responsible for unrelated defects to the extent otherwise required.

6.6 Release-specific notices and source-access information accompany the Software. The Evidence Import Contract specification and vocabularies are separately licensed under CC BY 4.0, and its schema, examples and validator under MIT. Their use does not require a Pro licence. Any separately supplied Prompt Kit is governed by its stated terms; this agreement does not assign it an unapproved licence.

7. Your data, outputs and Living Exhibits

Your work remains yours, and recipients need no paid viewer licence.

7.1 As between you and us, you retain all rights you hold in imported information, maps, attachments, notes, analyses and outputs. Third-party rights in source material remain with their owners. We claim no ownership in your content and acquire no licence to use it for advertising, model training or unrelated purposes.

7.2 You may use, reproduce, publish, sell, deliver, archive and share your outputs without royalties to us, subject to rights in the underlying content. Our ownership of software used to produce an output does not give us ownership of your analysis.

7.3 **Living Exhibits.** Where your supplied version includes Living Exhibit export, we grant you a perpetual, worldwide, royalty-free right to reproduce and distribute the embedded proprietary viewer code as part of those exhibits, in unlimited copies, privately or publicly, including paid client deliverables. No additional Tisserand licence, account or payment is required for recipients.

7.4 We grant every lawful recipient permission to open, run, view, copy, archive and forward the viewer as embedded in an exhibit for presentation and review of its accompanying content. Your permission and each recipient's permission survive expiry of maintenance and termination of your application licence for exhibits lawfully

generated before termination. These software permissions do not authorise disclosure contrary to your confidentiality terms or rights in the content.

7.5 The embedded viewer remains proprietary except for separately licensed components. These permissions do not authorise extracting or adapting our proprietary viewer to create another software product or a general-purpose viewing service. Mandatory statutory rights and third-party licence rights remain unaffected. Do not remove the copyright and permission notice that the exported exhibit displays; you may apply your branding through supported functions.

7.6 **Disclosure scope.** A Living Exhibit publishes the map as it is open at the time of export, including unsaved changes, Memos, properties, notes and attachments, subject to the documented export rules. The exhibit title, introduction and view descriptions you enter are recorded in the open map as a change you can undo; they are kept in the map file only if you then save it. Entities placed in no view are not exported and are counted in the disclosure warning. Unsaved analysis highlighting and temporary filters are not a redaction mechanism. Create and review a separate publication copy and remove confidential material before export. A read-only interface does not prevent copying, extraction, screenshots or onward distribution.

7.7 For protected Living Exhibits, encryption protects the delivery ZIP. The recipient needs a compatible AES-capable archive tool. **After extraction, the HTML is unencrypted.** Sending the password separately is recommended. Image (PNG, SVG) and Markdown exports, and printed or print-to-file output, are also unencrypted unless you separately protect them.

7.8 A hash can help compare file integrity; it does not establish authorship, truth, evidential admissibility or an independently certified chain of custody. Browser rendering may vary within the documented tolerances.

8. Responsible use and local security

The Software assists analysis; the analyst checks the evidence and controls disclosure.

8.1 You are responsible for having authority to collect, import, process and disclose your content, complying with applicable confidentiality and data-protection obligations, and respecting third-party intellectual property. Your legal role may be controller, processor or another role depending on your activities; use of a desktop application does not determine that role by itself.

8.2 Import validation, quotation checks, anomaly reports and network analyses perform only the functions documented for the supplied version. They do not establish the truth, completeness or legal significance of source material. A correctly matched quotation may itself be inaccurate. Review errors, warnings, uncertainty, sources and analytical assumptions before relying on outputs. This allocation does not excuse us from delivering the agreed checking and reporting functions correctly.

8.3 The Software is not a substitute for professional judgment and does not guarantee an investigative finding, court outcome, regulatory conclusion or suitability for safety-critical control. No certification, forensic accreditation or evidential admissibility is promised unless expressly stated in an agreed Order.

8.4 If you use external AI to prepare or analyse information, you select and authorise that service, assess its suitability and data handling, and verify its results. The Software does not upload your documents to that service. Services we separately perform remain our responsibility under their own agreement.

8.5 Maintain suitable access controls, supported systems and independent backups. Automated recovery copies are not a substitute for backups. Protected maps are decrypted locally while open; temporary working copies, extracted attachments, operating-system swap and backups can expose plaintext. Use full-disk encryption where appropriate to the sensitivity of your data and follow the security guidance. After a crash, local working material may remain until recovery or deletion.

