END-USER LICENSE AGREEMENT

Rental Property Manager — Web Edition

Developed by Tawilis | UEN 53532023W

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By installing, starting, activating with a license key, or using the Software (including starting its free trial), you agree to be bound by this Agreement. If you do not agree, do not install, start, activate, or use the Software.

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You may keep reasonable additional copies of the Software solely for backup, disaster recovery or testing of your own Server Installation, provided they are not used at the same time to run live operations.

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- remove, alter or obscure proprietary notices contained in the Software; or
- use the Software for any unlawful purpose.

4. License Key, Free Trial and Activation

The Software includes a free trial of 45 days with every feature. When the trial ends, or if a valid license is not present, the Software will not let anyone use the workspace until a valid license key is entered; records already saved are not deleted by the end of the trial.

The Software may use Tawilis-signed direct-sale license keys, purchase keys issued by an authorized sales platform, or another activation method designated by the Developer. A license is tied to one Server Installation. The Software creates a random installation identifier that it stores next to your database. A Tawilis-signed license key can be verified on your server without an internet connection. A purchase key issued by a sales platform must be redeemed once through the Developer's activation service, which requires an internet connection; for that purpose the Software sends only the product code, the purchase key and a one-way (hashed) installation identifier, and does not send your tenant, payment or other business records.

To protect the trial and license against tampering, the Software may keep trial and license records in more than one place on your server, including your data folder and the home folder of the account that runs the Software. Do not delete or alter these records.

If you move the Software to a different server, rebuild the server, or lose or replace your data folder, you may need to ask the Developer for a replacement or transfer activation. The Developer may decide whether and how to accommodate the request and whether a fee applies, subject to mandatory applicable law. A license for the Windows desktop edition does not unlock the Web Edition, and a Web Edition license does not unlock the desktop edition.

A license may be suspended or terminated if obtained or used through fraud, unauthorized resale, piracy, license-key sharing, circumvention of activation controls or another material breach of this Agreement.

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You are responsible for the accuracy and completeness of all information entered into the Software, including tenant information, rent, dates, payment details, interest rates, charges and other data, whether entered by you or by users you authorize.

You must independently review and verify all calculations, dates, amounts, notices, receipts, reports, contracts, letters and other outputs before relying on, signing, issuing, submitting or otherwise using them.

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Laws and regulations concerning rental property, leases, notices, deposits, interest, taxes, privacy, consumer protection and other matters vary between jurisdictions and may change over time.

The Developer does not warrant that the Software or any generated document reflects the law of your jurisdiction or the most recent changes in law. You are responsible for determining whether your use of the Software and its outputs complies with applicable law.

8. Third-Party Software Components

The Software contains, bundles or uses third-party software libraries, runtimes or other components. Those components are subject to separate license terms and remain owned by their respective licensors. Their notices are listed in the file THIRD_PARTY_NOTICES.txt supplied with the Software.

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9. "AS IS" - No Warranty

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THE DEVELOPER DOES NOT WARRANT THAT THE SOFTWARE WILL BE ERROR-FREE, UNINTERRUPTED, SECURE AGAINST EVERY ATTACK OR FREE OF DEFECTS OR VULNERABILITIES, OR THAT CALCULATIONS, REPORTS OR DOCUMENTS GENERATED BY THE SOFTWARE WILL BE ACCURATE, COMPLETE, CURRENT OR SUITABLE FOR ANY PARTICULAR LEGAL, FINANCIAL OR BUSINESS PURPOSE.

10. Updates, Bug Fixes and Support

Bug fixes and updates to the Web Edition that the Developer chooses to release for the version you purchased are provided for your licensed Server Installation at no additional license fee, subject to this Agreement. No fixed release schedule, response time or level of support is promised.

Installation, hosting, server administration, domain and HTTPS set-up, email delivery set-up, data migration and technical support are not included unless the Developer agrees to provide them in writing. The Windows desktop (.exe) edition is licensed separately, and a desktop license does not include the Web Edition.

Before applying any update, make a complete backup (section 12). Updates are designed to keep existing application data, but data preservation depends on a compatible update, an intact database and your server configuration; it is not an unconditional guarantee against data loss.

11. Compatibility and System Requirements

The Developer does not warrant that the Software will remain compatible with future versions or configurations of web browsers, operating systems, Python, Docker or other container software, hosting platforms, reverse proxies, security software or third-party services, or with any particular hosting provider.

12. Hosting, Data, Security and Backups

The Software runs on a computer or server that you or your hosting provider control. Tawilis does not host the Software, does not receive, store or have access to your records, attachments, user accounts or backups, and cannot recover them if they are lost. All of that information is held in your Server Installation.

You are solely responsible for: choosing, paying for and managing your server, hosting provider and domain name; setting up HTTPS and any reverse proxy, firewall or VPN, and not exposing the Software directly to the internet without them; keeping the operating system, Python, container software and the Software up to date; controlling who can sign in, choosing strong passwords and assigning the Owner, Caretaker and Tenant roles correctly; protecting the server, its disks and any backups, including using disk encryption and restricted permissions; making regular, complete backups, copying them to protected storage away from the server and testing that they can be restored; and configuring any email service used for account recovery.

