

# TERMS & CONDITIONS: MARKETING CLAIM VERIFICATION SERVICE

These Service Terms will govern Marketing Claim Verification Services ("MCV Services") performed by the UL Solutions Contracting Party ("we", "our", or "us" as the context requires and as identified in the Quotation or Project Confirmation) and set out the responsibilities and obligations of the Client ("you" or "your" as the context requires). These Service Terms and the terms of the Global Services Agreement ("GSA") are incorporated by reference into and are an integral part of each Service Agreement entered into by the Parties for MCV Services. The capitalized terms in these Service Terms which are not defined herein will have the same meaning as in the GSA.

1. **Scope of Service.** MCV Services are intended to verify Client's marketing claims as approved by the UL Solutions Contracting Party ("Claim") related to products, processes, systems or facilities ("Product(s)"). MCV Services shall not result in UL Solutions Contracting Party issuing any other type of certification or certification mark for any product or registration of any management system. The MCV Services requested by Client and to be provided by UL Solutions Contracting Party (or its affiliates) for specific projects shall be set out in individual Quotations or Project Confirmations.
2. **Client.** Client includes manufacturer, marketer, agent and other party(ies) who take responsibility for the Claims made for a Product and request UL Solutions Contracting Party's services.
3. **Price and Schedule.** Our Quotation or Project Confirmation will establish the price and estimated schedule for UL Solutions' Services. The price will depend upon the Assessment Methods and/or Claim Requirements. Our Quotations and Project Confirmations are subject to change at our discretion, upon reasonable notice to you, depending upon the requirements of the specific project.
4. **Claim Requirements.** The MCV Services will be performed in accordance with the marketing Claim requirements and specifications established by Client and agreed upon by UL Solutions Contracting Party ("Claim Requirements"). The intention of MCV Services is for us to verify the accuracy of your Claim as it relates to your specific Product(s) in accordance with the Claim Requirements.
5. **Samples.** At our request, you shall provide samples of your Product(s) and data associated with such Product(s) regarding any Claims to be verified, and ship representative Product samples and corresponding data to us according to our requirements and the shipping instructions provided to you. Once we have confirmed the Claim Requirements for the Product, we will inform you of the number of samples needed. The number of samples required will depend upon the product, the number and types of assessments required, and other factors.
  - I. **Shipping Samples.** We will provide you with information on where to ship the product samples. Usually, we will ask you to ship product samples to one of our nearby facilities. You shall pay all sample shipping expenses. To avoid unnecessary shipping expenses, you should not send samples to us until we request them from you.
  - II. **Oversized Samples.** Some products or systems cannot be easily or economically shipped to us for assessment. If a product cannot be shipped to us, UL Solutions we will work with you to mutually agree upon other ways to investigate your Product at your facility or other locations.
6. **On-Site Investigations.** If mutually agreeable, we may perform MCV Services on site at your facilities, or at facilities of other parties provided the facility is compliant with ISO 17025 or other appropriate recognized standard. You agree that our representatives will have safe, secure, and free access to the facilities where the requested services will be performed. We will direct our representatives to exercise due care in complying with any safety regulations which may be generally applicable to the facility's personnel. Access to the facilities by our representatives will not be conditioned upon the execution of any agreement, waiver, or release. If our representatives are prevented from performing or completing any on-site services for any reason beyond our reasonable control, we will not be responsible for the non-performance, and you may be charged for any actual expenses we incur including fees for services performed.
7. **Assessment Methods.** The intention of MCV Services is for us to verify the Claim to be made by Client related to its specific Product(s). We will use commercially accepted methods and processes in the evaluation, testing, inspection, audit or assessment ("Assessment Methods") as we determine in our sole discretion to verify such Claims. We may change the Assessment Methods from time to time, at our sole discretion.