8.6 **Passwords cannot be recovered by us.** Keep them securely. A lost password may make a protected map or archive permanently inaccessible. Encryption is not a guarantee against every attack or disclosure. These

statements do not exclude our liability for a defect in the agreed security functionality.

9. Privacy, support files and confidentiality

Routine desktop use gives us no access to your investigation files.

9.1 The application processes your files locally and provides us with no remote access. This does not mean we process no personal information at all: we receive information used for enquiries, orders, licensing administration (including Licence Keys, request codes and hashed Installation Fingerprints) and support, as described in the applicable privacy notice.

9.2 Do not send real investigation maps, passwords or sensitive evidence in routine support. Use a minimal example with invented data. Review logs and screenshots before sending them: logs may contain sensitive file names, and settings or crash details may also reveal information.

9.3 We will treat non-public material you deliberately provide for support as confidential, use it only to handle your request and related security or legal obligations, restrict access to those who need it under appropriate confidentiality obligations, and apply reasonable security measures. We may disclose it where legally required and, where lawful, notify you. This duty does not cover information demonstrably public without breach, already lawfully known, independently developed, or lawfully received without restriction.

9.4 If support requires us to process personal data on your behalf, agree the necessary arrangements, including an Article 28 GDPR agreement where required, before sending it. Any specific retention commitment must be recorded in those arrangements. The privacy notice is information about processing, not a blanket consent or licence to your content.

10. Updates, maintenance and continuity

You keep your purchased version; optional maintenance pays for defined additional benefits.

10.1 Every release of your Licensed Major Version is included in your licence, with or without maintenance. Your purchase also includes twelve months of maintenance under Annex A, starting on the date of purchase or, if the ordered platform had not launched yet, on its launch date.

10.2 Optional maintenance does not replace any legal obligation to provide conformity, security updates, vulnerability handling or remedies. Security corrections are published as patch releases of the affected Major Version and are therefore available to every holder of that Major Version without maintenance, for the support period stated for that Major Version in our published support policy and at least for the period that applicable law requires. We provide the required availability information and installation instructions through appropriate external channels; the application does not check automatically.

10.3 A new Major Version is included if it is released while your maintenance is in force (Annex A2). Otherwise you may buy an upgrade to it at the price then published (currently €995 excluding VAT per licence), which includes twelve months of maintenance from its purchase date. New modules are included only as stated in the accepted offer. Labelling a release a major upgrade does not permit us to charge for a remedy or security update you are legally entitled to receive free.

10.4 The supported systems and functionality for each purchased release are stated before purchase. Roadmap items are not supplied functionality. A feature or delivery date expressly committed in your accepted Order remains binding and is not removed by a roadmap disclaimer.

10.5 Installed, validly licensed copies are designed to keep operating without contact with us if we cease trading, subject to the continued availability of a compatible environment. Your perpetual rights, backups and previously generated outputs remain valid. Keep offline installers, credentials and Licence Files; indefinite replacement downloads are not guaranteed.

10.6 Unencrypted map files use a documented ZIP/JSON structure with ordinary attachments; encrypted maps first require the password and compatible decryption software. Markdown and other documented exports provide additional access routes. There is no general promise of automatic password recovery, future operating-system compatibility, release of proprietary source code, or source-code escrow. Any escrow or continuity arrangement must be expressly agreed separately.

11. Warranty and remedies

We stand behind the agreed software functions, while preserving your legal remedies.

11.1 **All customers.** We are entitled to grant the rights in this agreement. Nothing here excludes a binding product description, an express Order commitment or a right or guarantee that applicable law does not allow us to exclude.

11.2 **Business warranty.** For ninety days after delivery of the purchased Software, we warrant that, on a supported configuration and when used according to the Documentation, it will perform substantially in accordance with its agreed Documentation. For ninety days after we make an update available to you, we also warrant that it does not introduce a regression, meaning that a function which conformed to the Documentation before the update no longer does so after it; this protection continues for that period even if your maintenance coverage expires meanwhile. Report a defect promptly with sufficient information to reproduce it. Delay in reporting does not forfeit rights that cannot lawfully be restricted.

11.3 For a covered business defect we will, at our expense, correct the defect or provide a substantially equivalent conforming replacement within a reasonable time. If neither is reasonably achievable, you may terminate the affected purchase and receive a refund of the price paid for the affected licence and any unused prepaid maintenance for it. You then stop using that refunded licence. For a regression in an update, you may in addition, while your licence remains valid, return to the version you used before that update; doing so does not affect the correction, replacement or refund process above. Maps saved by a newer version may not open in an earlier one: the release notes state any such limitation, and you should keep backups made before installing an update. This contractual remedy does not displace remedies that cannot lawfully be excluded, including where an essential obligation is not performed.

