3.1 Rental

(a) If applicable, the Client agrees to rent the Goods from Company on the terms of the Agreement and for the duration as set out in the Order Document, beginning from the Rental Commencement Date.

3.2 Delivery

(a) Unless otherwise agreed with Company: (i) the Client will, at its own cost, take delivery of the Goods at Company’s premises as specified in the Order Document and return the Goods to the same premises; and (ii) delivery of the Goods will be taken to have occurred on and from the Rental Commencement Date.

(b) If requested by the Client, Company may, at the Client’s sole expense (including freight and insurance), deliver the Goods to an address nominated by the Client (Site).

(c) If Client fails to accept the Goods on receipt at the Site for any reason other than in the case of a shortage of or defective Goods, Client will pay Company as and by way of liquidated damages the sums Client would have been liable to pay under the Agreement had Client accepted the Goods and then immediately returned them to Company under clause 14.4.

(d) Within 7 days of receipt of the Goods at the Site, if Client does not wish to rent the Goods on the terms of the Agreement for whatever reason, Client must: (i) notify Company of its refusal; and (ii) return the Goods to Company, within 7 days of receipt, if Client does not wish to accept the Goods on receipt at the Site for any reason other than in the case of a shortage of or defective Goods, Client will pay Company as and by way of liquidated damages the sums Client would have been liable to pay under the Agreement had Client accepted the Goods and then immediately returned them to Company under clause 14.4.

(e) Client agrees that unless it notifies Company and returns the Goods in accordance with clause 3.2(d) then it has agreed to rent the Goods on the terms of the Agreement.

3.3 Return

(a) The Client acknowledges that it is the Client’s responsibility to ensure that the Goods do not contain any Client Technology or any other Client Data and is required to remove any of the foregoing from the Goods prior to the return of the Goods to Company, or the provision of the Goods to a third party on behalf of Company.

(b) When returning the Goods the Client agrees not to ship the Goods by post and to use the nominated courier of Company and to pack the Goods in accordance with Company’s instructions.

(c) The Client must return the Goods in good working order, and in good repair (fair wear and tear excepted).

(d) Any accessories or components provided by Company to the Client, whether part of a survey kit or otherwise, which are not returned within 7 days of the termination or expiration of an Agreement will be charged and invoiced to the Client at the rates set out in the list price provided by Company from time to time, or as otherwise stated in the respective Order Document.

3.4 No option to purchase Goods

The Client acknowledges that no option, proviso or representation, express or implied, written or oral has been made by or on behalf of Company to the Client that the Goods may be purchased from Company by the Client or any Affiliate or nominee of the Client at any time.

3.5 Additional Rental Fees

The Client acknowledges and agrees that the following fees may be payable on any Goods rented from Company:

(a) coverage, as may be applicable;
(b) service charge(s), regarding the servicing of Goods on the return of Goods to Company;
(c) repair charge(s), regarding the repair of Goods either during the Order Term or on the return of the Goods to Company;
(d) consumable fees for consumable items provided to the Client which is required for use of the Goods; and
(e) any other amount due pursuant to an Agreement, including by not limited to freight charges and enforcement costs incurred by Company, in relation to Goods rented by the Client, the requirements of which will be set out in an Order Document.

3.6 Risk and title

(a) The risk in respect of the Goods (including, but not limited to risk of any Loss, theft, damage or destruction) will pass to the Client at the earlier of:

(i) when the Goods are placed at the disposal of the Client;
(ii) upon the Client’s possession of the Goods; or
(iii) upon delivery of the Goods to the Client and if transport is by the Client’s carrier, delivery is deemed to have taken effect at time of pickup from Company’s premises.

(b) The Client acknowledges and agrees that:

(i) the Client holds and retains the Goods as Company’s agent and as bailee; and
(ii) Company may take all necessary legal action to retake possession of any Goods at the end of the rental or where the Client breaches the Order Document and fails to rectify such breach within a reasonable period.

3.7 Loss or damage

The Client acknowledges and agrees that:

(a) it will be liable for the full cost, including freight charges, in relation to any repairs or recalibration required to be made to the Goods as a result of the Client’s use, negligence, misuse or abuse;

(b) it must pay to Company a reasonable calibration and refurbishing fee if ownership labels, calibration seals or anti-tamper notices affixed to the Goods are removed or defaced;

(c) if the Goods are stolen, lost by Client or lost in transit (each a Casualty Occurrence) or if the Goods are damaged to an extent which in Company’s opinion renders repair impractical or uneconomic (Write Off), then Client must pay to Company the value of the Goods determined by Company as set out in the list price provided by Company from time to time or as stated in the Order Document (Agreed Value).

