



General Terms and Conditions (B2B)

Version 1.4.8 · Effective 1 March 2026

Snapflow Solutions UG (haftungsbeschränkt), Berlin, Germany

These General Terms and Conditions ("Terms") govern access to and use of the boilr platform and services ("Service") provided by Snapflow Solutions UG (haftungsbeschränkt) ("boilr") to business customers. By accessing or using the Service, Customer agrees to be bound by these Terms.

1. Definitions

- 1.1** "Agreement" means these Terms together with any Order Form, schedules, and the Data Processing Agreement (DPA).
- 1.2** "Authorised Users" means individuals permitted by Customer to access the Service under Customer's account.
- 1.3** "Beta Feature" means any functionality of the Service explicitly labelled as "beta", "preview", "early access", or similar designation in the Service interface or associated documentation.
- 1.4** "boilr", "we", "us" means Snapflow Solutions UG (haftungsbeschränkt), registered in Germany.
- 1.5** "Confidential Information" has the meaning given in Section 14.
- 1.6** "Core Functionality" means the primary search, discovery, and lead enrichment capabilities of the Service as described in Section 4.1, excluding Beta Features and any ancillary or supplementary features.
- 1.7** "Customer", "you" means the business entity entering into this Agreement.
- 1.8** "Customer Data" means data, files, or content submitted by Customer or Authorised Users to the Service.
- 1.9** "DPA" means the Data Processing Agreement incorporated by reference into the Agreement.
- 1.10** "Enrichment Data" means contact and company information (including email addresses, telephone numbers, names, and company data) retrieved from third-party data providers and appended to lead records within the Service.
- 1.11** "Hiring Signal Data" means hiring-activity intelligence, job-posting data, and related signals sourced from publicly available third-party websites, job boards, and platforms.
- 1.12** "Order Form" means a written or electronic document (including online checkout) setting out subscription details.
- 1.13** "Service" means the software-as-a-service platform provided by boilr, as described in Section 4.
- 1.14** "Service Output" means any results, lead records, or data exports generated by or through the Service, including records that incorporate Hiring Signal Data or Enrichment Data.
- 1.15** "Subscription Term" means the period stated in the Order Form.
- 1.16** "Third-Party Source" means any external website, platform, database, or data feed from which the Service retrieves or sources content.
- 1.17** "**Post-Termination Use**" means any use of the Service by Customer or an Authorised User after the end of the last paid Subscription Term under all Order Forms that provide access to Core Functionality where such use triggers Core Functionality, including but not limited to executing searches, generating or exporting lead records, initiating enrichment requests, or making API calls that invoke Core Functionality. For the avoidance of doubt, Post-Termination Use does not include access limited solely to data export under Section 13.5.

2. Agreement Formation

- 2.1 Offer and acceptance.** An Agreement is formed when Customer signs an Order Form, pays an invoice, clicks “Accept”, completes account registration, or first uses the Service — whichever is earliest.
- 2.2 Order of precedence.** In case of conflict between the documents forming this Agreement: (i) the Order Form prevails; (ii) the DPA prevails over these Terms in respect of data protection and privacy matters; (iii) these Terms govern in all other respects.
- 2.3 Authority.** By entering into this Agreement, Customer confirms it has the authority to bind the organisation to these Terms.

3. Account and Access

- 3.1 Account creation.** Customer will provide accurate registration information and keep it up to date.
- 3.2 Authorised Users.** Customer may permit Authorised Users to access the Service up to the seat limit in the Order Form. Customer is responsible for Authorised Users’ compliance with these Terms.
- 3.3 Credentials.** Customer is responsible for maintaining the confidentiality of login credentials and must notify boilr promptly of any unauthorised access.
- 3.4 No sharing.** Customer shall not share credentials or allow simultaneous access by more individuals than the number of seats purchased.

4. Service Description and Access

- 4.1 Service.** boilr provides a software-as-a-service platform that enables Customers to discover, search, filter, and analyse Hiring Signal Data based on Customer-defined ideal customer profiles (“ICPs”) and search criteria, including Customer-specified data sources. The Service additionally enriches identified leads with Enrichment Data via third-party data providers (including waterfall enrichment sequences for email addresses, telephone numbers, names, and company information) to deliver complete and actionable contact records. boilr does not warrant the accuracy, completeness, or legality of Hiring Signal Data or Enrichment Data, which is sourced from external providers outside boilr’s control.
- 4.2 Access.** boilr grants Customer a non-exclusive, non-transferable right to access and use the Service during the Subscription Term solely for Customer’s internal business purposes.
- 4.3 Updates.** boilr may update or modify the Service in accordance with Section 15.
- 4.4 API access.** Where the Order Form includes API access, Customer may access the Service programmatically subject to applicable rate limits and technical documentation provided by boilr.
- 4.5 Additional products.** Certain boilr product features or add-ons may be subject to separate terms and conditions made available at the point of purchase or activation. In the event of conflict between such separate terms and these Terms, the separate terms shall prevail for the relevant product or feature.

