

ASTM Professional Services Addendum

ASTM Insight SQC

(Version 2026.03.01)

This Professional Services Addendum (“PSA”) is incorporated into and forms part of the ASTM License Agreement for ASTM Insight SQC (“Agreement”), between ASTM International (“ASTM”) and Licensee.

1. Scope of Professional Services

ASTM may provide Professional Services as described in an applicable Order Form. Professional Services may include, without limitation, training (including onsite training), implementation assistance, configuration, data-related support, or limited custom enhancements. For clarity, set up and implementation services identified in an applicable Order Form constitute Professional Services.

2. Performance Standard

ASTM shall perform Professional Services in a professional and workmanlike manner consistent with generally accepted industry standards. ASTM does not guarantee any specific results or outcomes.

3. Prepaid Hours; Fees

Unless otherwise expressly stated in an Order Form, Professional Services are provided on a prepaid hours basis at ASTM’s then-current rates. Prepaid Professional Services hours must be used within the applicable Subscription Term unless otherwise stated in the Order Form and shall not carry over or be refunded. Any estimates provided are non-binding. For clarity, set up and implementation fees identified in an applicable Order Form may be structured as fixed fees and billed upfront as specified in the Order Form.

Licensee shall reimburse ASTM for reasonable pre-approved travel and out-of-pocket expenses incurred in connection with onsite services.

4. Customer Responsibilities

Licensee shall:

- (a) provide timely access to personnel, systems, and information reasonably required for ASTM to perform the Professional Services;
- (b) ensure accuracy and completeness of all materials and instructions provided to ASTM; and
- (c) be responsible for decisions, actions, and results arising from the use of Professional Services.

5. Custom Enhancements

To the extent Professional Services include development of custom enhancements or features:

- (a) all such enhancements shall be owned exclusively by ASTM; and
- (b) ASTM may incorporate such enhancements into its products or services without restriction or obligation to Licensee.

6. Scheduling and Changes

Professional Services shall be scheduled as mutually agreed. ASTM may reschedule services upon reasonable notice. Changes to scope may require adjustment of estimated hours and fees.

7. Acceptance

Unless otherwise stated, Professional Services shall be deemed accepted upon delivery or completion.

8. Term and Termination

Professional Services are provided during the term of the applicable Order Form. Either party may terminate unperformed Professional Services upon written notice; however, Licensee shall remain responsible for all fees incurred through the effective date of termination.

9. Governing Terms

Except as expressly set forth in this PSA, all terms and conditions of the Agreement, including without limitation confidentiality, intellectual property, indemnification, disclaimer of warranties, and limitation of liability, apply to the Professional Services. Any conflict between this PSA and the Agreement shall be resolved in accordance with the order of precedence set forth in the Agreement.