

Canada Affirm Service Terms

Last Updated: March 7, 2022

Merchant's access to and use of the Services in Canada are subject to the Affirm Service Terms (collectively, the "Canada Service Terms") described below. Capitalized terms used in the Canada Service Terms but not defined below are defined in the Merchant Agreement, Order Form or other documents governing Merchant's use of the Services. Affirm may amend the Canada Service Terms from time to time in accordance with the Merchant Agreement, except with respect to changes made with respect to a sole proprietor residing in Quebec which will be made in accordance with Section 1.26 below.

Article 1. Canada General Service Terms

Section 1.01 Integration.

(a) Integration Overview.

(i) Affirm will provide Merchant with access to and use of certain integration resources and documentation ("Documentation") through Affirm's support pages located at <https://docs.affirm.com/developers/docs/international-affirm-integration-guide> and other pages on Affirm's website. Merchant will integrate the Services with the Affirm-approved Channels in accordance with Affirm's instructions and the Documentation. As part of providing access to the Services, Affirm may provide Merchant with access to and use of APIs. Affirm may from time-to-time at its sole discretion, make changes to the API (including by adding or removing functionality) and the related Documentation.

(ii) Upon Merchant's reasonable request, Affirm will assist Merchant with respect to the integration of the Services by providing: (a) a testing environment and code review to ensure that Merchant's code is accurate and complies with Affirm's technical and solution design, and (b) information reasonably required to integrate the Services, including the corresponding production API key and technical specifications. Affirm will not be required to perform software development or any other manual integration assistance in connection with such assistance. Affirm will make public and private API keys for live and test transactions available to Merchant. Private API keys are Affirm's Confidential Information, and Merchant will secure its private API keys and will not publish or share its private API keys with any unauthorized persons. Merchant will contact Affirm immediately if Merchant becomes aware of any unauthorized use of any of its private API keys or any other breach of security regarding the Services.

(iii) Affirm will have no liability for any Loss resulting from Merchant incorrectly integrating or failing to comply with Affirm's integration instructions.

(b) **Direct Integration.** Affirm has developed and, if agreed upon in writing by the Parties, will provide Merchant with access to and use of an API that may be used to access and use the Services via direct integration ("Direct Integration").

(c) **Virtual Card Integration.** Affirm has developed and, if agreed upon in writing by the Parties, will provide Merchant's customers with access to one-time use virtual cards ("Virtual Cards"), supported by virtual card networks, that Customers may use to purchase Merchant Products ("Virtual Card Integration").

(d) **Merchant-Branded Virtual Card Landing Page - Affirm Lite Integration.** Affirm has developed and, if agreed upon in writing by the Parties, will provide Merchant with access to a hyperlink to a landing page with various customizable components, which will enable prospective Customers to apply for a Virtual Card ("Affirm Lite Integration"). Merchant may make the Affirm Lite Integration available to Customers via an

Affirm-hosted landing page, as instructed by Affirm or as described in the Documentation for use in applicable Channels.

(e) **Platform Integration.** Affirm may integrate with an ecommerce checkout platform or payment processing gateway (each, a “Platform”) which enables Affirm to provide its Services through the Platform to Merchant customers (a “Platform Integration”). Through such Platform Integration, for purposes of the Payout, Affirm may offer its Services through Direct Integration or Virtual Cards.

Section 1.02 License Grants; Intellectual Property.

(a) **API License.** Upon the terms and subject to the conditions of the Agreement, Affirm hereby grants Merchant a limited, revocable, non-exclusive, non-transferable, non-sublicensable, license to integrate and access the APIs, during the Term, for the sole purpose of providing and displaying the Services in the Territory and enabling Customers to access and use the Services in the Territory.

(b) **Trademark License.** Notwithstanding Section 2.2(b) of the Merchant Agreement, upon the terms and subject to the conditions of the Agreement, each Party (the “Licensor”) hereby grants to the other Party (the “Licensee”) a limited, revocable, non-exclusive, non-transferable license and right to use, reproduce, display, distribute, and transmit the Licensor’s name, logo, and any other trademarks, trade names, service marks, photographs, graphics, brand imagery, text, and other content, in each case provided by the Licensor, in any and all media formats, whether registered or unregistered (with respect to each Licensor, the “Marks”), in connection with the use and marketing of the Services during the Term. Licensee’s use of the Licensor’s Marks are subject to usage guidelines and quality control standards that Licensor may provide to Licensee from time to time. Until such guidelines and standards are provided, (i) the Marks will be used in the form as presently provided by Licensor, and (ii) the associated products and services will be provided in the same manner and to at least the same character and quality standard as they are presently provided by Licensor or any other licensee of Licensor, whichever standard is higher. The Marks will further be used in compliance with all Applicable Law, rules, regulations, industry guidelines and codes of practice specified by regulatory authorities. Upon Licensor’s request, Licensee will provide to Licensor representative samples of Licensee’s use of the Marks, and Licensor reserves the right to reject any such use in the event that Licensor reasonably believes a deficiency exists in the manner of use of the Marks by Licensee that could affect the goodwill associated with such Marks. All goodwill arising out of the use of the Licensor’s Marks will inure to the benefit of the Licensor. Licensee will not directly or indirectly do anything which may jeopardize or adversely affect the distinctiveness or enforceability of the Marks, or the ownership of the Marks, or the goodwill associated with the Marks. Use of a Licensor’s Marks does not create in the Licensee any ownership interest in Licensor’s Marks. Neither Party will register or apply for registration of the other Party’s Marks (or any confusingly similar trademarks, trade names, service marks, logos, or names) or will challenge the validity of the Marks unless a Mark is asserted against such Party. Each Party agrees to reasonably cooperate with the other Party with respect to any infringement action regarding such rights, however, Licensee waives its rights pursuant to subsection 50(3) of the *Trademarks Act*, R.S.C. 1985 c. T-13, as amended, or any similar provision or law, to call on Licensor to take proceedings for infringement of the Marks and to institute proceedings in its own name if Licensor refuses or neglects to do so.