(d) if any part or parts of the Goods suffer a Casualty Occurrence or a Write Off, then Client must pay to Company the proportion of the Agreed Value in regard to that part or those parts. Company will determine the proportion of the Agreed Value in regard to that part or those parts by reference to the promotion of the value, utility or other relevant measure of the Goods which has suffered the Casualty Occurrence or Write Off and will inform Client in writing of the basis of its calculation;
3.8 Insurance

The Client acknowledges and agrees that the Client may be required to hold and maintain insurance coverage in respect of the Goods.

4. Coverage

(a) Any requirements, conditions and cost of coverage provided by Company (or its sub-contractors or agents) will be set out in the Order Document or as otherwise provided by Company to the Client.

(b) When hiring certain Goods the Client may be given the option of paying a cover charge to cover against the risk of down hole loss or damage to the Goods (Cover Charge). If applicable, the Cover Charge rate will be stated on the Order Document and will be payable in instalments as agreed in writing with Company.

(c) If applicable, Clients who wish to elect to pay the Cover Charge must notify Company in writing and Company will reflect this decision on the Order Document.

(d) If applicable, Company reserves the right to refuse an election for a Cover Charge if:

(i) any debt remains outstanding by Client to Company; or

(ii) a claim has already been made in respect to any Goods rented by Client.

(e) If applicable, and if the Client elects to pay the Cover Charge over Goods, Company agrees to release Client from any requirement to indemnify Company for any loss and damage which occurs to those Goods (including accessories hired) while in use down hole, on the following conditions:

(i) if the Goods are lost down a hole, Client must make reasonable attempts to retrieve the Goods and Client must return any accessories to the Goods lost to Company to mitigate the loss. Company will not indemnify the Client for any accessories or Goods which have not been lost or damaged, but which are not returned to Company;

(ii) Client must notify Company in writing of any loss or damage of the Goods, within 14 days of such loss or damage occurring; and

(iii) the loss or damage must not have been caused by:

A) Client opening, tampering or using the Goods in a manner which is inconsistent with its intended use;

B) Client utilising the Goods with any associated running gear where damage to the running gear existed;

C) Client failing to operate or maintain the Goods in accordance with any operating instructions provided by Company; or

D) Client continuing to use to the Goods when damage to the Goods exists.

(f) If any Goods which have been reported lost down hole are subsequently retrieved or found by Client, Client will be responsible for the Fee in respect of the Goods for the period between the date the Goods were declared lost and the date the Goods are subsequently found or retrieved.

5. Services

5.1 Services

(a) Company agrees to provide the Services to the Client in accordance with the terms of the Agreement and as otherwise set out in the Order Document.

(b) Company agrees to provide the Services to the Client at the Site(s), as set out in the Order Document.

5.2 Relationship

The parties’ relationship is one of principal and independent contractor, not employer and employee, agency or partnership.

5.3 Scope

(a) The parties agree that the precise scope of the Services provided by Company will be as set out in the respective Order Document.

(b) If the Client wishes to add any additional Services it must enter into a separate Order Document in relation to those Services.

(c) Subject to any terms that may be set out in the Order Document, Company is not subject to the direction or control of the Client as to the manner in which the Services are completed.

5.4 Outside Scope

Any services provided to the Client by Company which are not expressly included in the Services (Additional Services) and have not been included in the Fee, will be charged to the Client in accordance with Company’s Rate Card, unless otherwise agreed to by the parties in writing.

5.5 Subcontractors

Company can delegate the performance of any of the Services to any of its subcontractors, at its discretion, provided that it contractually obliges those subcontractors to confidentiality obligations which are at least as onerous as the obligations of confidentiality in clause 10.3 and the Company remains liable to the Client for the performance of the Services.

5.6 Service limitations

The Client acknowledges and agrees that:

(a) Company’s ability, and obligation, to provide the Services is subject to the Client complying with its obligations under clause 8.1 and any other limitation or exclusion set out in the Agreement;

(b) unless otherwise agreed in writing, the cost of consumables, replacement parts, hardware, software, network upgrades and any associated services are outside the scope of the Services and are the full responsibility of the Client;

(c) unless otherwise agreed in writing, any server upgrades, network device maintenance and upgrades and software maintenance and upgrades are outside the scope of the Services;

(d) Company cannot promise that the Services will be uninterrupted, error-free, or completely secure; and

(e) there are risks inherent in internet connectivity that could result in the loss of the Client’s privacy, Confidential Information and property.