5. Customer Data and Licence

- 5.1 Ownership.** Customer retains all rights to Customer Data.
- 5.2 Licence to boilr.** Customer grants boilr a limited, non-exclusive licence to process Customer Data solely to provide, secure, and support the Service during the Subscription Term.
- 5.3 Customer responsibilities.** Customer is responsible for the accuracy, legality, and appropriateness of Customer Data and for obtaining all necessary consents or permissions required for its processing.

5.4 Service improvement. boilr may use Customer Data in aggregated, anonymised, and de-identified form to improve and develop the Service. boilr will not use identifiable Customer Data for service improvement purposes without prior written consent. Customer may opt out of this use at any time by written notice to niklas@boilr.ai, without affecting access to the Service.

5.5 No sensitive data. Customer shall not submit to the Service any data classified as special category data under applicable data protection law, or any data relating to minors.

5.6 Service Output restrictions. Service Output that incorporates Hiring Signal Data, Enrichment Data, or other boilr proprietary content is licensed to Customer on a non-exclusive, non-transferable basis for Customer's internal business purposes only. No ownership of such content is transferred to Customer. Customer may not: (i) sublicense, resell, or redistribute Service Output to third parties without boilr's prior written consent; (ii) use Service Output to compile, build, or supplement any database or dataset intended to compete with or replicate the Service or any boilr product; or (iii) use Service Output to train, fine-tune, or otherwise develop any artificial intelligence or machine learning model without boilr's prior written consent.

6. Third-Party Sources and Data

6.1 Third-party compliance. boilr uses commercially reasonable efforts to comply with the terms of Third-Party Sources and will honour applicable technical restrictions and opt-out mechanisms where feasible.

6.2 No guarantee. boilr does not guarantee the availability, accuracy, or completeness of Third-Party Source content. Such content may change or be withdrawn at any time without notice.

6.3 Customer compliance. Customer is solely responsible for ensuring its use of data obtained through the Service complies with all applicable laws and the terms of any relevant Third-Party Sources.

6.4 Third-party intellectual property. Content obtained through Third-Party Sources may be subject to intellectual property rights held by those third parties. boilr's provision of access to such content does not grant Customer any licence or right under those third-party intellectual property rights. Customer is solely responsible for ensuring its use of Third-Party Source content complies with applicable intellectual property law and the terms of the relevant sources.

7. Acceptable Use

7.1 Prohibited activities. Customer shall not, and shall ensure Authorised Users do not:

- use the Service to infringe intellectual property rights of any third party;
- extract, scrape, or reproduce Third-Party Source content in a manner that violates applicable law or terms;
- circumvent or attempt to circumvent any access controls, authentication mechanisms, or technical restrictions of the Service;
- conduct security testing, penetration testing, or vulnerability scanning without prior written authorisation from boilr;
- use the Service to send unlawful outreach or communications in breach of applicable marketing, privacy, or outreach laws;
- reverse-engineer, decompile, or disassemble any part of the Service; or
- resell, sublicense, or otherwise make the Service or Service Output available to third parties except as expressly permitted by the Agreement.

7.2 Data controller responsibility. Customer acts as an independent data controller in respect of the lead and contact data it obtains and processes through the Service. Customer is solely responsible for ensuring that its processing of such data complies with all applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation 2016/679 (GDPR), and any national implementing legislation. This includes, without limitation: (i) identifying and maintaining a valid lawful basis for processing; (ii) providing required transparency information to data subjects; and (iii) implementing processes for handling data subject rights requests. boilr does not provide legal advice, and Customer should seek independent legal guidance where required.

7.3 Outreach compliance. Where Customer uses lead or contact data obtained through the Service for direct marketing, cold outreach, or similar activities, Customer is solely responsible for compliance with all applicable laws governing such activities, including (in the United Kingdom) the Privacy and Electronic Communications Regulations 2003 (as amended) and equivalent legislation in other relevant jurisdictions.

7.4 Enforcement. boilr may investigate suspected violations of this Section and may suspend or terminate access in accordance with Section 9.