The Software does not encrypt its database at rest. Full backup files contain user password hashes and all records and must be kept private. Data exported from the Software (including Excel files, PDFs, printed documents and

shared files) is not protected by the Software once it leaves it. The Developer does not undertake to back up your data.

As between you and the Developer, you decide what personal information about tenants and other persons is collected and why, and you are responsible for complying with the privacy and data-protection laws that apply to you (for example, giving required notices to tenants, limiting access, keeping records only as long as needed, and responding to breaches). The Developer does not process your records on your behalf because it has no access to them; if you choose to give the Developer access for support, you are responsible for doing so securely and only to the extent needed.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE DEVELOPER SHALL NOT BE LIABLE FOR LOSS, CORRUPTION, UNAVAILABILITY OR DISCLOSURE OF DATA CAUSED BY HARDWARE OR HOSTING FAILURE, SOFTWARE ERROR, USER ERROR, MALWARE, UNAUTHORIZED ACCESS, YOUR SERVER, NETWORK, HTTPS, ACCOUNT OR BACKUP ARRANGEMENTS, OPERATING-SYSTEM CHANGES OR OTHER EVENTS OUTSIDE THE DEVELOPER'S REASONABLE CONTROL.

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TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE DEVELOPER AND PERSONS ACTING ON THE DEVELOPER'S BEHALF SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, DATA, BUSINESS OPPORTUNITY OR GOODWILL ARISING OUT OF OR RELATED TO THE SOFTWARE OR THIS AGREEMENT, HOWEVER CAUSED AND UNDER WHATEVER THEORY OF LIABILITY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE DEVELOPER'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE SOFTWARE SHALL NOT EXCEED THE TOTAL AMOUNT ACTUALLY PAID BY THE LICENSEE FOR THE LICENSE TO THE SOFTWARE.

Nothing in this Agreement excludes or limits liability to the extent that such liability cannot lawfully be excluded or limited. Any exclusion, limitation or remedy in this Agreement applies only to the extent permitted under mandatory applicable law.

14. Indemnification

To the maximum extent permitted by applicable law, you agree to indemnify and hold harmless the Developer from third-party claims, damages, losses, liabilities, costs and reasonable legal expenses arising from: (a) your unlawful use or misuse of the Software; (b) your material breach of this Agreement; (c) content, data or documents you or your users create, generate, alter or use through the Software; (d) the way you host, configure, secure or give others access to your Server Installation; or (e) your infringement or violation of a third party's rights, including the rights of tenants.

15. Termination

This Agreement remains effective until terminated. Your license rights may terminate automatically if you materially breach this Agreement, including through piracy, unauthorized copying or redistribution, offering the Software to others as a hosted service, unauthorized sharing of a license key or activation credential, prohibited reverse engineering or circumvention of activation or trial controls.

Upon termination, you must cease using the Software and delete the copies in your possession, subject to any rights that cannot lawfully be restricted. Your own records remain yours; export what you need before you stop using the Software. Termination does not entitle you to a refund except where required by applicable law.

Sections concerning ownership, restrictions, disclaimers, limitation of liability, indemnification and general legal provisions survive termination to the extent necessary to give them effect.

16. Refunds

For licenses purchased directly from Tawilis, you may request a full refund of the license fee, for any reason, within 30 days of payment by contacting Tawilis with your order reference and purchase email address. This window starts on the payment date and is separate from the free trial. Approved refunds are processed through the original payment provider. Tawilis absorbs non-refundable payment-processing fees rather than deducting them from the full refund.

Following a full refund, the license is cancelled and future online activation is blocked. An existing saved activation may continue working; this does not entitle you to a new activation. After 30 days, license fees are non-refundable

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The Software may be offered directly by Tawilis or through Gumroad, Payhip, another authorized reseller, or another sales platform. Payment processing, taxes, refunds, license-key delivery and other aspects of the purchase transaction may also be governed by the applicable platform's terms and mandatory law.

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Unauthorized copying, publication, distribution, resale, sublicensing, hosting for third parties, sharing of license keys or activation credentials, or other use of the Software outside the scope of this Agreement constitutes a material breach and may also infringe applicable intellectual-property rights. The Developer reserves all rights and remedies available under applicable law.

19. Governing Law and Disputes

This Agreement shall be governed by and construed in accordance with the laws of Singapore, without regard to its conflict-of-law principles.

To the extent permitted by applicable law, any dispute arising out of or relating to this Agreement or the Software shall be subject to the exclusive jurisdiction of the courts of Singapore.

Nothing in this Section is intended to exclude, restrict, or override any mandatory consumer protection, statutory right, or jurisdictional right that cannot lawfully be excluded or restricted under applicable law.

20. General

This Agreement constitutes the entire agreement between you and the Developer concerning the Software and supersedes prior or contemporaneous agreements concerning the same subject matter.

If a provision is held invalid or unenforceable, it shall be modified only to the minimum extent necessary to make it enforceable where permitted, and the remaining provisions shall remain in effect.

Failure to enforce a provision does not constitute a waiver. Headings are for convenience only.

The Developer may revise this Agreement from time to time. Material revisions applicable to an existing license will be communicated or presented in a reasonable manner where required by applicable law. A revised Agreement will apply to future purchases and may apply to continued use only to the extent permitted by applicable law.