TERMS AND CONDITIONS

Nanometrix Ltd (“Company”, “Nanometrix”, sometimes “our” or “we”) provides analysis services to Quality Assess, Quality Control, and characterize nanostructures such as EVs and exosomes (the “Analysis Services”), a hosted analysis platform available at https://smlm.nmtx.app and any other hosted platform identified in the Quote (the “Cloud Platform”), analysis software to characterize and classify nanostructures (the “Software”), optional software modules (the “Modules”, sometimes “Add-ons”), and analysis support services and other development-related services (the “Support Services”). Except to the extent you (“Customer”, sometimes “your” or “user”) and Nanometrix have executed a separate agreement, these terms and conditions exclusively govern your access to and use of the Analysis Services, the Cloud Platform, the Software, Modules, Support Services, and any specific services described in the Quote (collectively, the “Services”), and constitute a binding legal agreement between you and Nanometrix (the “Terms”). These Terms are, collectively, the “Agreement.” This Agreement includes and incorporates the quote (the “Quote”) that has been sent to you via email, which describes the specific Services to be delivered as part of the contract. If the Quote and these Terms conflict, the Quote prevails. Section 2 applies only where Customer subscribes to or is given access to the Cloud Platform, and Section 3 applies only where Customer transfers Materials to Company. Unless otherwise indicated, “Nanometrix”, as used throughout the Agreement, means Nanometrix Ltd. with a registered office at 26 Stanley Road, Oxford, OX4 1QZ, UK.

If you do not understand any of the terms of this Agreement, please contact us (contact@nanometrix.bio) before using the Services.

By accepting the Quote, such as by returning a purchase order (PO), or by creating an account on or accessing the Cloud Platform, you agree to abide by all of the terms and conditions in this Agreement. You may not access or use any Services unless you agree to abide by all of the terms and conditions in this Agreement.

1. SERVICES AND SUPPORT

1.1 Subject to the terms of this Agreement, Company will use commercially reasonable efforts to provide Customer the Services. Customer will designate at least one administrative user for its account. Company reserves the right to refuse registration of, or cancel accounts it deems inappropriate.

1.2 Subject to the terms hereof, Company will provide Customer with reasonable technical support services in accordance with the terms set forth in Exhibit A.

2. CLOUD PLATFORM

2.1 Access. Subject to this Agreement and payment of the Fees, Company grants Customer a non-exclusive, non-transferable right during the Term for its Authorised Users to access and use the Cloud Platform, for the modalities and the number of licences stated in the Quote, for Customer’s internal research, quality assessment and quality control purposes. Where Company provides any Software for installation on Customer’s own devices, Customer may use it during the Term solely in connection with the Services and subject to the same restrictions.

2.2 Users. Each licence is for one named individual (an “Authorised User”) who is an employee, student or contractor of Customer. Login credentials must not be shared. Customer may reassign a licence when an Authorised User no longer needs access, and may add licences at any time at the rates in the Quote. Customer is responsible for its Authorised Users’ compliance with this Agreement. Use of the Cloud Platform by or on behalf of third parties, including by a core facility for other research groups, requires Company’s prior written agreement, which may be given in the Quote.

2.3 Customer Data. Customer owns Customer Data and Analysis Results (Section 4.2) and grants Company a licence to host, copy and process Customer Data solely to provide the Services. Customer is responsible for the content, quality and legality of Customer Data and confirms that it holds all rights and approvals (including any ethics approvals) needed to upload it. Customer must not upload data that identifies, or could reasonably be used to identify, any individual (such as patient identifiers or clinical metadata) unless Company has agreed in writing, and must not upload malicious code.

2.4 Hosting and security. Customer Data is hosted in the United Kingdom by default; hosting in the United States is available on request for customers on an enterprise licence, as identified in the Quote. Company maintains appropriate technical and organisational measures to protect Customer Data, including encryption in transit and at rest, access controls and regular backups, and will notify Customer without undue delay if it becomes aware of unauthorised access to Customer Data. Company may use established third-party providers to host and operate the Cloud Platform and will ensure that they are bound by confidentiality and security obligations consistent with this Agreement. A summary of Company's security measures and a current list of its third-party providers are available on request. Usage allowances (such as storage) may be stated in the Quote or in Company's user documentation for the Cloud Platform (the "Documentation"), and Company may apply reasonable limits to protect the performance of the Cloud Platform for all customers.