8. Intellectual Property

8.1 boilr IP. The Service, including all software, algorithms, models, aggregated datasets, and any other materials created or developed by boilr, is and remains the exclusive intellectual property of boilr or its licensors. No rights are granted to Customer except as expressly stated in the Agreement.

8.2 Customer IP. Customer retains all rights to Customer Data. For the avoidance of doubt, Service Output that incorporates Hiring Signal Data, Enrichment Data, or any other boilr-sourced content is governed by Section 5.6 and does not vest ownership in Customer.

8.3 Feedback. If you choose to share suggestions, ideas, or feedback about the Service, we may use it to improve boilr and our products. If any compensation is to be paid for such feedback, it must be agreed in writing in a separate agreement.

9. Service Levels and Suspension

9.1 Uptime target. boilr targets 99.5 % monthly uptime for the Core Functionality of the Service, excluding scheduled maintenance windows and events outside boilr's reasonable control. Uptime is measured by boilr's internal infrastructure monitoring systems. The Service is considered unavailable only when Core Functionality is inaccessible to all users. Partial feature unavailability, degraded performance of non-core features, and Third-Party Source disruptions do not constitute downtime for SLA purposes.

9.2 Scheduled maintenance. boilr will use reasonable efforts to provide at least 48 hours' advance notice of scheduled maintenance expected to cause material service interruption.

9.3 Non-payment. If undisputed fees remain unpaid more than thirty (30) days after the due date, overdue amounts accrue interest at fifteen percent (15 %) per annum from the due date. boilr may charge a reminder fee per written reminder; Customer bears all reasonable costs of recovery.

9.4 Service credits. If monthly uptime falls below the target, Customer may request service credits as set out in the table below. Credits must be requested within thirty (30) days of the end of the affected month. Credits are not available for unavailability caused by Customer acts or omissions, scheduled maintenance, force majeure events, or Beta Features.

Monthly Uptime	Credit	Trigger
99.0 %—<99.5 %	10 % of monthly fee	Affected month
< 99.0 %	25 % of monthly fee	Affected month
< 99.0 % for 3+ consecutive months	Right to terminate on 30 days' notice	Entire Agreement

Credits will be applied to Customer's next invoice, or paid within thirty (30) days where the Agreement has been terminated. Service credits are Customer's sole and exclusive financial remedy for uptime failures under this Agreement. All such claims remain subject to the liability cap and exclusions in Section 11, and nothing in this clause limits mandatory liability under Section 11.6.

9.5 Suspension for breach. boilr may suspend access immediately to address security or legal risk, or upon material breach of Sections 5.3, 6, 7, or 14. boilr will provide advance notice where reasonably practicable.

9.6 Effect of termination. Accrued payment obligations survive termination. Fees are non-refundable except as expressly stated in the Agreement. Sections 5, 8, 10–22 survive termination.

10. Fees and Payment

10.1 Fees and taxes. Fees are due in advance as stated in the Order Form. All amounts are exclusive of applicable taxes. Customer is responsible for all sales, use, VAT, or similar taxes. For intra-EU B2B transactions, the reverse charge mechanism applies where applicable.

10.2 Late payment. Overdue amounts and the enforcement consequences are governed by Section 9.3.

10.3 Withholding tax. If Customer is required by applicable law to withhold or deduct any taxes from a payment to boilr, Customer shall gross up the payment such that boilr receives the full amount stated in the Order Form after any such withholding or deduction.

10.4 No set-off. Customer may not withhold or offset payment except for undisputed or legally established counterclaims.

10.5 Upgrades. Upgrades (higher tier, additional seats, or modules) are customer-initiated or mutually agreed and may be confirmed via Order Form or written confirmation (email is sufficient).

10.6 Upgrade term. Each Order Form runs for its own term from its own start date. Upgrades do not extend or reset any existing Subscription Term.

10.7 Usage Credits. Where applicable, unused prepaid usage credits roll over for up to three (3) months into subsequent billing periods and then expire. Usage Credits are non-refundable, non-transferable, and have no cash value.

10.8 Price adjustments. Fees remain fixed for the duration of the Subscription Term and may only be adjusted by mutual written agreement between the parties.

11. Warranties, Liability and Force Majeure

11.1 Service commitment. boilr will provide the Service with reasonable skill and care in accordance with the standards of a competent service provider. Except for this express commitment, the Service and all Third-Party Source content are provided “as is” to the maximum extent permitted by applicable law.