8. **Sample and Data Integrity.** Our MCV Services, assessment results and report apply only to the samples and data actually received from you and assessed by us. UL Solutions Contracting Party will not be responsible for any inaccurate assessment results or issues relating to sample integrity arising from the Client's collection and provision of data and shipment of samples.
9. **Validity of Assessment Results.** The results outlined in the assessment report represent a "snapshot" of conformity to the Claim made by the Client. UL Solutions Contracting Party makes no representation that the reported assessment results are representative of the entire population of product at the time the samples were taken, or data was provided.
10. **Deliverables.** When we complete the MCV Service investigation, we will provide you with a report outlining the Claim Requirements, methods, processes and results of the MCV Services supporting the Claim. The MCV Service report cannot be used or externally distributed in whole or in part for promotional or advertising purposes.
11. **Cancellation Fees.** If you cancel or change an order after we begin work, we will charge you cancellation fees according to the amount of actual work performed.
12. **Use of the Claim and UL VERIFIED Mark.** Client can only use the Claim in its entirety with the UL VERIFIED mark as specified and within the time periods established by UL Solutions Contracting Party within marketing materials and on product and product packaging. Client agrees to comply with all UL Solutions Contracting Party guidelines and directives for use of the Claim and UL VERIFIED mark. Client's use of the Claim and UL VERIFIED mark shall not: (a) be inconsistent or misleading with respect to UL Solutions' findings for the product covered by the assessment or verification report; or (b) in any manner state or imply that UL Solutions is in any way (i) "endorsing" or "certifying" the product or (ii) "warranting" or "guaranteeing" any aspect of the product, its performance, or its safety. The guidelines for use of the UL VERIFIED mark are located at: [verify.ul.com/marketing](http://verify.ul.com/marketing). Client expressly agrees that its use of the UL VERIFIED mark constitutes Client's declaration and representation that the Product delivers the Claim that has been verified by UL Solutions.
13. **Use of UL Solutions' Names and Marks.** MCV Services will not result in product safety or any other certification by UL Solutions Contracting Party or any other UL Solutions Company, nor any authorization to use any other Marks. Except as otherwise expressly authorized by UL Solutions Contracting Party, Client shall not use UL Solutions Contracting Party's, or any other UL Solutions Company's, name, abbreviation, or symbols, or any other form of reference which may be interpreted to refer to UL Solutions Contracting Party or any other UL Solutions Company, on any goods or their containers or packaging, or in connection with any oral or written advertising, promotions, or otherwise. A product must meet UL Solutions Contracting Party's safety certification requirements and be covered by UL Solutions Contracting Party's Follow-Up Service in order to bear registered safety certification marks owned by UL Solutions Contracting Party or another UL Solutions Company.
14. **DISCLAIMER; COMPLIANCE WITH LAWS AND REGULATIONS; AND INDEMNITY.** THE UL SOLUTIONS COMPANIES EXPRESSLY DISCLAIM ALL REPRESENTATIONS AND WARRANTIES THAT ANY CLAIMS OR TRADEMARKS, SERVICEMARKS, LABELS, TEXT, GUIDANCE OR OTHER MATERIALS OR SERVICES PROVIDED TO CLIENT OR THE USE THEREOF WILL COMPLY WITH FTC REGULATIONS, 15 USC SEC 45, OR OTHER APPLICABLE LAWS OR REGULATIONS, AND IN NO EVENT SHALL THE UL SOLUTIONS COMPANIES HAVE ANY LIABILITY IN CONNECTION THEREWITH. UL SOLUTIONS CONTRACTING PARTY DOES NOT PROVIDE LEGAL ADVICE, AND NO UL SOLUTIONS CONTRACTING PARTY SERVICE SHALL BE CONSTRUED OR INTERPRETED AS LEGAL ADVICE. IT IS CLIENT'S SOLE RESPONSIBILITY TO COMPLY WITH THE US FTC ACT AND ALL OTHER APPLICABLE LAWS AND REGULATIONS REGARDING MARKETING CLAIMS AND PRACTICES AND CLIENT SHOULD CONSULT LEGAL COUNSEL ON THIS TOPIC. IN ADDITION TO THE OBLIGATIONS IN SECTION 11 (THIRD PARTY CLAIMS) OF THE GSA, CLIENT AGREES TO INDEMNIFY AND HOLD HARMLESS THE UL SOLUTIONS COMPANIES AND THEIR TRUSTEES, DIRECTORS, OFFICERS, EMPLOYEES, MEMBERS, AFFILIATES, AGENTS AND SUBCONTRACTORS FROM ALL LOSSES AND EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES) ARISING OUT OF, OR RELATED TO CLAIMS ASSERTED BY THIRD PARTIES THAT RELATE TO UNFAIR OR DECEPTIVE MARKETING CLAIMS INVOLVING CLIENT'S PRODUCTS OR SERVICES, INCLUDING IN VIOLATION OF 15 USC SEC 45 OR OTHER APPLICABLE LAWS OR REGULATIONS.
15. **Surveillance.** We will review any verification report(s) issued according to the surveillance review schedule indicated in the program documents for continued compliance to the MCV Services report. You will be billed for renewal fees per the terms of the original project quotation in order to maintain the verification of the Claim(s) and use of the UL VERIFIED mark.