2.5 Export and deletion. Customer may export its Customer Data and Analysis Results at any time during the Term. Company will keep them available for export for thirty (30) days after the Term ends and will then delete them, except where retention is required by law.

2.6 AI features. The Cloud Platform may include features that use machine learning or artificial intelligence models. Company does not use Customer Data or Analysis Results to train or improve any such model except as set out in Section 4.3. Where a feature relies on a third-party model provider, Customer Data is processed only within Company's own hosting environment and is not used by the provider to train its models. Outputs of these features may be inaccurate or incomplete and must be reviewed by a suitably qualified person before being relied upon.

2.7 Changes. Company may update and improve the Cloud Platform from time to time. If Company withdraws the Cloud Platform, or a modality Customer has paid for, during the Term without a substantially equivalent replacement, Company will refund the prepaid Fees for the unused period.

2.8 Trials and beta features. Company may provide free trial access, or features marked as beta or preview. These are provided "as is", may be changed, suspended or withdrawn at any time, and are used at Customer's own risk. Sections 2.3 to 2.6 and Section 4 apply to data uploaded during a trial. Trial data is retained if Customer converts to a paid subscription and is otherwise deleted in accordance with Section 2.5.

3. MATERIAL TRANSFER AND HANDLING

3.1 Material Transfer: In the course of using the Services, Customer may transfer to Company certain biological samples (the "Materials") for analysis. Customer retains ownership of all Materials provided to Company. Company agrees to use the Materials solely for the purpose of performing the Services and in accordance with this Agreement.

3.2 Use of Materials: Company shall use the Materials only for the purposes agreed upon in the Quote and shall not use the Materials for any other purpose, including but not limited to, any research or commercial purposes, without the express written consent of the Customer.

3.3 Handling and Safety: Company shall handle and store the Materials in compliance with all applicable laws, regulations, and industry standards. Company agrees to use reasonable precautions to prevent any unauthorized use or disclosure of the Materials and to ensure their safe handling, storage, and disposal.

3.4 Confidentiality: The Materials shall be considered Proprietary Information of Customer under this Agreement. Company agrees to maintain the confidentiality of the Materials in accordance with the terms of Section 4.1 of this Agreement.

3.5 Return or Destruction of Materials: Upon completion of the Services or termination of this Agreement, whichever occurs first, Company shall, at Customer's election, either return any remaining Materials to Customer or destroy the Materials in accordance with applicable regulations and provide written certification of such destruction. The Customer must clearly state their preference in writing. If Customer elects to have the remaining Materials returned, any costs involved in this return, including labor, materials, and shipping, shall be borne by the Customer.

3.6 Compliance: Company warrants that it will comply with all applicable laws and regulations governing the receipt, handling, storage, use, and disposal of the Materials. Company shall ensure that its personnel handling the Materials are properly trained and informed of any hazards associated with the Materials.

3.7 Safety Guarantee: Customer represents and warrants that the Materials are safe for manipulation and imaging under normal conditions and that any specific precautions required for handling the Materials will be communicated to Company in writing and agreed to by Company prior to the shipment of the Materials. Customer shall indemnify and hold harmless Company against any damages, losses, liabilities, settlements, and expenses (including without limitation costs and attorneys' fees) arising from any harm caused by the Materials, except to the extent caused by the gross negligence or willful misconduct of Company.

3.8 Shipping Responsibility: Customer is responsible for shipping the Materials to the address indicated in the Quote and shall bear all costs associated with such shipping. Customer shall ensure that the Materials are packaged and shipped in accordance with all applicable laws and regulations to ensure safe and secure delivery to Company. Customer must provide written instructions ahead of shipment detailing the content of the package and any specific storage requirements for the samples.