11.2 No warranties regarding third-party data. boilr does not warrant that Third-Party Source content or Enrichment Data is accurate, complete, current, non-infringing, or fit for any particular purpose. Customer is responsible for independently validating results and ensuring lawful use.

11.3 Disclaimer of implied warranties. To the maximum extent permitted by applicable law, boilr disclaims all implied warranties, including merchantability and fitness for a particular purpose.

11.4 Liability cap. To the maximum extent permitted by applicable law, boilr’s aggregate liability arising out of or in connection with the Agreement (whether in contract, tort including negligence, misrepresentation, or otherwise) is limited to the fees actually paid by Customer in the twelve (12) months immediately preceding the event giving rise to the claim. This cap applies in aggregate across all claims, including claims relating to data protection or privacy. For UK customers, this limitation is subject to the Unfair Contract Terms Act 1977 reasonableness test.

11.5 Excluded damages. To the maximum extent permitted by applicable law, boilr is not liable for: (i) indirect, consequential, or incidental damages; (ii) loss of profits, revenue, or business opportunities; (iii) loss or corruption of data; or (iv) administrative fines, penalties, regulatory sanctions, or similar charges imposed on Customer by any governmental or regulatory authority, even if boilr has been advised of the possibility of such losses.

11.6 Mandatory liability. Nothing in these Terms limits liability for: (i) death or personal injury caused by negligence; (ii) fraud or fraudulent misrepresentation; (iii) wilful misconduct; or (iv) any other liability that cannot be limited or excluded by applicable law.

11.7 Force majeure. Neither party is liable for delay or failure to perform due to causes beyond its reasonable control, including internet or infrastructure outages, cyber-attacks, governmental actions, natural disasters, and Third-Party Source unavailability or changes. The affected party must notify the other promptly and take reasonable steps to mitigate the impact.

12. Indemnities

12.1 Customer indemnity. Customer will indemnify, defend, and hold harmless boilr and its officers, employees, and agents from and against any third-party claims, losses, and reasonable legal expenses arising from: (i) Customer's misuse of the Service; (ii) Customer Data or Customer's instructions to boilr; or (iii) Customer's violation of applicable law, including data protection and outreach laws. For the avoidance of doubt, this includes claims arising from Customer's violation of Third-Party Source terms, intellectual property rights, or applicable technical restrictions.

12.2 boilr IP indemnity. boilr will indemnify Customer from third-party claims alleging that the Service, in its unmodified form and used in accordance with the Agreement, directly infringes third-party intellectual property rights, provided Customer: (i) promptly notifies boilr of the claim; (ii) grants boilr sole control of the defence and settlement; and (iii) reasonably cooperates at boilr's expense. boilr has no indemnity obligation to the extent a claim arises from Customer Data, Customer's misuse, modifications not made by boilr, or combination with third-party products.

12.3 Remedies. If a claim under 12.2 is reasonably likely or upheld, boilr may, at its option: (a) procure the right for Customer to continue using the Service; (b) modify the Service to be non-infringing without materially reducing Core Functionality; or (c) terminate the affected portion and refund prepaid fees for the unused portion of the current billing period.

13. Data Protection and Security

13.1 DPA incorporated. Data protection and privacy obligations are governed by the DPA, which is incorporated into this Agreement by reference and prevails over these Terms in respect of data protection matters. The DPA includes the EU Standard Contractual Clauses and the UK International Data Transfer Addendum where applicable. The DPA can be viewed under boilr.ai/documents/dpa

13.2 Subprocessors. boilr may update its subprocessors at any time by publishing changes to boilr.ai/subprocessors. Continued use of the Service following publication constitutes acceptance of the updated subprocessor list. Customers who have a reasonable objection to a new subprocessor may notify boilr in writing at niklas@boilr.ai; boilr will consider such objections in good faith.

13.3 Security measures. boilr maintains appropriate technical and organisational measures designed to protect the Service and Customer Data against unauthorised access, loss, or disclosure. The specifics of these measures are set out in the DPA.

13.4 Breach notification. In the event of a confirmed personal data breach affecting Customer Data, boilr will notify Customer in accordance with the timelines and procedures set out in the DPA.

13.5 Data export. Upon termination or expiry of the Agreement, Customer may request export of stored project and lead data in CSV or JSON format within thirty (30) days of the termination date. Exports in custom formats may be provided for a reasonable fee.

13.6 Data deletion. Following the export window, boilr will delete or anonymise Customer Data within thirty (30) days. Backup copies containing Customer Data will be deleted or overwritten within a maximum of ninety (90) days of the deletion request or termination date, whichever is earlier, except where retention is required to comply with applicable legal obligations.