16. **Client Changes.** If you make changes to your Product that will take the Product out of conformity with the Claim that was verified, you must promptly notify us and tell us if you will resubmit the Product for review or immediately stop using the Claim that was verified and UL VERIFIED mark. Where further examination or assessment is required by UL Solutions Contracting Party as a result of the Client changes, the Client will be duly notified and be given the opportunity to authorize additional MCV Services.
17. **Revocation.** We reserve the right to revoke our permission to use the Claim and UL VERIFIED mark, the verification of the Claim and to remove products from our Verification Database if, in our sole discretion, you are found to be using misleading or incorrect information related to the Claim and/or UL VERIFIED mark or misusing the UL VERIFIED mark. If you make changes to the Product that take the Product out of conformity with the Claim that was verified and we are not notified as required in Section 16 above, you may, in our sole discretion, be required to suspend your use of the Claim and UL VERIFIED mark and take corrective action as deemed by UL Solutions at your expense when these changes are discovered.
18. **Expiration and Sell Off Period.** Upon expiration of any time period established by UL Solutions for your use of the Claim and UL Verified Mark, you have sixty (60) calendar days after the expiration date to either discontinue the sale of any product carrying the UL VERIFIED mark or remove the UL VERIFIED mark from the product and product packaging. In addition, you must remove all references to marketing claim verification in all online and print advertising, marketing collateral, promotions and catalogs within those sixty (60) calendars days.
19. **Program Changes.** Client acknowledges and agrees that during the term of the Service Agreement, UL Solutions Contracting Party may, at its sole discretion, change the Assessment Methods, Claim Requirements or terminate the MCV Services program in its entirety. If any such change is made that would take the Product out of conformity with the Claim that was verified, UL Solutions Contracting Party will determine the date by which Client must cease using the Claim and the UL VERIFIED mark (the "Termination Date") and shall notify Client, in writing and as soon as is practicable, of such date (the "Termination Notice"). Client unconditionally agrees to comply with the terms of any such Termination Notice. UL Solutions Contracting Party may, in its sole discretion, permit Client to continue to use the Claim or other language to be determined by UL Solutions Contracting Party beyond the Termination Date if, and only if, all of the following conditions are met prior to such Termination Date: Client submits their Product to the appropriate UL Solutions Contracting Party program for assessment and examination and is found to comply with the appropriate UL Solutions Contracting Party revised or new requirements. In such event, Client must pay any applicable assessment and examination fees as though it were submitting its Product to UL Solutions Contracting Party for the first time. If, on the other hand, Client's Product does not conform to any new or revised requirements from UL Solutions Contracting Party, or if the Marketing Claim Verification Program is withdrawn entirely, Client acknowledges and agrees that it will no longer be eligible for any MCV Services coverage for its Product and must cease using the Claim and UL VERIFIED mark in its marketing materials and/or on product and product packaging on the termination date.