

HARDWARE SCHEDULE

Version 1.0
February 2026
Crowd Connected Ltd

This Hardware Schedule is incorporated into the CC Standard Terms and Conditions and governs the provision of Hardware by CC to the Customer.

Shared provisions

1. Definitions

In this Hardware Schedule, unless the context requires otherwise, capitalised terms have the meanings given in the CC Standard Terms and Conditions. The following additional definitions apply:

"Beacons" means small battery-powered units which are temporarily installed around a physical environment and which broadcast or receive Bluetooth and/or proprietary radio-frequency signals.

"Gateways" means mains-powered units which connect to the internet via either ethernet or cellular network, enabling transmission of data to CC's cloud-based servers.

"Hardware" means the Tracking Tags, Beacons, Gateways, cabling, accessories, and any related equipment supplied by CC, which may include third-party hardware.

"Managed Deployment" means deployment, installation, and removal of the Hardware performed by CC or its subcontractors.

"Normal Wear and Tear" means reasonable deterioration arising from proper use in accordance with CC's instructions.

"Self-service Deployment" means deployment, installation, or removal of the Hardware performed by the Customer or any third party engaged by the Customer.

"Tracking Tags" means small reusable battery-powered devices, attached to a person (such as an event attendee) or an asset, which broadcast Bluetooth and/or proprietary radio-frequency signals.

"Venue" means any premises at which the Hardware is installed or used.

2. Deployment

2.1 Managed Deployments. Where the Hardware is provided on a Managed Deployment basis:

- (a) CC shall be responsible for installing, configuring, and removing the Hardware using reasonable skill and care.
- (b) The Customer shall provide accurate information regarding the Venue, ensure safe and timely access, and obtain all permissions, approvals, and consents required for installation and removal.

2.2 Self-service Deployments. Where the Hardware is provided on a Self-service Deployment basis:

- (a) The Customer is solely responsible for installation, configuration, use, and removal of the Hardware.
- (b) Any third party engaged by the Customer for the purposes of Self-service Deployment shall be deemed to be acting on the Customer's behalf.
- (c) CC shall provide appropriate training, documentation, and reasonable remote support to Customer personnel.
- (d) The Customer shall comply with all reasonable instructions and documentation provided by CC.

3. Loss, damage, and misuse

3.1 Risk of loss to the Hardware passes to the Customer upon delivery and remains with the Customer until the Hardware is returned to CC (or one of its nominated logistics partners).

3.2 The Customer is responsible for any loss of, damage to, or misuse of the Hardware while in its possession or control (or that of its contractors or Venue personnel), other than Normal Wear and Tear.

3.3 The Customer shall be responsible for the reasonable costs of repair or replacement of Hardware that is lost, stolen, damaged, or rendered unusable. CC may invoice the Customer for such costs in accordance with its rate card. These charges constitute payment obligations and are not subject to any limitation of liability.

4. Venue relationship

4.1 The Customer is responsible for obtaining all Venue permissions and ensuring compliance with Venue rules.

4.2 CC shall not be liable for damage to Venue or third-party property arising from a Self-service Deployment, or from circumstances beyond CC's reasonable control.

4.3 Where damage is caused directly by CC's negligence during a Managed Deployment, CC shall be responsible to the extent required by law.

5. Attachment of Tracking Tags to assets

5.1 Where Tracking Tags are attached to assets (for example, IT equipment, specialist equipment, vehicles, or other property), such attachment shall be carried out either by the Customer or under the Customer's direction and responsibility.

5.2 CC shall have no liability for any damage to, marking of, interference with, or alteration to any asset arising from or in connection with the attachment, presence, removal, or use of Tracking Tags, except to the extent caused directly by CC's negligence during a Managed Deployment and to the extent required by law.

5.3 The Customer is responsible for ensuring that any asset to which Tracking Tags are attached is suitable for such attachment and that all necessary permissions and consents have been obtained.

5.4 The Customer shall indemnify, defend, and hold harmless CC from and against any and all losses, damages, liabilities, and costs (including reasonable legal fees) arising out of or in connection with any claim brought against CC by a third party where such claim arises from: (a) the Customer's choice of asset, surface, or material for the attachment of Tracking Tags; (b) any damage caused during a Self-service Deployment; or (c) the Customer's failure to obtain necessary permissions.

5.5 CC does not warrant that Tracking Tags are suitable for attachment to any particular asset type, surface, or material.

6. Customer obligations

6.1 The Customer shall:

- (a) cooperate reasonably with CC;
- (b) provide accurate information regarding the Venue and event logistics;
- (c) ensure safe working conditions;

- (d) obtain all necessary consents relating to Venue access;
- (e) to the extent applicable, obtain all necessary consents relating to attendees and the use of Tracking Tags;
- (f) to the extent applicable, obtain all necessary consents relating to assets to which Tracking Tags are attached; and
- (g) comply with applicable laws, including health and safety requirements.

6.2 Where CC's performance is materially affected by the Customer's failure to meet these obligations (or by venue/third-party restrictions outside CC's reasonable control), (i) CC shall be relieved of any affected service level obligations and any associated remedies, (ii) CC shall not be in breach, and (iii) CC may charge reasonable additional fees for additional time/costs incurred, subject to notifying the Customer.