14. Confidentiality

14.1 Obligations. Each party agrees to: (i) keep the other party's Confidential Information strictly confidential; (ii) not disclose it to any third party without prior written consent; and (iii) use it only for the purposes of performing or receiving the Service under the Agreement.

14.2 Definition. "Confidential Information" means any information disclosed by one party to the other that is designated as confidential or that should reasonably be understood to be confidential given the nature of the information and circumstances of disclosure. It includes, without limitation, pricing, technical specifications, business plans, algorithms, roadmaps, and Customer Data.

14.3 Exclusions. Confidentiality obligations do not apply to information that: (i) is or becomes publicly known other than through breach of this Section; (ii) was lawfully known to the receiving party prior to disclosure; (iii) is independently developed without reference to the disclosing party's information; or (iv) is required to be disclosed by law or court order, provided the receiving party gives prompt notice where legally permissible.

14.4 Permitted disclosure. Each party may disclose Confidential Information to employees and professional advisers on a need-to-know basis, provided those persons are bound by equivalent confidentiality obligations.

14.5 Duration. Confidentiality obligations survive termination of the Agreement for five (5) years in respect of general Confidential Information. Information that constitutes a trade secret under applicable law, and Customer Data, shall remain confidential for as long as it retains its confidential or sensitive character, without limitation in time.

15. Service Evolution and Term

15.1 Updates. boilr may update, modify, or discontinue features of the Service with reasonable notice. For material reductions in Core Functionality, boilr will provide at least thirty (30) days' advance written notice. Changes required for legal, regulatory, or security reasons may be made with shorter notice where necessary.

15.2 Term and renewal. Each Order Form runs for the Subscription Term set out in that Order Form and rolls over for the same terms. Either party may cancel renewal of an Order Form at any point before the end of that Order Form's then-current Subscription Term with no minimum notice period required. In case a notice period applies, it is only valid for the initial Subscription cycle of the contract. Access to and use of Core Functionality requires (i) an active Subscription Term under an Order Form that provides access to Core Functionality or (ii) an active Continuation Quarter under Section 15.4 at all times. Where Customer has cancelled renewal of all Order Forms that provide access to Core Functionality (and no such Subscription Term remains active) but subsequently engages in Post-Termination Use (as defined in Section 1.17), the Agreement shall be deemed to have continued without interruption from the date of the first Post-Termination Use in accordance with Section 15.4.

15.3 Termination for cause. Either party may terminate on written notice if the other: (i) commits a material breach and fails to remedy it within thirty (30) days of written notice specifying the breach; or (ii) becomes insolvent or enters analogous insolvency proceedings.

15.4 Continuation upon Post-Termination Use.

(a) The Service may only be used on the basis of an active Agreement. Any Post-Termination Use constitutes continued performance of the Agreement and automatically reactivates and extends the Agreement for an initial period of three (3) months starting on the date of the first Post-Termination Use (the "Continuation Quarter"). The Agreement will thereafter automatically renew for successive Continuation Quarters unless renewal is cancelled before the end of the then-current Continuation Quarter in accordance with Section 15.2. Customer acknowledges that each instance of Post-Termination Use generates costs for boilr through the use of third-party data providers and infrastructure.

(b) Fees for each Continuation Quarter shall be calculated at one hundred and twenty-five percent (125%) of the aggregate fees stated in the Order Form(s) in effect immediately prior to the end of the last paid Subscription Term under all Order Forms that provided access to Core Functionality, pro-rated to a three (3) month period (reflecting the loss of the commitment discount associated with the original Subscription Term commitment). If more than one such Order Form was in effect immediately prior to expiry, fees shall be calculated based on the aggregate fees under those Order Forms. Fees are due

and invoiced quarterly in advance at the start of each Continuation Quarter. Customer authorises boilr to collect such fees using the payment method on file.

(c) Customer may demonstrate that its actual Post-Termination Use was materially less than typical use under the applicable plan, in which case boilr shall adjust the fees to reflect the actual scope of use. The burden of proof lies with Customer.

(d) The continued Agreement is subject to the same terms as the original Agreement in all other respects, including but not limited to data protection (Section 13), confidentiality (Section 14), liability (Section 11), and intellectual property (Section 8).

(e) This Section does not apply where the Agreement was terminated for cause under Section 15.3.