3.9 Labeling and Traceability: Customer shall label each sample clearly ahead of shipping, such as by adding a sticker with a clear ID number to each sample, to ensure traceability of the results. Customer must also provide an explanation of the ID numbers used, including their association with specific sample groups. Additionally, providing an image of the labeled samples ahead of shipping would be valuable for verification purposes, although it is not compulsory.

3.10 Third-Party Services: Customer acknowledges and agrees that Company may engage third-party companies for the delivery of the Services, including but not limited to, storage, sample preparation and imaging. Company shall ensure that any third-party engaged for these purposes will comply with the terms of this Agreement regarding the handling, confidentiality, and use of the Materials.

3.11 Liability for Materials: Company shall exercise reasonable care in handling and storing the Materials. Company's sole liability, and Customer's sole remedy, for loss of or damage to Materials in Company's possession shall be, at Company's option, to re-perform the affected Services on replacement Materials supplied by Customer at no additional charge, or to refund the Fees paid for the affected Services.

4. CONFIDENTIALITY; PROPRIETARY RIGHTS

4.1 Each party (the "Receiving Party") understands that the other party (the "Disclosing Party") has disclosed or may disclose business, technical or financial information relating to the Disclosing Party's business (hereinafter referred to as "Proprietary Information" of the Disclosing Party). Proprietary Information of Company includes non-public information regarding features, functionality and performance of the Service. Proprietary Information of Customer includes non-public data provided by Customer to Company to enable the provision of the Services, including data uploaded to the Cloud Platform ("Customer Data"). The Receiving Party agrees: (i) to take reasonable precautions to protect such Proprietary Information, and (ii) not to use (except in performance of the Services or as otherwise permitted herein) or divulge to any third person any such Proprietary Information. The Disclosing Party agrees that the foregoing shall not apply with respect to any information after five (5) years following the disclosure thereof or any information that the Receiving Party can document (a) is or becomes generally available to the public, or (b) was in its possession or known by it prior to receipt from the Disclosing Party, or (c) was rightfully disclosed to it without restriction by a third party, or (d) was independently developed without use of any Proprietary Information of the Disclosing Party or (e) is required to be disclosed by law. The five (5) year limit does not apply to Customer Data, Materials or Analysis Results.

4.2 Ownership of Data and Results: Customer shall own all right, title, and interest in and to the Customer Data, as well as any data that is based on or derived from the Customer Data and provided to Customer as part of the Services, including the analysis results produced as part of the Services (the

"Analysis Results"). Company shall own and retain all right, title, and interest in and to (a) the Services and Software, all improvements, enhancements, or modifications thereto, (b) any imaging protocols, software, applications, inventions, or other technology developed in connection with the Services or support, and (c) all intellectual property rights related to any of the foregoing.

4.3 Company may collect and use technical and statistical information about the use and performance of the Services (such as feature usage, processing times and error logs) that does not include Customer Data or Analysis Results and does not identify Customer or any individual, and may use that information during and after the Term to operate, secure and improve the Services. Company will not use Customer Data or Analysis Results to train or improve any machine learning or artificial intelligence model unless Customer has opted in, in writing or through the Cloud Platform, and then only for the purposes described when it does so. No rights or licenses are granted except as expressly set forth herein.

4.4 Under applicable data protection laws, we are required to provide you with certain information about who we are, how we process your personal data, for what purposes we process it, your rights and how to exercise them. This information is provided in the Company Privacy Notice available here.

4.5 Company may use any suggestions or feedback about the Services that Customer or its Authorised Users provide, without obligation, provided it does not identify Customer or disclose Customer's Proprietary Information.

5. DATA PROTECTION

5.1 Each party will comply with applicable data protection law, including the UK GDPR and, where applicable, the EU GDPR. Company processes Authorised Users' account and usage data as described in its Privacy Notice.