(c) **Open Source Software.** The Services may include software subject to open source or free software licenses (“Open Source Software”). Affirm provides no, and expressly disclaims any and all, representations, warranties, and conditions concerning any Open Source Software, and provides no indemnity with respect thereto or otherwise under this Agreement. Nothing in the Agreement grants Merchant rights that supersede the terms and conditions of any applicable Open Source Software license.

Section 1.03 Confidential Information - Shopify Merchants. To the extent a Merchant Site is hosted by Shopify Inc. (or its affiliates) (“Shopify”), Merchant acknowledges and agrees that Affirm may disclose Merchant Confidential Information to Shopify during or after the Term, and Affirm will not be liable for any use, disclosure or other act or omission by Shopify related to such Merchant Confidential Information.

Section 1.04 Privacy; Data Security.

(a) **Privacy.** In the performance of its obligations under the Agreement, each Party may create, receive, or have access to information regarding customers of the other Party or the other Party's affiliates of a personal, sensitive, or confidential nature relating to a living person who can be identified from such information alone or when used in conjunction with other information available to such Party ("Personal Information"). Personal Information will be subject to the ownership interests of the Parties as described in Section 1.04(b). Merchant will collect, store, transmit, process, and use Personal Information in accordance with Applicable Law.

(b) **Ownership of Personal Information.** "Affirm Personal Information" means Personal Information collected from a third party by Affirm or by a third party on behalf of Affirm in connection with Affirm's provision of the Services. "Merchant Personal Information" means Personal Information collected from a third party by Merchant or by a third party on behalf of Merchant in connection with Merchant's receipt of the Services. As between the Parties, Affirm owns all right, title, and interest in and to Affirm Personal Information, and Merchant owns all right, title, and interest in and to Merchant Personal Information. The Parties acknowledge and agree that some of the same data elements (e.g., a Customer's name) may be both Affirm Personal Information and Merchant Personal Information. Each Party acknowledges that (a) each Party maintains information about Customers derived from numerous sources (including directly from the Customer); (b) information about Customers developed or maintained by one Party may be identical to information that the other Party has developed or maintains; (c) each Party has a proprietary interest in such information about Customers; and (d) to the extent a Party provides such information about a Customer to the other Party, it will do so in compliance with its own privacy policies and Applicable Law.

(c) **Data Security.**

(i) In addition to any other data security requirements in the Agreement, Affirm will maintain adequate data security measures consistent with Applicable Law and industry standards to protect Merchant Confidential Information from disclosure, destruction, misuse, loss, acquisition or alteration by an unauthorized third party.

(ii) In addition to any other data security requirements in the Agreement, Merchant will maintain adequate data security measures consistent with Applicable Law and industry standards to protect Affirm Confidential Information from disclosure, destruction, misuse, loss, acquisition or alteration by an unauthorized third party. Merchant may not (1) sell Affirm Personal Information or Affirm Confidential Information; (2) permit others to sell Affirm Personal Information or Affirm Confidential Information; or (3) Process Affirm Personal Information or Affirm Confidential Information for any purpose other than carrying out Merchant's obligations under this Agreement.

(iii) In the event that Merchant suffers or learns of any confirmed disclosure, destruction, loss, misuse, acquisition or alteration by an unauthorized third party of Affirm's Confidential Information (a "Security Breach"), Merchant will: (a) promptly (but in no event later than 48 hours following confirmation of the Security Breach) notify Affirm in writing of such Security Breach and furnish Affirm with the details of such Security Breach; and (b) cooperate in any reasonable effort, action or proceeding to protect all Confidential Information subject to such Security Breach and to reasonably mitigate and/or remediate the impact of the Security Breach.

Section 1.05 Risk Evaluation. Affirm may from time to time and in its sole discretion, review and determine Merchant's eligibility to offer the Services. Merchant will promptly furnish to Affirm all information reasonably requested by Affirm in connection with Affirm's evaluation, which may include information about Merchant's general business operations, financial information, and information about Merchant's directors, principals, and officers. All information provided by Merchant in response to Affirm requests related to risk evaluations will be considered Merchant Confidential Information.

Section 1.06 Fraudulent Transactions.

(a) Merchant will designate an individual who will serve as the single point of contact for fraud matters related to the Services.

(b) Except as otherwise stated in the Agreement, Affirm assumes the risk of loss resulting from fraud by Customers with respect to Successful Transactions. Merchant assumes the risk of loss resulting from fraud (i) caused by Merchant or Merchant's employees, contractors, representatives, or agents or (ii) from an Updated Checkout (as defined below). Without Affirm's prior written consent (email sufficient at orderreview@affirm.com), Merchant will not allow a Customer to change any Customer information (including shipping information) previously communicated to Affirm in the checkout flow during the period of time after Affirm has approved such Customer and prior to the order being submitted to the Merchant in such checkout flow ("Updated Checkout"). Affirm may terminate the Agreement immediately for breach of the foregoing.

(c) If Affirm informs Merchant that a transaction is fraudulent or likely fraudulent before the sale is Captured, and Merchant subsequently ships or provides the applicable Merchant Product despite such information, Merchant will be liable for any loss resulting from such transaction. If Affirm discovers that a Successful Transaction is fraudulent after the applicable sale is Captured, but before the applicable Merchant Products are delivered or otherwise made available to Customer, Merchant will use best efforts to communicate with the carrier or other third party to recall the shipment, or, as applicable for services or electronically delivered Merchant Products, cancel the provision of the applicable Merchant Products. After a Customer's order is submitted to the Merchant in the checkout flow, Merchant will use best efforts to identify suspicious shipping address changes and will notify Affirm of such suspicious changes by email to Affirm at internationalorderreview@affirm.com.