15.5 Logging and evidence. boilr logs all access to Core Functionality following the end of the last paid Subscription Term under all Order Forms that provided access to Core Functionality, including timestamps, user identifiers, and actions performed. Such records serve as evidence to establish Post-Termination Use under Section 15.4 and to calculate fees owed.

16. Beta and Preview Features

16.1 Beta Features are provided “as is” without warranty of any kind, are excluded from SLA commitments, and may be modified or discontinued at any time without notice. Customer uses Beta Features at its own risk. Core Functionality of the Service shall not be permanently designated as a Beta Feature.

17. Marketing and References

17.1 With Customer’s acceptance of this Agreement, boilr may reference Customer’s name, logo, quotes and success stories in its marketing materials and website as a customer reference.

18. Export Controls and Sanctions

18.1 Each party agrees to comply with all applicable export control laws and economic sanctions regulations, including those of the European Union, Germany, and the United Kingdom. Customer represents that it is not located in, under the control of, or acting on behalf of any sanctioned country, entity, or individual.

19. Assignment and Subcontracting

19.1 Assignment. Neither party may assign or transfer any rights or obligations under the Agreement without prior written consent, except that boilr may assign the Agreement without consent in connection with a merger, acquisition, or sale of all or substantially all of its assets to an entity capable of performing boilr’s obligations. Any purported assignment in breach of this Section is void.

19.2 Subcontracting. boilr may engage subcontractors to perform elements of the Service, provided boilr remains responsible for their performance.

20. Governing Law and Dispute Resolution

20.1 Governing law. This Agreement and any non-contractual obligations arising out of or in connection with it are governed by the laws of the Federal Republic of Germany, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

20.2 Exclusive jurisdiction. Subject to Section 20.3, the exclusive place of jurisdiction for any dispute arising out of or in connection with this Agreement is the courts of Berlin, Germany. boilr reserves the right to bring enforcement proceedings against Customer in Customer's jurisdiction where necessary to recover undisputed fees or to protect boilr's intellectual property rights.

20.3 Mandatory pre-litigation procedure. Before commencing any court proceedings (other than applications for urgent injunctive or interim relief), the parties must: (i) escalate the dispute in writing to a senior representative of each party, who must negotiate in good faith for thirty (30) days following a written Escalation Notice identifying the dispute; and (ii) if unresolved, submit to mediation conducted by a mutually agreed mediator for a further thirty (30) days. Court proceedings may not be commenced until both periods have elapsed. This procedure does not apply to disputes concerning non-payment of undisputed fees.

20.4 UK customers. For customers incorporated or resident in the United Kingdom: (i) liability limitations are subject to the reasonableness requirements of the Unfair Contract Terms Act 1977; and (ii) international data transfers are subject to the UK International Data Transfer Addendum to the EU Standard Contractual Clauses, as incorporated in the DPA.

21. General

21.1 Entire agreement. The Agreement (including the Order Form and DPA) constitutes the entire agreement between the parties with respect to its subject matter and supersedes all prior agreements, representations, and understandings.

21.2 Amendments. boilr may update these Terms by publishing a revised version and giving Customer at least thirty (30) days' prior written notice stating the effective date ("Effective Date"). Continued use of the Service on or after the Effective Date constitutes acceptance of the updated Terms, provided Customer has not objected in writing before the Effective Date. If Customer objects in writing before the Effective Date, the prior Terms will continue to apply to Customer unless and until Customer accepts the updated Terms; in that case Customer may not access features, pricing, or flexibility available only under the updated Terms.

21.3 Severability. If any provision is found invalid or unenforceable, the remaining provisions continue in full force and effect.

21.4 Waiver. Failure or delay by either party to exercise any right does not constitute a waiver of that right.

21.5 Notices. Notices under the Agreement must be in writing. Notices to boilr must be sent to niklas@boilr.ai. Notices to Customer are sent to the email address provided in the Order Form or account registration and/or via an in-app notification. A notice sent by email is deemed received: (i) on confirmed delivery with no bounce-back notification; or (ii) twenty-four (24) hours after sending if no bounce-back is received, whichever is earlier.

21.6 Relationship. The parties are independent contractors. Nothing in the Agreement creates any partnership, joint venture, agency, or employment relationship.

21.7 Third-party rights. The Agreement does not confer any rights on third parties.

22. Questions and Support

For questions about these Terms, please contact:

Snapflow Solutions UG (haftungsbeschränkt)

Legal enquiries: niklas@boilr.ai

Billing & Support: billing@boilr.ai

Website: <https://boilr.ai>

These Terms were last updated on 1 February 2026.