

Supplementary SAFIR Subscription Terms

Monthly Online Subscription

28 September 2026

1 Scope and order of precedence

1.1 These terms apply only to the product identified in the online order process as the monthly SAFIR subscription and purchased by a customer for business purposes. They do not apply to existing SAFIR Suite contracts, other products or individually agreed subscription models unless their application is expressly agreed.

1.2 These terms supplement the General Terms and Conditions of BRF Solutions GmbH, July 2022 edition (the "GTC"). Solely for the monthly SAFIR subscription described above, the parties agree, in deviation from clause 1.4 of the GTC, to the following order of precedence: individual order confirmation, these supplementary terms, GTC, product description. The GTC otherwise continue to apply without change. These terms are made available to the customer before ordering and identified in the electronic order confirmation.

2 Term and cancellation

2.1 The paid product term begins on the activation date shown at checkout, following any expressly agreed trial period. Each billing period lasts one month. The next period begins on the corresponding calendar day of the following month or, if that day does not exist, on the last day of that month. The original calendar day remains the reference day for subsequent months. The next billing date is displayed in the customer account.

2.2 In deviation from clause 3.3 of the GTC, the subscription renews automatically for successive monthly billing periods unless cancellation is received before the next period begins. Cancellation takes effect at the end of the current billing period.

2.3 In deviation from clause 3.5 of the GTC, an authorised customer administrator may cancel the subscription in the SAFIR customer account. Cancellation is deemed submitted when electronically received by BRF Solutions GmbH and is confirmed by email. Written cancellation under clause 3.5 of the GTC also remains available.

3 Fees and payment

3.1 Subscription fees are due at the beginning of each billing period and payable in advance for that period. The user licences, modules and other services ordered, and their prices as displayed at checkout, apply. VAT is charged in addition under clause 8.1 of the GTC; the amount due immediately and the future recurring fee are displayed before a paid order is placed.

3.2 The customer authorises BRF Solutions GmbH to charge amounts due to the payment method selected and stored by the customer. If the initial payment fails, paid access is not activated. Clauses 8.3 to 8.5 of the GTC apply in particular to overdue payments under an existing subscription.

4 Additions during a billing period

4.1 An authorised administrator may order additional user licences, modules, storage packages or other paid services in the customer account. Before confirmation, the amount due immediately, the new recurring fee and the next billing date are displayed.

4.2 For the current period, the monthly price of an added service is prorated by calendar day: monthly price multiplied by the number of calendar days from the activation date through the end of the current period, divided by the number of calendar days in that period. The activation day is included. The amount payable is rounded to the smallest currency unit and displayed as the final amount before the order is placed.

4.3 The prorated amount is due immediately. The additional service is activated only after successful payment. From the next billing period, the full monthly price then agreed is charged in advance. If payment fails, the addition is not activated.

5 Reductions during a billing period

5.1 An authorised administrator may schedule the removal of user licences, modules or other ordered services for the end of the current billing period. Those services are no longer charged from the following period. An individual user's access may be disabled earlier; doing so does not change the number of licences ordered for the current period.

5.2 A reduction requested by the customer does not give rise to a prorated credit or refund for the current period already paid. Mandatory law, an express individual agreement and refunds on discontinuation of a product under clause 9.1 of the GTC remain reserved.

6 Changes in the customer account and confirmation

6.1 In deviation from clause 15.1 of the GTC, the changes to the monthly SAFIR subscription described in these terms may be ordered or scheduled by an authorised administrator in the customer account. BRF Solutions GmbH confirms them electronically by email. Activation of a paid addition remains subject to successful payment under clause 4.3.

6.2 The confirmation states the amended scope, effective date, any amount paid immediately, the future recurring fee and the next billing date. In the case of cancellation, it states the contract end date.

7 Language versions

7.1 These terms are available in German, French, Italian and English. In the event of a discrepancy between language versions, the German version prevails unless mandatory law requires otherwise.