Section 1.07 Prohibited Business Policy. Merchant will not offer or market the Services in connection with the categories of business and business practices in the Prohibited Business Policy (the "Prohibited Business Policy") located at: https://docs.affirm.com/affirm-developers/docs/compliance_and_guidelines. In addition, Merchant will not market or offer the Services, or allow the Services to be used, in connection with any Merchant Product that is subject to delayed fulfillment (e.g., preorders or backorders), unless Merchant clearly discloses on the product and checkout pages that such Merchant Product is subject to such delayed fulfillment.

Section 1.08 Exclusivity. Except for the Services, during the Term, Merchant will not integrate, market, offer, sell, or promote any financial products or services that: (a) are similar to an Affirm Product, including any closed-end installment loan or payment deferral options; or (b) are open-ended credit programs. Merchant will not be prohibited under this Section 1.08 from accepting generally accepted multi-purpose credit, charge cards, or debit or secured cards (e.g., MasterCard or Visa cards), provided that Merchant will not permit any such cards to (i) be co-branded, sponsored, or co-sponsored by Merchant, or (ii) bear Merchant Marks.

Section 1.09 Affirm Disclosures. Affirm may provide to Merchant disclosures related to the Services. Upon receipt of such disclosures, Merchant will promptly display such disclosures on all Merchant Channels in accordance with Affirm's instructions. Such disclosures may include notices required by Applicable Law and statements intended to prevent Customer complaints. Affirm may, at any time, review and confirm Merchant's compliance with Affirm's instructions regarding such disclosures, and upon receipt of written notice by Affirm, Merchant will modify any disclosures in accordance with Affirm's instructions.

Section 1.10 No Discrimination or Other Disparate Treatment. Merchant will not discriminate against or otherwise disadvantage (relative to Merchant's transactions involving other methods of payment) its customers who use or desire to use the Services to purchase a Merchant Product, which discrimination or disadvantaging may include, but is not limited to, (A) imposing surcharges, fees, or other costs on such customers; (B) excluding such customers from receiving or participating in any discounts, rebates, savings, offers, incentives, loyalty program benefits, points, or rewards; and (C) acting in a manner that violates Canadian law, including provincial consumer protection legislation.

Section 1.11 Payout and Payment Terms.

(a) **Payout to Merchant.** During the Term, Affirm or its affiliate will disburse to Merchant amounts

equal to the gross total dollar amount of Successful Transactions, less any applicable adjustments, for the applicable Affirm Product . A “Successful Transaction” is a sale of a Merchant Product to a Customer using the Services that is Captured by Merchant. A sale is “Captured” when a Merchant has pre-authorized the projected gross transaction total, agreed to fulfill the pending transaction, and, except where the Merchant has elected to auto-capture, Merchant has shipped or otherwise made the Merchant Product available to the Customer. Applicable Fees will be due by Merchant to Affirm immediately upon a Successful Transaction. In accordance with Applicable Law, Merchant is solely responsible for determining the gross transaction amount payable by Customers (inclusive of any applicable Taxes or other fees). Merchant will be responsible for any standard commercial debit interchange or similar processing fees related to the use of credit cards in connection with the Services and the Agreement.

(b) Direct Integration Terms.

(i) With respect to Services that are provided through a Direct Integration, Merchant will establish and maintain one or more bank account(s) in good standing (each, a “Bank Account”), which may be verified by Affirm prior to the first Payout and from time to time thereafter. Merchant will notify Affirm in writing at least five (5) business days prior to any change of a Bank Account.

(ii) Affirm, its affiliate, or its bank partner(s) may disburse the Payout, upon direction by Merchant, directly into a deposit account for the benefit of Merchant (an “F/B/O Account”). After the Payout is disbursed to the applicable F/B/O Account, Affirm will not be liable to Merchant for Merchant's receipt of that Payout.

(iii) Merchant will receive disbursements (each, a “Payout”) equal to the total dollar amount of Successful Transactions not already disbursed to Merchant; provided, that Affirm may, but is not obligated to and in its sole discretion, reduce a Payout by (i) accrued but unpaid Fees; (ii) amounts relating to unresolved Customer Disputes; (iii) Fees that are disputed by Affirm in good faith; and (iv) undisputed amounts owed by Merchant to Affirm, which may include amounts resulting from Customer refunds. Affirm will submit Successful Transactions for processing once every day and Payouts will be initiated within three (3) to five (5) business days of the applicable Successful Transaction. Merchant authorizes Affirm, its affiliate, or its bank partner(s), and will ensure that Affirm, its affiliate, and/or its bank partner(s) are authorized by the bank holder of the applicable Bank Account, to debit the applicable Bank Account for Past Due Amounts. Merchant will provide Affirm with any necessary documentation related to Affirm’s, its affiliates’, or its bank partners’ authorization to debit the applicable Bank Account, including a Pre-Authorized Debit (PAD) Agreement, and Merchant hereby agrees and permits Affirm, its affiliates or its bank partners to debit the applicable Bank Account. Based on Merchant’s account history and Affirm’s periodic risk evaluation, Affirm may, in its sole and reasonable discretion, limit the Payout in whole or in part to Merchant during a certain time period.

(c) Virtual Card Terms.

(i) With respect to Services that are provided through Virtual Cards, upon a Successful Transaction resulting from a Customer’s use of a Virtual Card, the applicable virtual card network will initiate transfer of the total dollar amount of such Successful Transaction to Merchant’s payment processor based on the existing settlement cadence of Merchant's payment processor. Merchant agrees that such Successful Transactions will be processed pursuant to the terms and conditions of the applicable payment network (e.g., Visa and Mastercard) and the terms and conditions of any applicable agreement between Merchant and its acquiring bank.