Any such additional fees shall be charged at CC's then-current time and materials rates (or as otherwise agreed in writing).

7. Insurance

7.1 CC shall maintain, at its own expense and for the duration of any rental or deployment period, commercially reasonable insurance coverage appropriate to the nature of the services (including professional indemnity and public liability insurance), and shall, upon reasonable request, provide the Customer with evidence of such coverage.

7.2 The Customer shall maintain, at its own expense and for the duration of any rental or deployment period, commercially reasonable insurance coverage appropriate to the nature of its business. Such insurance should cover (a) the Hardware for its full replacement value against loss, theft, or damage while under the Customer's care, and (b) a limit of public liability indemnity sufficient to cover the Customer's liabilities and indemnities under this Hardware Schedule.

8. Warranties and disclaimers

8.1 CC warrants that: (a) CC Hardware will perform substantially in accordance with the functional specifications set out in CC's Documentation; and (b) it will perform any Managed Deployment services with reasonable skill and care, in accordance with industry standards.

8.2 Except as expressly stated in this Hardware Schedule, and to the maximum extent permitted by law, all conditions, warranties, and other terms implied by statute or common law are excluded.

8.3 CC does not warrant uninterrupted or error-free operation of the Hardware where performance is affected by Venue conditions, interference, or third-party infrastructure or systems outside CC's reasonable control.

9. Limitation of liability

9.1 Nothing in this Hardware Schedule limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under applicable law.

9.2 Subject to clause 9.1, CC's total liability arising under this Hardware Schedule shall not exceed the greater of the fees paid by the Customer for the relevant rental or

purchase period, or GBP 50,000. Charges for lost or damaged Hardware are excluded from this limitation.

9.3 Subject to clause 9.1, CC shall not be liable for: (a) loss of profits; (b) loss of sales or business; (c) loss of agreements or contracts; (d) loss of anticipated savings; (e) loss of use or corruption of software, data, or information; (f) loss of or damage to goodwill; or (g) any indirect or consequential loss.

Part A -- Hardware Rental

A1. Rental terms

A1.1 Rental only. The Hardware is rented to the Customer and is not sold. Title to, and ownership of, the Hardware remains with CC (or its approved third-party suppliers), and no ownership rights are transferred to the Customer.

A1.2 Permitted use. The Customer may use the Hardware solely: (a) during the Rental Period; (b) at the agreed Venue(s); and (c) in connection with the Services.

A1.3 Restrictions. The Customer shall not: (a) modify or tamper with the Hardware; (b) sub-rent, sell, pledge, or encumber the Hardware; or (c) use the Hardware other than in accordance with CC's instructions.

A1.4 "**Rental Period**" means the period commencing on delivery of the Hardware to the Customer and ending upon return of the Hardware to CC, as specified in the applicable Order Form.

A2. Rental fees

A2.1 The Customer agrees to pay all fees set out in the applicable Order Form.

A3. End of rental

A3.1 At the end of the Rental Period: (a) the Customer shall immediately cease use of the Hardware; (b) all Hardware shall be returned within the agreed timeframe with any losses reported to CC; and (c) outstanding charges become due.

A3.2 Late return or failure to return Hardware may result in additional charges as set out in the applicable Order Form or CC's rate card.

Part B -- Hardware Sale

Part B applies where Hardware is sold (rather than rented) to the Customer.

B1. Sale and transfer of title

B1.1 Where the applicable Order Form specifies that Hardware is being sold to the Customer, title to and risk in the Hardware shall pass to the Customer upon delivery.

B1.2 For the avoidance of doubt, the sale of Hardware does not include any licence to CC's software. Software licences are governed by the CC Standard Terms and Conditions.

B2. Purchase price

B2.1 The Customer shall pay the purchase price for the Hardware as set out in the applicable Order Form.

B2.2 All prices are exclusive of VAT and any other applicable taxes, duties, or levies, which the Customer shall pay in addition at the prevailing rate.

B3. Delivery

B3.1 CC shall use reasonable endeavours to deliver the Hardware to the address specified in the Order Form by the agreed delivery date. Delivery dates are estimates and time is not of the essence.

B3.2 The Customer shall inspect the Hardware promptly upon delivery and notify CC in writing within seven (7) days of delivery of any defects or shortages. Failure to notify within this period shall constitute acceptance of the Hardware.

B4. Warranty

B4.1 CC warrants that at the time of delivery, the Hardware will: (a) conform in all material respects with the product specifications set out in CC's documentation; and (b) be free from material defects in design, materials, and workmanship. This warranty applies for a period of 12 months from the date of delivery (the "**Warranty Period**").

B4.2 If the Customer notifies CC of a defect within the Warranty Period, CC shall, at its option, repair or replace the defective Hardware at no additional charge to the Customer.

B4.3 The warranty in clause B4.1 does not apply to defects caused by: (a) misuse, negligence, or failure to follow CC's instructions; (b) modification or repair by anyone other than CC; (c) Normal Wear and Tear; or (d) environmental conditions outside the Hardware's specified operating parameters.

B5. Returns

B5.1 Purchased Hardware may only be returned with CC's prior written consent and in accordance with CC's returns policy in effect at the time.