5.7 Access

Company may access and use Client Data for the purposes of testing and developing the Services, provided that it is on anonymous basis and not attributable to Client.

6. Applications and Desktop Software

(a) If applicable, Company grants to the Client a licence to certain Applications or Desktop Software the details of which will be set out in an Order Document.

(b) The Client acknowledges and agrees that the Applications and Desktop Software may be subject to additional terms and conditions, and the Client must comply with those terms and conditions notified to it from time to time (including, but not limited to, the terms and conditions of third parties in respect of the Goods and Third Party Licences).

(c) Applications may be provided to the Client as a service via an internet portal accessible application using login details applicable to the Licensee. The Client agrees to those login details as Confidential Information.

7. Third Party Content

The Client acknowledges and agrees that:

(a) Third Party Content may be utilised in connection with an Agreement (including as part of the Applications, the Desktop Software, the Services or the Additional Services);

(b) Third Party Content may be subject to Third Party Licences;

(c) it must fully comply with the terms and conditions of all Third Party Licences notified to the Client from time to time; and

(d) Company has no control over the implementation or performance of any Third Party Content.
8. Obligations and covenants

8.1 General obligations and covenants

The Client must, and must ensure its Personnel, in addition to any other Client obligations set out in the applicable Order Document:

(a) provide Company with all reasonable information and access to its premises, Sites, computer and network systems in order for Company to provide the Services in accordance with the terms of the Agreement;

(b) if required, provide adequate conditions for Company’s personnel at the Client’s premises and Sites, including, but not limited to, workspaces, heating, lighting, ventilations, electric current and outlets, internet and long-distance telephone access;

(c) promptly notify Company of any event or incidents that is likely to or will impact on the provision of the Services or any other obligation of Company (including but not limited to any Exceptional Circumstances);

(d) hold all licenses and authorisations (including import, export and radiation source licences) required by Law anywhere in the world where the Client imports, possesses or uses the Goods, Applications or Desktop Software;

(e) if applicable, at all times keep and maintain the Goods properly serviced, in proper working order and condition, including but not limited to regular required maintenance of any diesel engines and lubrication to bearings and ensure that records are maintained for the operational time of the Goods and make those records available to Company within 2 days of receiving a request to do so;

(f) keep the Goods at the premises authorised by Company unless written permission has been obtained from Company to relocate the Goods elsewhere;

(g) use the Goods, Applications and Desktop Software carefully and properly and comply in all respects with the instructions and recommendations of Company;

(h) permit Company and its Personnel, to enter the premises of the Client at all reasonable times in order to inspect the Goods;

(i) keep the Goods in a safe place;

(j) not modify or repair the Goods, Applications or Desktop Software without written consent from Company;

(k) not use the Goods, Applications or Desktop Software for any illegal purpose and must comply in all respects with all applicable Laws reasonably necessary for the safe and lawful operation of the Goods, Applications and Desktop Software;

(l) not place, or allow to be placed, on the Goods any plates or marks that are inconsistent with the ownership of Company;

(m) notify any person seizing or claiming an interest in the Goods of the ownership of Company and must give immediate written notice to Company (including but not limited to any Exceptional Circumstances);

(n) not without Company’s prior written consent: (i) agree, attempt, offer or purport to sell, assign, sublet, lend, pledge, mortgage, let on hire or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Goods; or (ii) allow any encumbrance, charge or lien of any kind to arise or remain on the Goods or any part of the Goods; or (iii) conceal or alter the Goods or make any addition to the Goods except as requested by Company;

(o) promptly notify Company of any event that is likely to or will impact on the condition or operation of the Goods or the provision of the Services, Applications or Desktop Software;

(p) take sole responsibility for Client Data including back-ups; and

(q) comply with any reasonable direction of Company in relation to the Agreement.

8.2 Acknowledgement on Outputs

The Client must acknowledge on all Outputs (and any accompanying documentation) that:

(a) such Outputs are confidential; and

(b) Company will not be liable in any way for any Loss arising from any error, inaccuracy, incompleteness or other defect in the Outputs.

9. Fee and Payment

9.1 Payment

The Client agrees to pay Company all Fees under the Agreement.

9.2 Expenses

The Client acknowledges and agrees that, in addition to the Fees, the Client may be required to pay for any expenses incurred by Company including but not limited to reasonable travel, including flights, and accommodation expenses, as set out in the Order Document. Company agrees to provide the Client with a copy of such expenses, on request.