(ii) Affirm will invoice Merchant for outstanding Fees not already paid to Affirm by Merchant. Merchant will pay Fees invoiced under this Section 1.11(c) no later than thirty (30) days after Merchant’s receipt of the applicable invoice. Affirm may invoice Merchant for the full amount of all Captured sales that are forced by Merchant (i.e., funds that bypass the authorization process through manual entering of a previously obtained authorization code). Merchant will be responsible for Merchant’s standard commercial debit interchange or similar processing fees related to Merchant’s use of credit cards.

(d) **Down Payment Collection.** A “Down Payment” or “Partial Payment” is a Customer’s initial, one-time partial payment of the applicable purchase price (i.e., down payment) that is collected by Affirm from a Customer on behalf of Merchant in connection with a Successful Transaction. Affirm may, in its sole discretion, require a Customer to make a Down Payment with respect to using an Affirm Product. Merchant agrees that a Down Payment made by a Customer to Affirm will be considered the same as a payment made directly to Merchant. Merchant understands that Affirm’s obligation to transmit a Down Payment to Merchant is subject to and conditioned upon successful receipt of the associated Down Payment from Customer.

(e) **Returned Products; Refunds.**

(i) **General.** Merchant will maintain and comply with its refund and return policy, which must be clearly and conspicuously displayed on Merchant Sites or otherwise easily accessible by Customers prior to each Customer’s completion of checkout. In the event that a Merchant Product is returned to Merchant by a Customer following a Successful Transaction, Merchant will (a) accept the return only if it is compliant with Merchant’s return policy, as set forth in the applicable Merchant Policies; (b) issue full or partial refunds and not store credit; and (c) promptly process such refund and immediately refund appropriate amounts to Affirm so that Affirm may credit the Customer’s outstanding balance accordingly. In the case of partial refunds, Merchant will determine the amount of such refund, in its sole discretion, and will be solely liable for any Merchant Customer Dispute relating thereto. Neither Merchant nor Customer may use the Services to pay for any fees, including restocking fees, charged by Merchant in connection with the return of a Merchant Product.

(ii) **Quebec Rescission.** In the event that, after receiving a copy of the loan agreement between Affirm and Customer, a Customer residing in Quebec contacts Affirm to exercise his or her right to cancel within the time permitted under applicable Quebec law following a Successful Transaction (“Quebec Rescission”) and the Merchant Product has been shipped by Merchant, the Parties agree that Affirm will be responsible for sending the Customer a communication confirming the cancellation of the transaction and advising the Customer that, while no interest or other amounts are due under the loan agreement as a result of the Quebec Rescission, in order to effectuate the Quebec Rescission, such Customer must either (x) repay the principal amount of the applicable loan amount directly to Affirm or (y) return the applicable Merchant Product to Merchant in accordance with the Merchant Policies. In the event the Customer elects to effectuate the Quebec Rescission by returning the Merchant Product to Merchant, (1) Affirm will notify Merchant that the Customer has made such an election and (iii) upon notice from Merchant to Affirm that the applicable Customer has successfully returned the Merchant Product to Merchant, Affirm will, (A) reduce the principal amount of the applicable loan of the Customer to zero, (B) reduce or set off the amount of any proceeds it paid to Merchant under the cancelled loan (including, for the avoidance of doubt, any amounts originally paid by the Customer to Affirm as a Down Payment) from the next-occurring Payout, and (C) if any Down Payment was paid by the Customer, Affirm will promptly refund the same amount to the payment instrument used by the Customer to make the Down Payment. In the event the Customer elects to repay the principal amount of the applicable loan directly to Affirm, then upon receipt of such payment Affirm will (AA) reduce the principal amount of the applicable loan of the Customer to zero, and (BB) if any Partial Payment was paid by the Customer, promptly refund the same amount to the payment instrument used by the Customer to make the Down Payment.

(f) **Past Due Amounts.** Any Fees or other amounts due to Affirm that Affirm is unable to collect or Merchant otherwise fails to pay in accordance with the Payout Terms applicable to the Services will be considered past due (collectively, “Past Due Amounts”). Merchant will immediately pay all outstanding Past Due Amounts upon its receipt of notice from Affirm. Each month, Merchant will incur an interest charge equal to the lesser of (i) 1.50% of the aggregate outstanding Past Due Amounts for such month (which is equivalent to an aggregate rate of 18% per annum), or (ii) the maximum amount permitted by Applicable Law.

(g) **Right to Revise Fees.** Affirm may revise the Fees defined in an Order Form when reasonably justified by regulatory, economic, or merchant risk changes and such revisions will be effective upon written notice to Merchant by Affirm.

(h) **Errors.** To the extent (i) Merchant Captures, cancels or voids a sale or a loan related to this

Agreement, directly or indirectly, whether by error or omission or (ii) Merchant uses a payment processor or other similar provider and such provider Captures, cancels, or voids a sale or a loan related to this Agreement, directly or indirectly, whether by error or omission (each, a “Transaction Error”), the Parties will work together to resolve such Transaction Error. Affirm will have no liability with respect to any Transaction Error or Losses related therefrom, and Affirm may, in its sole discretion, withhold settlement funds or invoice Merchant for any amounts related to such Transaction Error.

Section 1.12 Currency. Unless otherwise specified in this Agreement, all references to currency, monetary values and dollars set forth herein will mean Canadian dollars (CAD) and all payments hereunder will be made in Canadian dollars (CAD).

Section 1.13 Scheduled Maintenance. From time to time, Affirm may apply upgrades, patches, bug fixes, or other maintenance to the Services (“Maintenance”). Affirm will use reasonable efforts to minimize periods when the Services are unavailable, and Merchant will use reasonable efforts to comply with any Maintenance requirements provided by Affirm. Merchant will promptly notify Affirm of, and assist Affirm in diagnosing, any failure or other impediment to Merchant’s use of the Services.