11.4 Except for express promises and mandatory rights, we do not warrant uninterrupted or wholly error-free operation, compatibility with undisclosed systems, or accuracy and completeness of third-party data, external AI outputs or the customer's conclusions. Unsupported use, alterations and environmental faults are excluded only to the extent they cause the claimed defect. We do not disclaim responsibility merely because a defect involves a bundled open-source component.

11.5 **Consumers.** Clauses 11.2–11.3 do not limit your statutory guarantees or remedies. For example, for a one-off supply of digital content to a consumer in France, the statutory conformity guarantee covers defects existing on supply that appear within two years from supply. Necessary conformity updates must also be provided for the period a consumer can legitimately expect under applicable law; that period is not automatically limited to two years or to paid maintenance.

11.6 Where applicable, consumer remedies include bringing the content into conformity free of charge, within a reasonable time and without significant inconvenience, and a proportionate price reduction or termination and reimbursement when the statutory conditions are met. Other guarantees, including applicable latent-defect rights, remain unaffected. In the UK, mandatory rights concerning satisfactory quality, fitness for an accepted particular purpose, description and statutory remedies remain available. Other countries may confer additional rights.

12. Liability

Business risk is bounded; non-excludable rights remain fully protected.

12.1 **Mandatory exceptions.** Nothing excludes or limits liability for fraud, fraudulent misrepresentation, wilful misconduct, gross negligence or faute lourde, death or personal injury where liability cannot lawfully be limited,

mandatory product liability, or any other liability that applicable law prohibits excluding or limiting. No limitation applies so as to deprive an essential contractual obligation of its substance.

12.2 **Business cap.** Subject to clause 12.1, our aggregate liability for all claims, on all legal bases, arising from events in a **Liability Period** and concerning the affected licence and related maintenance is limited to the total price actually paid for that affected perpetual licence and its purchased modules, **plus maintenance fees paid for that entitlement during the twelve months before the first such event in that period**. The original licence payment is included even if made more than twelve months earlier. Where several seats are directly affected, the calculation includes those seats. Liability Periods are successive, non-overlapping periods of twelve months, the first starting on the initial delivery of the affected licence. A claim belongs to the Liability Period in which its giving-rise event occurs, and a series of events arising from the same underlying cause counts as one event occurring when the first of them occurred.

12.3 Subject to clause 12.1, we are not liable to a Business Customer for indirect or consequential loss, or loss of anticipated profit, revenue, business opportunity or goodwill, to the extent the exclusion is lawful. Loss or corruption of data is excluded, except to the extent caused by our breach and not avoidable through the independent backups you are required to keep under clause 8.5. In that case our liability is limited to the reasonable cost of restoring the data from your most recent backup, and remains subject to the business cap. We are not liable for the cost of re-creating work or data that was not backed up.

12.4 We are not responsible for losses caused solely by inaccurate source material, your unverified conclusions, unauthorised disclosure, external AI services you choose, or a lost password where no defect or breach on our part contributed. Where causes are shared, responsibility is allocated under applicable law; these provisions do not create a blanket exclusion for defective analysis, export or encryption functions.

12.5 **Consumers.** Clauses 12.2 and 12.3 do not apply to Consumers, whose rights under applicable consumer law are not limited by this agreement. As under the general law, a Consumer's own contribution to a loss, including a failure to keep reasonable backups, is taken into account in assessing it.

12.6 There is no blanket obligation for you to indemnify us for every claim relating to your work. Each party remains responsible for its own unlawful conduct and breaches under the agreement and applicable law.

13. Export controls and sanctions

Both parties follow the export and sanctions rules that apply to them.

13.1 Both parties must comply with export controls and sanctions legally applicable to them and to the transaction. You must not export, re-export, supply or use the Software in breach of those rules. We remain responsible for classifications, authorisations and seller obligations applicable to our own supply; you remain responsible for onward transactions you control.

13.2 We may refuse an unlawful supply or suspend an affected outstanding delivery or service for as long as necessary to comply with binding law. We will explain the restriction where legally permitted and address cancellation or reimbursement as required by law. This clause does not authorise remote deactivation or unrelated suspension of valid rights. No particular encryption export classification is represented by this agreement.

14. Duration and termination

There is no termination merely because maintenance ends or our business priorities change.