5.2 Research data uploaded to the Cloud Platform is not expected to contain personal data (Section 2.3). To the extent Company nonetheless processes personal data on Customer's behalf, Company acts as processor and Customer as controller, and Company will: process it only on Customer's documented instructions, which are this Agreement and Customer's use of the Services; ensure that its personnel are bound by confidentiality; maintain the security measures described in Section 2.4; use third-party providers only under written terms consistent with this Section; assist Customer, so far as reasonable, with data subject requests and with its security and breach-notification obligations; notify Customer without undue delay of any personal data breach affecting that data; delete or return it at the end of the Services in accordance with Section 2.5; and make available the information reasonably needed to demonstrate compliance with this Section. Company is established in the United Kingdom; transfers from the EEA to Company rely on the European Commission's adequacy decision for the United Kingdom.

5.3 If Customer wishes to upload personal data other than account data, the parties will first enter into a data processing agreement in Company's standard form, and Customer must not upload such data until it is signed.

6. RESTRICTIONS AND RESPONSIBILITIES

6.1 Customer will not, directly or indirectly: reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, object code or underlying structure, ideas, protocols, know-how or algorithms relevant to the Services or any software, documentation or data related to the Services; modify, translate, or create derivative works based on the Services or any Software (except to the extent expressly permitted by Company or authorized within the Services); use the Services or any Software for timesharing or service bureau purposes or otherwise for the benefit of a third party (except as agreed under Section 2.2); attempt to gain unauthorised access to the Cloud Platform or its systems, or test their vulnerability without Company's written consent; interfere with the integrity or performance of the Services; use the Services to develop a competing product; publish benchmark results relating to the Software without Company's written consent; or remove any proprietary notices or labels.

6.2 Customer shall comply with all applicable export control and sanctions laws, including those of the United Kingdom, the European Union and the United States, and shall not export, re-export or provide access to the Services or Software where prohibited by those laws. As defined in FAR section 2.101, the Software and documentation are “commercial items” and according to DFAR section 252.227 7014(a)(1) and (5) are deemed to be “commercial computer software” and “commercial computer software documentation.” Consistent with DFAR section 227.7202 and FAR section 12.212, any use modification, reproduction, release, performance, display, or disclosure of such commercial software or commercial software documentation by the U.S. Government will be governed solely by the terms of this Agreement and will be prohibited except to the extent expressly permitted by the terms of this Agreement.

6.3 Customer represents, covenants, and warrants that Customer will use the Services only in compliance with this Agreement and all applicable laws and regulations. Customer hereby agrees to indemnify and hold harmless Company against any damages, losses, liabilities, settlements and expenses (including without limitation costs and attorneys’ fees) in connection with any third-party claim or action that arises from Customer’s breach of this Section 6 or unlawful use of the Services. Although Company has no obligation to monitor Customer’s use of the Services, Company may do so and may prohibit any use of the Services it believes may be (or alleged to be) in violation of the foregoing.

6.4 Customer shall be responsible for obtaining and maintaining any equipment and ancillary services needed to connect to, access or otherwise use the Services, including, without limitation, modems, hardware, servers, software, operating systems, networking, web servers and the like (collectively, “Equipment”). Customer shall also be responsible for maintaining the security of the Equipment, Customer account, passwords (including but not limited to administrative and user passwords) and files, and for all uses of Customer account or the Equipment with or without Customer’s knowledge or consent, and shall notify Company promptly of any unauthorised use of its account.

7. PAYMENT OF FEES

7.1 Customer will pay Company the then applicable fees described in the Quote for the Services in accordance with the terms therein (the “Fees”). Company reserves the right to change the Fees or applicable charges and to institute new charges and Fees at the end of the Initial Service Term or then current renewal term, upon sixty (60) days prior notice to Customer (which may be sent by email). If Customer believes that Company has billed Customer incorrectly, Customer must contact Company no later than 60 days after the closing date on the first billing statement in which the error or problem appeared, in order to receive an adjustment or credit. Inquiries should be directed to contact@nanometrix.bio.

7.2 Company may choose to bill through an invoice, in which case, full payment for invoices issued must be received by Company thirty (30) days after the date of the invoice. Unpaid amounts are subject to a finance charge of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is lower, plus all expenses of collection and may result in suspension under Section 8.3 or termination under Section 8.2. Customer shall be responsible for all taxes associated with Services other than UK taxes based on Company’s net income.