Section 1.14 Capacity Planning Notification. Merchant will notify Affirm as early as reasonably possible of any anticipated increase in Merchant’s or Merchant’s customers’ use of the Services and will provide estimates of anticipated demand upon Affirm’s request. Merchant will notify Affirm in writing no later than five (5) business days prior to Merchant (A) marketing or offering the Services on or through any new (1) Merchant Site, including any new distinct domain or brand related to an existing Merchant Site, (2) device type, (3) Merchant Product category, (4) marketing source, event, or promotion; and (B) undertaking any other action that is reasonably likely to increase Merchant or its customers’ demand for Services (each, a “Traffic Source”). Upon request by Affirm, Merchant will promptly provide Affirm with data regarding Merchant and its customers’ past and anticipated consumption of Services, including pageview volumes for webpages that host Affirm promotional messaging, overall transaction volumes, and Affirm transaction volumes (including average daily transaction volumes, daily impression volume peaks, and hourly impression volume peaks) with respect to the Traffic Source, as applicable. All information provided by Merchant with respect to a Traffic Source will be considered Merchant Confidential Information. Merchant agrees that it will not use the Services for high-frequency internal Merchant testing or load testing.

Section 1.15 Liens Imposed on Merchant. In the event that any encumbrance, debt, mortgage, attachment, pledge, charge, claim, lien, or other security interest, including any filing authorized by Merchant of any financing statement under the Uniform Commercial Code or comparable law of any jurisdiction (each, a “Lien”) is created, incurred, assumed, or otherwise suffered to exist upon any Merchant Product, including inventory, assets, or any other property of Merchant, that is the subject of a Successful Transaction, (A) Merchant will promptly notify Affirm in writing of any such Lien, and (B) upon becoming aware of such Lien, either through notice by Merchant or by other means, Affirm may immediately suspend or terminate the Services, terminate the Merchant Agreement or the applicable Order Form, or exercise any other rights and remedies available under the Agreement, at law or in equity.

Section 1.16 Enhanced Analytics. To the extent available and if Merchant integrates Affirm’s Enhanced Analytics solution described further at: <https://docs.affirm.com/affirm-developers/docs/enhanced-analytics>, Affirm may use (A) such technology to track, gather and share data regarding the Services, provided that such data will be aggregated and anonymized (“Enhanced Analytics”), and (B) third-party services to collect, monitor, and analyze the Enhanced Analytics.

Section 1.17 Customer Dispute Resolution Procedures. All disputes, inquiries, or complaints by a Customer related to Merchant Products or business (each, a “Merchant Customer Dispute”) will be first directed to Merchant for Merchant to resolve in accordance with applicable Merchant Policies. Merchant will work in good faith to resolve each Merchant Customer Dispute in a timely manner. If Merchant is unable to resolve a Merchant Customer Dispute, Affirm will reasonably assist in facilitating resolution of the Merchant Customer Dispute in accordance with its customer dispute resolution procedures located at:

<https://docs.affirm.com/affirm-developers/docs/dispute-resolutions>, provided that to the extent that a Merchant Customer Dispute is related to a Successful Transaction resulting from a Customer's use of a Virtual Card, resolution of such Merchant Customer Dispute will comply with the rules of the applicable virtual card network. In accordance with the foregoing, Merchant will comply with Affirm's reasonable requests, including providing Affirm with supporting documentation to resolve the Merchant Customer Dispute. Merchant will direct any disputes, inquiries, or complaints by a Customer related to the Services or business (each, an "Affirm Customer Dispute") directly to Affirm for resolution.

Section 1.18 Marketing and Brand Guidelines. Merchant will comply with Affirm's marketing guidelines located at: https://docs.affirm.com/affirm-developers/docs/compliance_and_guidelines, unless an exception is expressly approved by Affirm in writing.

Section 1.19 Merchant Portal. Affirm will provide access to and use of Affirm's online merchant interface (the "Merchant Portal") to Merchant's authorized users in accordance with and subject to the Merchant Portal Terms of Use located at: <https://www.affirm.com/terms/merchant-portal-terms>. In the event Merchant reasonably believes unauthorized access to the Merchant Portal or a password to the Merchant Portal has been compromised, Merchant will immediately notify Affirm in writing. Merchant will be solely liable for all activity arising from its access to, use of, or any other act or omission with respect to the Merchant Portal, whether or not authorized by Merchant. During the Term, Affirm may, in its sole discretion, offer new or different services or permit Merchant to modify its existing Services via the Merchant Portal, and the Parties may agree, via the Merchant Portal, upon terms and conditions with respect to such Services.

Section 1.20 Data Security Policy. Merchant will establish, maintain, and comply with a comprehensive data security program that at minimum meets the requirements set forth in the Merchant Data Security Policy located at: <https://www.affirm.com/terms/merchant-data-security-policy>.

Section 1.21 Books and Records. Merchant will keep complete and accurate books and records pertaining to its receipt and handling of transactions processed through the Services (the "Books and Records"). During the Term and for a period of six (6) months after the expiration or termination of the Agreement, Affirm will have the right to audit the Books and Records that are directly relevant to verifying the accuracy of amounts paid to Affirm by Merchant hereunder. Such audit will occur no more than once in a six (6) month period, at the place where Merchant maintains the Books and Records, during its normal business hours, and with at least thirty (30) days' prior written notice by Affirm. Merchant will allow Affirm or a certified public accountant selected by Merchant (that is reasonably acceptable to Affirm) reasonable access to (including the right to make copies of) the Books and Records in accordance with the foregoing. Affirm will be responsible for its costs of the audit, unless it is determined that the amount payable to Affirm is greater than the amount actually paid or credited to PayBright by Merchant, in which case Merchant will reimburse Affirm for its reasonable costs of such audit.