14.1 A purchased licence continues indefinitely unless validly terminated under this clause or applicable law. You may stop using it at any time; voluntary discontinuance does not itself create a refund right.

14.2 We may terminate an affected licence for your material breach only after written notice describing the breach and allowing thirty days to remedy it. Immediate termination is permitted only where the breach is incapable of

remedy and sufficiently serious to justify it under applicable law, or where continued performance is unlawful. Disputed invoices do not automatically terminate unrelated fully paid licences.

14.3 On valid termination, cease use and remove the affected proprietary Software and usable backup copies, except copies retention of which is required by law and which are not used. We do not access, delete or confiscate your data. You retain your content, outputs and the surviving exhibit permissions in clause 7. Independent third-party licence rights are unaffected.

14.4 Ownership, confidentiality, accrued payment obligations, liability provisions, applicable dispute provisions and rights expressly stated to survive continue to the extent needed to give them effect. Termination does not remove accrued claims or mandatory remedies.

15. Changes, communications and general terms

The terms you accepted cannot be changed afterwards without your agreement.

15.1 The accepted EULA version governs the purchased entitlement. We may propose new terms for a new purchase or optional upgrade, but they take effect only with valid agreement. We do not retrospectively reduce perpetual rights, require a new agreement merely to continue an installed version, or condition a legally required remedy or security update on acceptance of unrelated adverse terms.

15.2 Notices may be sent to the contact details in the Order and to hello@tisserand.app. Material breach and termination notices must be in a form that can be retained. Each party should keep its details current. No notice is conclusively deemed received merely because it was sent if applicable law requires more.

15.3 A failure to enforce a provision is not a waiver. If a provision is unenforceable, the remainder continues insofar as lawful; an unfair consumer term is not rewritten to preserve an unlawful advantage. This agreement does not exclude liability for pre-contractual statements that cannot lawfully be excluded.

15.4 We may transfer the agreement with the relevant software business only if your accrued rights and remedies are preserved and the transfer does not unlawfully reduce your protection. Any consent required by law will be obtained. Your transfers are governed by clause 5.

16. Governing law, disputes and language

Spanish law applies, and Consumers keep the mandatory protection of their own law.

16.1 This agreement is governed by Spanish law. For Consumers, this choice does not deprive you of mandatory protection under the law that would otherwise apply, including applicable law of your habitual residence.

16.2 Please first contact hello@tisserand.app about a dispute. This is an invitation to resolve matters, not a bar to court proceedings or urgent remedies. Consumers may use the competent courts and dispute-resolution rights available under applicable law. We do not require mandatory arbitration or waive collective remedies.

16.3 **BUSINESS CUSTOMERS: WHERE ALL PARTIES CONTRACT AS TRADERS AND A JURISDICTION AGREEMENT IS VALID UNDER APPLICABLE LAW, THE COMPETENT COURTS OF VALENCIA, SPAIN, HAVE EXCLUSIVE JURISDICTION.** Otherwise, jurisdiction follows the applicable legal rules. This clause does not apply to Consumers or other customers protected from it by law.

16.4 Consumer dispute resolution: We do not adhere to any consumer arbitration system; you may contact the consumer authorities of your country or region. After a prior written complaint to us, eligible Consumers may refer a dispute to that body under the applicable conditions. This does not remove access to the courts.

16.5 This agreement is written in English, and the English text governs its interpretation to the extent legally permitted. Any translation is provided for convenience only. Mandatory language and consumer transparency rules prevail. A translation discrepancy will not reduce a Consumer's mandatory rights or permit an interpretation contrary to applicable rules on unfair or ambiguous terms.

Annex A — Included and optional maintenance and support

This annex forms part of the customer agreement.

A1. **Initial period.** Each purchased Pro licence includes twelve months of maintenance starting on the date of purchase. For a pre-order, placed before the launch of the ordered platform (Windows and Linux: 1 December 2026; macOS: 1 February 2027), the period starts on that launch date, so that pre-order waiting time does not consume coverage. A later allocation of a licence to a Named User does not move the start date. An upgrade bought under clause 10.3 includes twelve months of maintenance from its purchase date. Module coverage and its alignment with Pro are stated in the module Order; buying a module does not silently shorten its promised coverage.