9.3 Late or non payment of invoices

If the Client defaults in paying an invoiced amount or any amount otherwise due and owing from the Client to Company and fails to rectify such default within 14 days of receiving a notice from the Company to do so, Company may do any one or more of the following:

(a) request the return of the Goods or enter the premises of the Client to collect the Goods (as otherwise provided by clause 14.5);

(b) restrict or suspend the provision of the Services, Applications or Desktop Software; or

(c) terminate the Agreement or all applicable Agreements.

9.4 Obligation to pay not affected by licensing and training

If the Client defaults in paying an invoiced amount or any amount otherwise due and owing from the Client to Company and fails to rectify such default within 14 days of receiving a notice from the Company to do so, Company may do any one or more of the following:

(a) require the return of the Goods or enter the premises of the Client to collect the Goods (as otherwise provided by clause 14.5);

(b) restrict or suspend the provision of the Services, Applications or Desktop Software; or

(c) terminate the Agreement or all applicable Agreements.

10. Intellectual Property Rights

10.1 Client Technology and Client Data

No rights of ownership to Client Technology and Client Data are transferred under the Agreement and all such rights remain the sole property of the Client.

10.2 Company Technology

No rights of ownership to the Intellectual Property Rights created, owned or licensed by Company are transferred under the Agreement. All Company Technology remains the sole property of Company (or its third party licensors, as the case may be). Any Intellectual Property Rights created in the course of Company performing its obligations under the Agreement including but not limited to the Services, will be owned by (and assigned to) Company.

10.3 Prohibited activities

(a) Each party must not do or permit or omit to do any act which infringes the Intellectual Property Rights of the other party (or its licensors).

(b) The Client acknowledges and agrees, as a fundamental condition of the Agreement, that:

(i) the Goods must not be dismantled, tampered with or opened up in any way except in accordance with the Company field guide issued with the Goods; and

(ii) it must not engage in, or permit, reverse engineering of the Goods, Applications or Desktop Software (or all of them).

(c) The Client also acknowledges and agrees that any information derived from a breach of clause 10.3(b) is deemed Confidential Information of Company.

11. Confidential Information

(a) Each party must keep the other party’s Confidential Information, confidential.

(b) A party must not, without the prior written approval of the other party, disclose the other party’s Confidential Information.

(c) Each party must take all reasonable steps to ensure that its Personnel engaged for the purposes of the Agreement, do not make public or disclose the other party’s Confidential Information.

12. Liability

12.1 Exclusion

(a) The parties agree that Company will not be liable for loss of Client Data or for the Client’s reliance on any Client Data or other data obtained or produced in connection with the Agreement (including any Loss incurred, or any disclosure made to any stock exchange, based on such reliance).

(b) The Client agrees not to make any claim against the third party provider of the hosting services.

(c) Company will not be liable for any pollution or contamination emanating from or caused by the Goods.

12.2 Limitation of liability

If Company is liable under (or in connection with) an Agreement, then irrespective of anything else in the Agreement or at Law, Company’s cumulative liability (whether under contract, tort, equity, statute or otherwise) in the aggregate (to the fullest extent permitted by Law) will in no event exceed the sum of the Fees paid by the Client to Company under the Agreement.

13. Indemnity

The Client agrees to indemnify Company (and to hold Company harmless and keep indemnified) in relation to any and all Loss Company (or its Affiliates) incurs (or will incur) as a result of (or in connection with):

(a) the Client’s (or its Personnel’s) use of the Goods, Applications or Desktop Software;

(b) Company seizing or storing the Goods; or
(c) a person being injured or killed or property being damaged by the Goods or its use, due to the negligence or wilful misconduct of the Client.

14. Suspension and termination

14.1 Suspension

Company may temporarily suspend (in part or in whole) the provision of the Product Solution to the Client if:

(a) Company is required by Law to do so;
(b) such suspension is pursuant to clause 9.3 (late payment of invoice);
(c) there is an attack on the Reflex HUB or the Reflex HUB is accessed or manipulated by a third party without consent;
(d) the Client is in breach of any of its obligations under an Agreement; or
(e) there is another event for which Company reasonably believe that the suspension of provision of the Services or the Applications to the Client is necessary to protect the Reflex HUB, Company network or other customers.

14.2 Effect of suspension

Suspension in accordance with clause 14.1 will not affect any right which accrue prior to, or after, suspension of the Client’s obligations under the Agreement.