Section 1.22 Reserve Account. Affirm has the right (not the obligation) to establish a reserve that Merchant must maintain in a separate reserve account controlled by Affirm (the "Reserve Account") to secure the performance of Merchant's obligations under this Agreement. If Affirm elects to establish the Reserve Account, Affirm will give Merchant written notice, and within three (3) business days of Merchant's receipt of such notice, Merchant will submit a wire transfer of the full amount required by Affirm to the Reserve Account, or Affirm may withhold such required amount from Payouts in order to establish the Reserve Account. In the event Affirm establishes the Reserve Account based on a suspicion of fraudulent transactions, Affirm may establish the Reserve Account by withholding the amount from Payouts. Affirm may make withdrawals or debits from the Reserve Account, without prior notice to Merchant, to collect any amounts owed by Merchant to Affirm.

Section 1.23 Tax Matters.

(a) Affirm may charge, collect, deduct or withhold any applicable federal, provincial or local sales or use taxes (individually, a "Tax" or collectively, "Taxes") that Affirm may be legally obligated to charge, collect, deduct or withhold from any amounts payable to Merchant under this Agreement, and any payment reduced by such Taxes will constitute full payment and settlement of amounts payable to Merchant under this Agreement. If Affirm

is unable to validate any Tax-related identification information Merchant has provided to Affirm, Affirm may (in its sole discretion) deduct such Taxes from amounts otherwise owed to Merchant and pay them to the appropriate Tax authority. If Merchant is exempt from payment of any such Taxes, Merchant must provide Affirm with an original certificate that satisfies Applicable Law requirements attesting to Merchant's Tax-exempt status. Upon Affirm's reasonable request, Merchant must provide Affirm with any Tax information, forms, documents, invoices, or certificates as may be required to satisfy any Tax obligations of Affirm with respect to any transactions or payments under this Agreement. For the avoidance of doubt, any amounts payable by Affirm to Merchant under this Agreement are inclusive of applicable Taxes.

(b) Merchant will be solely responsible, as required under Applicable Law, for identifying and paying all Taxes and other governmental fees and charges (and any penalties, interest, and other additions thereto) that are imposed on Merchant with respect to or in connection with Merchant's use of the Services. Merchant will have sole responsibility and liability for: (i) determining what, if any, Taxes apply to the sale of Merchant Products or any payments Merchant makes or receives in connection with Merchant's use of the Services; and (ii) assessing, charging, collecting, reporting, and remitting Taxes for Merchant's business to the appropriate Tax and revenue authorities.

(c) Pursuant to Applicable Law, Affirm may be required to file periodic informational returns with Tax authorities in relation to Merchant's use of the Services. Affirm is not responsible for any Tax filings of Merchant that are made in reliance upon any information that is provided by Merchant to Affirm.

(d) Any payments made by Affirm to Merchant pursuant to the terms of the Agreement are inclusive of any Taxes.

Section 1.24 Reserved.

Section 1.25 Healthcare Services. To the extent that any Merchant Products include Healthcare Services (as defined in the Healthcare Service Terms) or to the extent a Merchant's technology and software services are utilized by medical, dental or other health care providers ("Healthcare Providers"), the Parties will comply with the applicable healthcare services policies, terms and conditions that apply to the Services (collectively, the "Healthcare Service Terms") located at <https://www.affirm.com/terms/merchant-policies>.

Section 1.26 Sanctions Screen. To the extent that a Merchant operates a marketplace or is the merchant of record for multiple merchants, retailers, contractors or similar third party service providers, Merchant will establish, maintain, and comply with a comprehensive sanctions program that meets the minimum requirements set forth in the Merchant Sanctions Policy located at: https://docs.affirm.com/affirm-developers/docs/compliance_and_guidelines.

Section 1.27 Dispute Resolution.

(a) **Arbitration.** This Section 1.27(a) does not apply if Merchant is a sole proprietor in Quebec. The Parties agree that any Dispute will be determined by final and binding arbitration according to the ADR Institute of Canada Inc.'s rules and procedures ("ADRIC Rules") in effect at the time the arbitration is commenced. The Parties agree that for Disputes with amounts claimed less than or equal to \$250,000, the arbitration will be conducted using the Simplified Arbitration Procedure set out in the ADRIC Rules. The arbitration will be conducted before a single neutral arbitrator and there will be no appeal from the arbitrator's final award. The seat of arbitration will be Toronto, Ontario. Judgment on the award may be entered in any court of competent jurisdiction located in the Province of Ontario situated in the City of Toronto. This clause will not preclude either Party from seeking interim or provisional remedies from a court of appropriate jurisdiction. In all arbitrations, each Party will bear the expense of its own counsel, experts, witnesses, administrative fees and expenses, and preparation and presentation of evidence at the arbitration. Any costs or fees of the arbitrator, ADRIC or use of arbitration facilities will be shared equally by the Parties. Arbitration proceedings and information related to them will be deemed and maintained as Confidential Information of each Party, including the nature and details of the Dispute, evidence produced, testimony given, and the outcome of the Dispute, unless agreed otherwise or such information was already in the

public domain or was independently obtained. Merchant and Affirm, and all witnesses, advisors, and arbitrators will share such information only as necessary to prepare for or conduct arbitration or other legal proceeding, or enforcement of the outcome, unless additional disclosure is required by Applicable Law.

(b) **Governing Law.** This Section 1.27(b) does not apply if Merchant is a sole proprietor in Quebec. The Agreement and performance under the Agreement will be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein notwithstanding any conflict of law rules. To the fullest extent permitted by Applicable Law, each of the Parties agrees that any dispute, claim, or controversy arising out of or relating to the Agreement, including but not limited to the breach, termination, enforcement, interpretation, or validity thereof, including whether any claim is arbitrable ("**Dispute**") arising out of or in connection with this Agreement will be conducted only on an individual basis and not in a class, consolidated or representative proceeding. If for any reason a Dispute proceeds in court rather than through arbitration, each Party knowingly and irrevocably waives any right to trial by jury in any action, proceeding or counterclaim arising out of or relating to this Agreement or any of the transactions contemplated between the Parties.