A2. **What maintenance adds.** Every release of your Licensed Major Version (clause 1.5), including corrections, minor releases and security updates, is included in your licence with or without maintenance. Maintenance adds: (a) standard support under A3; and (b) the right to the **next Major Version if it is first released while your maintenance is in force**, supplied with a new Licence File free of charge; that Major Version then becomes a Licensed Major Version. Module updates are included where the accepted maintenance offer expressly includes them. New products and unpurchased modules are excluded unless expressly included. The latest release of each Major Version remains available for download for the duration of that Major Version's support period; keep your own copies of installers. Legally required free updates remain governed by clause 10.2 and A8.

A3. **Support.** Standard support by email at hello@tisserand.app covers installation, offline licensing, documented functions, reproducible defects and reasonable troubleshooting. Activation, replacement Licence Files and hardware moves (clause 3.5) are handled for every licence holder, whether or not maintenance is in force. We aim to give an initial substantive response within two working days, Monday to Friday excluding public holidays in Valencia, Spain. This is a service target, not a guaranteed resolution time or uptime SLA. We prioritise according to severity and impact and use reasonable care and diligence.

A4. **Boundaries.** Support does not include bespoke training, custom imports or code, analysis of a case, forensic work, extraction services, on-site assistance, continuous availability or priority SLAs. Extensive work outside routine troubleshooting requires a separately accepted scope and price; no additional fee arises without your agreement. Defect reporting and statutory remedies are not reclassified as chargeable consulting.

A5. **Security.** Report vulnerabilities to hello@tisserand.app with subject “Security” and a synthetic reproducer. Current operational targets are acknowledgement within five working days, initial assessment within ten working days, and a fix for critical vulnerabilities within thirty days; other fixes are targeted for the next appropriate release. These targets do not defer shorter binding reporting or remediation duties. Reports are accepted regardless of maintenance status. Routine support and security reporting have different response targets.

A6. **Renewal.** Maintenance is optional and does not renew automatically under this draft. A renewal requires an accepted offer stating the period and price. The current planned price of €299 excluding VAT per Pro licence per year is not a perpetual price guarantee; the accepted renewal price governs, and applicable consumer pricing must show the required taxes. Renewal price changes do not affect an already paid period.

A7. **Lapse and reinstatement.** After a lapse, you may purchase a new twelve-month period starting on the accepted reinstatement date, not retrospectively, without paying for the gap or a reinstatement penalty. If no new Major Version has been released since your coverage ended, the price is the maintenance price (currently €299 excluding VAT). Otherwise the price is the upgrade price (currently €995 excluding VAT), which includes the latest Major Version and twelve months of maintenance. We will identify any compatibility prerequisite before you commit. Your existing perpetual licence continues regardless.

A8. **Legal updates.** Required security and conformity updates and mandatory remedies are not conditional on maintenance. Our published support policy states, for each Major Version, the period during which security

corrections are provided, including for the previous Major Version after a new one is released. A latest-release-only policy operates only insofar as lawful, including any obligation to give affected users a suitable remedy or qualifying update free of charge.

Annex B — Evaluation licence

This annex applies only where we expressly supply an evaluation.

B1. We may grant an evaluation, at our discretion, to a business prospect, normally after a demonstration; there is no freely downloadable trial. We grant the designated evaluator a non-exclusive, non-transferable licence to use the supplied evaluation for **thirty days** from the start date communicated with it, solely to assess suitability, including internal business assessment. It is not a free perpetual edition. Clauses 4, 6–9 and 13–16 apply as relevant; paid-purchase warranty and maintenance benefits do not arise merely from a free evaluation.

B2. No payment obligation or automatic conversion to a paid licence arises. We supply an evaluation Licence File stating its start date and its expiry date, thirty days later, and we confirm both dates in writing. At expiry the Software stops working, except its activation functions (clause 4.5); nothing is deleted and nothing is deactivated remotely. Do not use an evaluation as your only means of accessing irreplaceable case material.

B3. Your data remains yours. Evaluation expiry does not delete or encrypt your maps or revoke rights in outputs lawfully created during evaluation. Export needed data before expiry. Unprotected maps remain readable through the documented file format and previously created exports remain available. **Maps protected by a password during the evaluation cannot be opened after expiry** until a paid licence is activated; we remind you of this in writing when we supply the evaluation. A purchased compatible licence can reopen compatible maps subject to any required password.

B4. To the extent lawful, an evaluation is provided as is without an additional contractual performance warranty. Mandatory rights, fraud and other non-excludable liability remain unaffected. For a Business Customer's free evaluation only, liability for ordinary breach is limited to €1,990 in aggregate, subject to clause 12.1; clause 12.3 applies. No such evaluation cap applies to Consumers. A separately agreed paid evaluation states its applicable warranty and liability terms expressly.