

Terms of Service

By signing a separate proposal, email confirmation, or by logging in, the Customer and its users agree that these terms and conditions apply as the agreement for the Proposal app & service ("Expandra").

Scope of the Terms

These subscription terms apply to the Customer's use of all functions in the Proposal app & service (hereinafter referred to as "Expandra") provided by Expandra AB with organization number 556723-2243 (hereinafter referred to as the "Supplier").

The Supplier can change the subscription conditions anytime by notification to the Customer. The Supplier must inform the Customer of changes at least thirty (30) days before they come into force.

General information about Expandra

Employees at the Supplier analyze the Customer's company profile, market materials, and existing proposals; produce designed proposal templates in Expandra, update these proposal templates, and provide ongoing support to the Customer's Users.

Users access Expandra through browsers such as Safari, Chrome, and Firefox.

The Supplier's commitment to providing Expandra applies indefinitely. However, Expandra can be temporarily, and without warning, taken out of use due to system errors, maintenance, repairs, or reasons beyond the Supplier's control. The Customer is not entitled to a price reduction or other compensation in the event of operational interruption, error, or data loss. The Supplier has the right to engage subcontractors and is responsible for subcontractors' work and services in the same way as for its own work and services.

The Supplier has the right to change Expandra and its design at anytime.

Content in Expandra

All content, such as proposal templates, documents, images, texts, and similar material, hereinafter referred to as "Content," which is uploaded to, transferred through, or entered into Expandra by the Customer and by the Supplier, shall remain the exclusive property of the Customer or its right holders.

The Customer is responsible for checking that all templates and Content changes are correct. The Customer further answers that the Customer holds the necessary rights to the Content used in Expandra, for example, fonts, images, and texts.

Proposal support

The Supplier provides proposal support, i.e., user training, advice, design, implementation, and updating proposal templates and Content. Such proposal support is provided in Swedish and English via the Internet, by email, and by telephone on weekdays (except public holidays) during the Supplier's regular office hours (09.00-16.00) local Swedish time.

Monthly fee

For access to Expandra, the Customer pays a monthly fee.

The monthly fee is invoiced in advance on the 1st of each month with a payment period of thirty (30) days net.

Contract period and Termination

The Agreement is valid until further notice. A party may terminate the Agreement at any time. In case of cancellation, the subscription applies for the period paid in advance. Regardless of when Termination occurs, the Customer is not entitled to a refund of pre-paid or already invoiced monthly fees. The Supplier has the right to terminate Expandra immediately if the Customer breaches its obligations under these terms and conditions. Upon Termination of the Agreement, regardless of the reason for it, the Supplier has the right, and if the Customer wishes undertake, to permanently delete and destroy all copies of the Customer's content in Expandra within a time frame that is in reasonable proportion to the backup and management routines that the Supplier uses at the time.

Messages

The Customer can send messages to the Supplier in the manner described in Expandra or on www.expandra.com. The Customer is responsible for taking part in messages the Supplier sends to the Customer. Notifications via email are considered received by the Customer three (3) days after the date they are sent.

Users and personal data

The Supplier will process all personal data provided by the Customer within the framework of current laws on GDPR to provide Expandra. The data may be used in the Customer's Content and to inform about the Supplier's services, via email or in another way. The Supplier also has the right to disclose personal data to the Supplier's partners. The Supplier has the right to access and use/disclose information about the

Customer, the Customer's user account, and the content of the Customer's communication to (1) fulfill its obligations according to the Agreement with the Customer, (2) be able to act by applicable law or legal orders directed against the Supplier. By the Customer's acceptance of these conditions, the Customer consents to the Supplier's processing of personal data.

Marketing

The Supplier has the right to show the results of its work in its marketing of Expandra. The Supplier ensures that such Content does not contain any commercially sensitive information for the Customer.

Confidentiality

The Supplier undertakes not to divulge information, which the Supplier has received from the Customer or User within the framework of the Agreement, to third parties or otherwise make the information available to third parties. In this clause, "the third party" does not mean the Customer or User who has access to Expandra. The Supplier further undertakes to ensure that the Supplier's employees and its subcontractors undertake to observe the corresponding confidentiality commitment. However, the Supplier's responsibility does not apply to such information that the Supplier can demonstrate has become known to the Supplier in other ways than this Agreement.

The Supplier's confidentiality commitment applies during the Agreement's term and for five (5) years after the Termination of the Agreement.

Dispute and applicable law

A Swedish court must settle disputes arising from the Agreement according to Swedish law.