(c) **Sole Proprietors in Quebec.** The Agreement and performance under the Agreement will be governed by and construed in accordance with the laws of the Province of Quebec and the federal laws of Canada applicable therein notwithstanding any conflict of law rules.

Section 1.28 Amendments solely with respect to a sole proprietor residing in Quebec. Notwithstanding Section 12.11 (Amendments and Severability) of the Merchant Agreement and any other section that refers to Affirm's right to change or modify the Agreement (including right to revise fees in Section 1.11(e) hereof), for sole proprietors residing in Quebec, Affirm reserves the right to (but does not have the obligation to) change or modify the Agreement (including changes in connection with the Services, Fees or payout procedures, Affirm's responsibilities or obligations under the Agreement, Merchant's responsibilities under the Agreement, disclaimers, limitation of liability, indemnification, updates to the Prohibited Business Policy and Territories, taxes, notice procedures, fraud risk allocation and notification, and types of products offered and their corresponding provisions, policy terms in connection with an assignment pursuant to Section 12.5 of the Merchant Agreement hereof or any other change required by Applicable Law) (collectively, "**Changes**") every other month. If Affirm makes Changes to the Agreement, in addition to posting the amended terms on Affirm's website, Affirm will also provide Merchant thirty (30) days' advance notice of such Changes in accordance with Applicable Law ("**Notice**"). Upon receiving the Notice, Merchant may refuse the Changes and cancel the Agreement by sending Affirm a notice to that effect to legalnotices@affirm.com within the time specified in the Notice. If Merchant does not notify Affirm within that time, the Changes will take effect on the date indicated in the Notice. In that case, Merchant will be deemed to agree to the Changes which will apply to all access to and use of the Services thereafter and will become part of the Agreement. If the Changes entail an increase in Merchant's obligations or a reduction in Affirm's obligations, Merchant may send Affirm a notice thirty (30) days after the Changes become effective to indicate Merchant refusal of the Changes and to request the termination of the Agreement without cost or penalty.

Section 1.29 Notices, Acceptances and Approvals. All notices, acceptances, approvals, and other communications provided pursuant to the Merchant Agreement will be in writing, which may be provided electronically, and deemed duly given in accordance with Section 12.1 of the Merchant Agreement. Any electronic mail sent to Affirm will be sent to the following address: legalnotices@affirm.com.

Section 1.30 French Language. Merchant acknowledges that a French version of this document is available to Merchant. The Parties expressly agree that the Merchant Agreement, these Service Terms and all other documents associated with the Merchant Agreement (including all communications between the Parties) will be drafted in English. Le Commerçant reconnaît qu'une version française du présent document est mise à sa disposition. Les Parties conviennent expressément que le Contrat du commerçant, les présentes Politiques, ainsi que les autres documents liés au Contrat du commerçant (y compris toutes les communications entre les Parties) seront rédigés en anglais.

Section 1.31 Survival. In addition to Section 12.12 (Survival) of the Merchant Agreement, Sections 1.02 (*License Grants; Intellectual Property*), 1.04 (*Privacy; Data Security*), 1.17 (*Customer Disputes Resolution*)

Procedures), 1.20 (*Data Security Policy*), 1.23 (*Tax Matters*), 1.27 (*Dispute Resolution*), 1.28 (*Amendments solely with respect to a sole proprietor residing in Quebec*) and 1.29 (*Notices, Acceptances and Approvals*) hereof, as well as any other provision of the Agreement that contemplates performance or compliance subsequent to termination or expiration of the Agreement and those sections that survive in accordance with the terms of the Canada Service Terms, will survive termination of the Agreement until all such obligations are completed; provided that with respect to Section 1.03, such survival will expire on the third anniversary of the effective date of the termination or expiration of the Agreement.

Article 2. Canada Product Service Terms

Upon notice to Merchant, Affirm, in its sole discretion, may deprecate and automatically replace an Affirm Product with its successor, at which time such Affirm Product will automatically become part of the Services under the Agreement.

Section 2.01 Monthly Payments Product. The following Canada Service Terms apply to Affirm’s provision of and Merchant’s access to and use of Affirm’s Monthly Payments Product (the “Monthly Payments Product”) to the extent that the Monthly Payments Product is part of the Services.

(a) **General Description.** Affirm offers the Monthly Payments Product as a closed-end installment loan for customers to finance the purchase of Merchant Products at 0% or 10-30% APR with various loan terms. The Monthly Payments Product is available for a maximum Customer transaction total of no more than \$15,000.00 CAD.

(b) **Payout Terms.** Affirm, itself or through its affiliates, will be the creditor at origination for any Successful Transaction resulting from a Customer’s use of the Monthly Payments Product.

(c) **Authorized Territory.** The Monthly Payments Product will be available in all Canadian provinces and territories.

Section 2.02 Pay in 4 Product. The following Canada Service Terms apply to Affirm’s provision of and Merchant’s access to and use of Affirm’s Pay in 4 Product (the “Pay in 4 Product”) to the extent that the Pay in 4 Product is part of the Services. As between the Parties, Customer underwriting, credit decisioning, and cart ranges will be determined by Affirm in its sole discretion.

(a) **General Description.** Affirm offers the Pay in 4 Product as a closed-end installment loan for Customers to finance the purchase of Merchant Products at 0% APR, which will be repaid by Customer in four or fewer bi-weekly installments over an eight-week loan term.

(b) **Payout Terms.** Affirm, itself or through its affiliates, will be the creditor at origination for any Successful Transaction resulting from a Customer’s use of the Pay in 4 Product. To the extent that Affirm requires a Down Payment, Merchant appoints Affirm as its agent solely for the purpose of accepting such Down Payment from Customers on behalf of Merchant.