7.3 Unless the Quote states otherwise, Fees for the Cloud Platform are payable annually in advance. Licences added during the Term are charged pro rata to the end of the current term. Fees are non-refundable except where this Agreement expressly provides for a refund.

8. TERM, SUSPENSION AND TERMINATION

8.1 Subject to earlier termination as provided below, this Agreement is for the Initial Service Term as specified in the Quote, and shall be automatically renewed for additional periods of the same duration as the Initial Service Term (collectively, the “Term”), unless either party requests termination at least thirty (30) days prior to the end of the then-current term.

8.2 In addition to any other remedies it may have, either party may also terminate this Agreement upon thirty (30) days' notice (or upon ten (10) days' written notice in the case of nonpayment), if the other party materially breaches any of the terms or conditions of this Agreement.

8.3 Company may suspend access to the Services, giving notice where practicable, if Fees remain unpaid thirty (30) days after a written reminder, if Company reasonably believes that Customer's use presents a security risk or breaches Section 6, or if required by law, and will restore access once the issue is resolved. Fees continue to accrue during a suspension for non-payment or misuse.

8.4 On termination or expiry, Customer will pay in full for the Services up to and including the last day on which the Services are provided, Materials are dealt with under Section 3.5 and Customer Data under Section 2.5. All sections of this Agreement which by their nature should survive termination will survive termination, including, without limitation, accrued rights to payment, confidentiality obligations, warranty disclaimers, and limitations of liability.

9. WARRANTY AND DISCLAIMER

9.1 Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Support Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption. HOWEVER, COMPANY DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES IT MAKE ANY WARRANTY AS TO THE RESULTS AND ANALYSIS RESULTS THAT MAY BE OBTAINED FROM USE OF THE SERVICES. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND SUPPORT SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

9.2 The Services are research tools. Analysis Results depend on the quality of the Materials, Customer Data, imaging conditions and parameters supplied or selected by Customer, and require interpretation by suitably qualified persons. The Services are not medical devices and are not intended for clinical, diagnostic or therapeutic decision-making.

10. INDEMNITY

10.1 Company shall hold Customer harmless from liability to third parties resulting from infringement by the Service of any patent, copyright or trade secret protected under the laws of the United Kingdom, the European Union or the United States, provided Company is promptly notified of any and all threats, claims and proceedings related thereto and given reasonable assistance and the opportunity to assume sole control over defense and settlement; Company will not be responsible for any settlement it does not approve in writing. The foregoing obligations do not apply with respect to portions or components of the Service (i) not supplied by Company, (ii) made in whole or in part in accordance with Customer specifications, (iii) that are modified after delivery by Company, (iv) combined with other products, processes or materials where the alleged infringement relates to such combination, (v) where Customer continues allegedly infringing activity after being notified thereof or after being informed of modifications that would have avoided the alleged infringement, or (vi) where Customer's use of the Service is not strictly in accordance with this Agreement. If, due to a claim of infringement, the Services are held by a court of competent jurisdiction to be or are believed by Company to be infringing, Company may, at its option and expense (a) replace or modify the Service to be non-infringing provided that such modification or replacement contains substantially similar features and functionality, (b) obtain for Customer a license to continue using the Service, or (c) if neither of the foregoing is commercially practicable, terminate this Agreement and Customer's rights hereunder and provide Customer a refund of any prepaid, unused fees for the Service.

11. LIMITATION OF LIABILITY

11.1 Nothing in this Agreement excludes or limits either party's liability for death or personal injury caused by its negligence, for fraud, or for any other liability that cannot be excluded by law.

