

IMPLEMENTATION SERVICE TERMS

Any terms and conditions set forth in this Agreement regarding a specific Service shall only apply to Customers who use that specific Service.

Implementation Services are only relevant to work performed pursuant to a statement of work (the **SOW**) agreed and entered into by you (Customer) and us (Perk) pursuant to our Order Form.

These terms and conditions shall only apply to Implementation Services provided by Perk. The provision of Implementation Services by a third party shall be governed by the terms and conditions of the separate agreement entered into between the Customer and such third party.

Throughout these terms capitalised terms shall have the meanings given to them in [Service Terms](#), unless expressly defined here.

These Implementation Service Terms were last updated on the 28 August 2026.

1 SCOPE

Implementation Services typically involve the provision of professional services resources to assist with Platform configuration, integration with the Customer's systems, data mapping, set up of masterdata, testing, and user training, as more particularly specified in the relevant SOW.

2 FEES

- 2.1. Implementation Services are provided on either: (i) a time-and-materials basis, or (ii) a fixed fee, fixed scope basis – this will be made clear in our SOW.
- 2.2. If Implementation Services are provided on a time-and-material basis, any amount set forth in the SOW is solely an estimate for Customer's budgeting based on the discussions held prior to the signature of the SOW. Perk will periodically update Customer on the status of the Implementation Services and the fees accrued. No additional hours beyond those in the original estimate will be incurred without client approval. Upon Customer's approval, Perk will continue to provide the Implementation Services under the same rates and terms.
- 2.3. If Implementation Services are provided on a fixed fee, fixed scope basis, fees will not be subject to adjustments based on actual hours worked. Any changes to the agreed scope of work will follow a formal change request process, as outlined in clause 4 below.
- 2.4. Customer will reimburse Perk for reasonable travel and out-of-pocket expenses incurred in connection with Implementation Services, to the extent that such expenses have been approved by the Customer and that Perk provides the relevant supporting evidence (e.g., receipts). If the applicable SOW includes an estimate of these expenses, Perk will not exceed such estimate without the written consent of Customer.

3 CUSTOMER COOPERATION

- 3.1. The successful provision of Implementation Services requires the active cooperation of the Customer. The Customer will cooperate reasonably and in good faith with Perk in its performance of the Implementation Services including by:
 - Providing master data (Users, VAT rates, suppliers, accounts), compliance requirements and policies, corporate structure and approval information, internal expense approval mappings, or other information required;
 - Allocating qualified personnel across relevant roles (project management; finance; accounts payable; IT);
 - Promptly notifying Perk of any changes to the team allocated to the project, and ensuring proper onboarding and knowledge transfer; and

- Granting access and permissions to third-party systems required for the integration.
- 3.2. If Perk is unable to timely perform the Implementation Services due to a Customer delay, including failure to comply with clause 3.1 above, Customer may be responsible for additional resource fees.

4 CHANGES

- 4.1. Changes to a SOW will require written agreement signed by both parties (the **Change Order**). Such changes may include, for example, changes to the scope of work due to Customer's evolving business requirements, additional configuration or customization needs, or challenges that could not reasonably be foreseen. Where Perk receives a request for change from Customer, Perk will assess the feasibility and impact of the proposed change. The agreed Change Order will include any corresponding modifications to the timelines, resources, and costs.
- 4.2. The Change Order will be deemed incorporated by reference to the SOW.