(c) **Authorized Territory.** The Pay in 4 Product is available in all Canadian provinces and territories.

Article 3. Canada Channel Service Terms

Section 3.01 In-Store Service Terms. The following Canada Service Terms apply to the In-Store Channel to the extent Merchant’s use of the In-Store Channel is approved by Affirm under the Agreement.

(a) **In-Store Overview.** Affirm authorizes Merchant Personnel to market and offer the Services to customers by performing in-store activities that facilitate customers’ use of Affirm Products to purchase Merchant Products (the “In-Store Activities”). As used in this Section 3.01, “Merchant Personnel” means personnel who

perform In-Store Activities. Merchant is only authorized to perform In-Store Activities at the Merchant physical retail stores agreed upon by the Parties in writing ("Locations").

(b) **Training.** Affirm will provide Merchant with appropriate training materials and instructions for the purpose of promoting the Services through In-Store Activities (collectively, "Training Materials"). Training Materials may include instruction on exception flows, preferred customer messaging, disclaimers, and support channels. Merchant Personnel will comply with all Training Materials and instructions provided by Affirm. The Parties will identify and agree upon the means of training Merchant Personnel, which may include in-person or online "train the trainer" training, self-guided online training, and/or in-person group training. Merchant will be solely responsible for ensuring that its Merchant Personnel (A) complete all required training prior to performing In-Store Activities, and (B) comply with the instructions and Training Materials provided by Affirm. Merchant will, upon Affirm's request, certify to Affirm that all Merchant Personnel have completed Affirm's required training.

(c) **In-Store Marketing.** Affirm will provide certain Affirm Approved Marketing Materials to Merchant, which Merchant will print and deploy at Merchant's own expense at each Location no later than thirty (30) days after its receipt of such Affirm Approved Marketing Materials (or as otherwise agreed to in writing by the Parties). Affirm may audit Merchant's placement of Affirm Approved Marketing Materials at Locations and compliance with the terms of the Agreement.

(d) **Unauthorized Statements.** Merchant Personnel will not make any statements, commitments, representations or warranties with respect to Affirm or the Services, except as expressly authorized in advance and in writing by Affirm, which authorization may be in the Training Materials.

(e) **Merchant Personnel.** Merchant Personnel are not employees of Affirm or any of Affirm's affiliates, and neither Affirm nor any of its affiliates will be liable to Merchant Personnel for any claims or causes of action arising out of, or related to, their performance of the In-Store Activities, even if subsequently deemed to be an employee of Affirm under the Agreement. Merchant will be solely responsible for resolving all employment-related matters related to and claims made by Merchant Personnel, including matters involving benefits, immigration, misclassification or compensation. Upon Affirm's request, Merchant will remove a Merchant Personnel from performing the In-Store Activities as soon as practicable. Affirm may immediately suspend the Merchant's authorization to perform In-Store Activities if Affirm, in its sole discretion, deems one or more Merchant Personnel to be a security risk with respect to the Services or Affirm's business operations.

(f) **Compliance with Telemarketing and Canadian Anti-Spam Legislation.** Merchant will comply with all Applicable Law, and any rules relating to telemarketing and Canadian anti-spam legislation. Merchant agrees to permit Affirm, upon Affirm's request, to review any consumer consents and scripts at any time prior to or after commencing telephonic activities with customers or Customers related to the Services.

Section 3.02 Telesales Service Terms. The following Canada Service Terms apply to the Telesales Channel to the extent Merchant's use of the Telesales Channel is approved by Affirm under the Agreement.

(a) **Telesales Overview.** Affirm authorizes Merchant Personnel to market and offer the Services to customers by telephone to facilitate customers' use of Affirm Products to purchase Merchant Products (the "Telesales"). As used in this Section 3.02, "Merchant Personnel" means Merchant personnel who perform Telesales.

(b) **Training.** Affirm will provide Merchant with appropriate training materials and instructions for the purpose of promoting the Services via Telesales (collectively, "Training Materials"). Training Materials include instruction on the exception flows, preferred customer messaging, disclaimers, and support channels. Merchant will comply with all Training Materials and instructions provided by Affirm. The Parties will identify and agree upon the means of training Merchant Personnel, which may include in-person or online "train the trainer" training, self-guided online training, and/or in-person group training. Merchant will be solely responsible for ensuring that its Merchant Personnel (A) complete all required training prior to performing Telesales, and (B) comply with the

instructions and Training Materials provided by Affirm. Merchant will, upon Affirm's request, certify to Affirm that all Merchant Personnel have completed Affirm's required training.

(c) **Unauthorized Statements.** Merchant Personnel will not make any statements, commitments, representations or warranties with respect to Affirm or the Services, except as expressly authorized in advance and in writing by Affirm, which authorization may be in the Training Materials.

(d) **Merchant Personnel.** Merchant Personnel are not employees of Affirm or any of Affirm's affiliates, and neither Affirm nor any of its affiliates will be liable to Merchant Personnel for any claims or causes of action arising out of, or related to, their performance of the Telesales, even if subsequently deemed to be an employee of Affirm under the Agreement. Merchant will be solely responsible for resolving all employment-related matters related to and claims made by Merchant Personnel, including matters involving benefits, immigration, misclassification or compensation. Upon Affirm's request, Merchant will remove a Merchant Personnel from performing the Telesales as soon as practicable. Affirm may immediately suspend the Merchant's authorization to perform Telesales if Affirm, in its sole discretion, deems one or more Merchant Personnel to be a security risk with respect to the Services or Affirm business operations.

(e) **Compliance with Telemarketing and Canadian Anti-Spam Legislation.** Merchant will comply with all Applicable Law, and any rules relating to telemarketing and Canadian anti-spam legislation. Merchant agrees to permit Affirm, upon Affirm's request, to review any consumer consents and scripts at any time prior to or after commencing telephonic activities with customers or Customers related to the Services.