14.3 Termination

(a) Company has the right to terminate an Order Document during the Order Term in respect of all, or any specified part, of the Product Solution, where the Client has breached any of its obligations under the Agreement and fails to remedy such breach within 14 days of receiving written notice to remedy the breach.
(b) Client has the right, subject to the conditions set out in clause 14.4 (if applicable) and clause 14.5, to terminate an Order Document during the Order Term in respect of all, or any specified part, of the Supply on any date (proposed termination date).

14.4 Termination in relation to rental of Goods

(a) Where Goods are being rented, the Order Document may only be terminated or partially terminated under clause 14.3(b) if: (i) on or prior to the proposed termination date, Client returns the Goods or the specified part of the Goods, at Client’s expense, and in the condition required by clause 8.1(e), to Company at the specified address; or (ii) the Goods have been lost, and Company has been notified in accordance with clause 3.7(i).
(b) Where the Agreement is terminated under this clause 14.4 as to part only of the Goods, Company will, acting reasonably, determine the amount due for the purposes of this definition, all information disclosed by or on behalf of the Discloser, concerning or relating to:

- (a) is by its nature confidential;
- (b) is designated as confidential by the Discloser;
- (c) is publicly known;
- (d) which is developed independently by other party without reliance on the confidential information.

(c) Client Technology means the Intellectual Property Rights of the Client which are demonstrated to be created independently of an Agreement and the Company Technology.

Capitalised terms used but not defined herein have the meanings assigned to them in the General Terms and Conditions. Otherwise, the following terms have the meanings set out below:

Client Data means all data:

(a) collected and stored by the Goods in the course of the Client’s use; or
(b) uploaded to an Application by the Client, as well as any Outputs.

Client Technology means the Intellectual Property Rights of the Client which are demonstrated to be created independently of an Agreement and the Company Technology.

Company Technology means all Intellectual Property Rights owned by Company, or licensed to Company by a third party, including but not limited to the Applications, Desktop Software, Goods and any Intellectual Property Rights created in the course of providing the Services.

Confidential Information means, in relation to each party (for the purposes of this definition, Discloser), all information disclosed by or on behalf of the Discloser, concerning or relating to:

- (a) is by its nature confidential;
- (b) is designated as confidential by the Discloser;
- (c) the recipient knows or ought to know is confidential, but excluding any such information:
- (d) which is publicly known;
- (e) which is disclosed to the other party without restriction by a third party (other than the Discloser) and without any breach of confidentiality by that third party; or
- (f) which is developed independently by other party without reliance on any of the confidential information.

Exceptional Circumstances means a circumstance beyond the reasonable control of the parties which results in a party being unable to
observe or perform on time an obligation under an Agreement. Such circumstances include, but are not limited to, the following:

(a) adverse changes in government regulations;
(b) any disaster or act of God, lightning strikes, atmospheric disturbances, earthquakes, floods, storms, explosions, fires and any natural disaster;
(c) acts of war, acts of public enemies, terrorism, riots, civil commotion, malicious damage, sabotage and revolution, cyber attacks, viruses or malware, data loss as a result of the actions of a third party;
(d) strikes or industrial disputes;
(e) materials or labour shortage; and/or
(f) acts or omissions of any third party network providers (such as internet, telephony or power provider).

**Law** means any statute, rule, regulation, proclamation, order in council, ordinance, local law or by-law, whether:

(a) present or future; or
(b) state, federal or otherwise.

**Loss or Losses** means any loss (including Consequential Loss), claims, actions, liabilities, damages, expenses, diminution in value or deficiency of any kind whether direct, indirect or consequential.

**New IP** means any and all Intellectual Property Rights created in the course of, or in connection with an Agreement.

**Output** means any information, data, calculations, assessment, summary, dashboards, activity feeds or reports produced by any Applications or Services as a result of the Client’s use of any Applications or Services.

**Order Term** means the duration of the Services, the rental of the Goods or the licence of the Application, as set out in an Order Document.

**Rate Card** means the rates for the Additional Services, as otherwise provided to the Client from time to time.

**Rental Commencement Date** means the date the rental of the Goods commenced, as otherwise set out in an Order Document.

**Site** means: (a) in the case of Goods, the location for delivery and collection (as the case may be) of the Goods or any other place at any time or from time to time where Company believes on reasonable grounds that the Goods are located; or (b) in the case of Services the location where the on-site Services will be provided; as set out in an Order Document.

**Third Party Content** means any Intellectual Property Rights owned by a third party (other than an Affiliate of a party), and which is embodied or included in the rights licensed under an Agreement, including but not limited to any third party Applications, as set out in an Order Document.

**Third Party Licences** means the terms imposed by a third party in relation to Third Party Content.