11.2 NOTWITHSTANDING ANYTHING TO THE CONTRARY, EXCEPT AS PROVIDED IN SECTION 11.1, COMPANY AND ITS SUPPLIERS (INCLUDING BUT NOT LIMITED TO ALL IMAGING, EQUIPMENT AND TECHNOLOGY SUPPLIERS), OFFICERS, AFFILIATES, REPRESENTATIVES, CONTRACTORS AND EMPLOYEES SHALL NOT BE RESPONSIBLE OR LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT OR TERMS AND CONDITIONS RELATED THERETO UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY: (A) FOR ERROR OR INTERRUPTION OF USE OR FOR LOSS OR INACCURACY OR CORRUPTION OF DATA OR COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY OR LOSS OF BUSINESS; (B) FOR ANY INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES; (C) FOR ANY MATTER BEYOND COMPANY'S REASONABLE CONTROL; OR (D) FOR ANY AMOUNTS THAT, TOGETHER WITH AMOUNTS ASSOCIATED WITH ALL OTHER CLAIMS, EXCEED THE FEES PAID BY CUSTOMER TO COMPANY FOR THE SERVICES UNDER THIS AGREEMENT IN THE 12 MONTHS PRIOR TO THE ACT THAT GAVE RISE TO THE LIABILITY, IN EACH CASE, WHETHER OR NOT COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. FORCE MAJEURE

12.1 Neither party shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable hereunder) for causes beyond its reasonable control, including but not limited to acts of God, terrorism, war, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, or shortages of transportation facilities, fuel, energy, labor or materials, or failures of internet, telecommunications or third-party hosting services.

13. PUBLICATIONS AND PUBLICITY

13.1 Customer may publish Analysis Results freely and agrees to acknowledge the use of Nanometrix software or services in publications, presentations and posters that report them, using the citation given in the Documentation. Company will not name Customer as a customer, or issue any press release about the parties' relationship, without Customer's prior consent.

14. MISCELLANEOUS

14.1 If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable. This Agreement is not assignable, transferable, or sublicensable by Customer except with Company's prior written consent. Company may transfer and assign any of its rights and obligations under this Agreement without consent. This Agreement is the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements, communications, and other understandings relating to the subject matter of this Agreement, and that all waivers and modifications must be in a writing signed by both parties, except as otherwise provided herein. No agency, partnership, joint venture, or employment is created as a result of this Agreement and Customer does not have any authority of any kind to bind Company in any respect whatsoever. In any action or proceeding to enforce rights under this Agreement, the prevailing party will be entitled to recover costs and attorneys' fees. All notices under this Agreement will be in writing and will be deemed to have been duly given when received, if personally delivered; when receipt is electronically confirmed, if transmitted by e-mail; the day after it is sent, if sent for next-day delivery by recognized overnight delivery service; and upon receipt, if sent by certified or registered mail, return receipt requested. This Agreement shall be governed by the law of England and Wales without regard to its conflict of laws provisions. Most concerns regarding this Agreement ("Disputes") can be resolved by contacting Company at contact@nanometrix.bio. Therefore, Customer agrees to first attempt to negotiate any dispute

informally with Company for at least thirty (30) days before initiating any court proceeding. If the Dispute is not resolved through informal negotiations, the parties agree to try in good faith to settle the Dispute by mediation administered by a mutually agreed upon mediator before resorting to litigation or any other dispute resolution procedure. Should the Dispute not be resolved by informal negotiations or mediation, Customer agrees, to the extent permitted by applicable law, to bring legal proceedings in the courts of England and Wales.

EXHIBIT A – SUPPORT TERMS

Company will provide Technical Support to Customer via electronic mail on weekdays during the hours of 10:00 am through 5:00 pm UK time, with the exclusion of UK National Holidays ("Support Hours"). More information on UK Bank Holidays here: https://www.gov.uk/bank-holidays

Customer may initiate a helpdesk ticket during Support Hours by emailing contact@nanometrix.bio.

Company will use commercially reasonable efforts to respond to all Helpdesk tickets within three (3) business days.

Company will provide Priority Software and Technical Support to Customers whose Quote includes Priority Support via electronic mail, video and phone call on weekdays during the hours of 9:00 am through 9:00 pm UK time.

Company will use commercially reasonable efforts to respond to all Priority Support requests within one (1) business day.

Company will provide Analysis Support to Customers whose Quote includes Analysis Support via electronic mail, video and phone call on weekdays during the hours of 9:00 am through 6:00 pm UK time.