

Order



[Customer's full legal name] ("Customer")	Coveo EMEA Ltd ("Coveo")
Contact: Robert Platt Title: Sales & Marketing Director Phone: +44 1424 718576 Email: rob.platt@penn-elcom.com Billing Contact Name: Robert Platt Billing Contact Email: rob.platt@penn-elcom.com Client Reference/PO#: Billing Address: 9-10 Parsons Road, Parsons Industrial Estate, Washington, Tyne & Wear, NE37 1HB, England Coveo Administrator Name: Andrew Martin Coveo Administrator Email: andrew.martin@penn-elcom.com Ship to Address: 9-10 Parsons Road, Parsons Industrial Estate, Washington, Tyne & Wear, NE37 1HB, England Training Contact Name: Andrew Martin Training Contact Email: andrew.martin@penn-elcom.com Security and Privacy Contact Email: andrew.martin@penn-elcom.com	Contact: Myles Peyton Title: Account Executive Phone: +44 7880054552 Email: mpeyton@coveo.com Order Date: June 24th, 2026 Offer Valid Until: July 17th, 2026 Mailing Address: Office 1.04 The Bloomsbury Building, 10 Bloomsbury Way, Holborn, London, United Kingdom, WC1A 2SL

Subscription								
Hosted Services	Plan	Term		Unit	Price Term	Monthly Fees per Unit	Qty	Annual Fees £
		Start Date	End Date					
Coveo for Commerce - Personalization - As-You-Go - Business-Aware - Product Ranking	Enterprise	06/30/2026	06/29/2029	100K Queries per Month ("QPM")	3Y SUBSC	3,302.58	1	39,631
Total Net Annual Subscription Fees								39,631
Total Subscription Fees for the Term (3 years)								118,893

Entitlements

The following entitlements are provided by this Order:

- One (1) Non-Production org(s) (Sandbox)
- Hosting Region: European Union

The connectors compatible with the Hosted Services are detailed in the Documentation, including on the following page: <https://docs.coveo.com/en/1702/index-content/connector-directory>.

Other entitlements and limits applicable to Customer's use of the Hosted Services are detailed in the Documentation, including on the following page: <https://docs.coveo.com/en/12590456/product-entitlements/product-entitlements>. The entitlements described or included by reference in this Order only apply to the Hosted Services purchased hereunder. If Customer wishes to purchase additional quantities, entitlements, or different Hosted Services, Customer and Coveo will enter an Order for such additional use.

Customer Advocacy Participation

By selecting the options below, Customer authorizes Coveo to use Customer's logo and/or issue a mutually agreed-upon press release.

☒ Logo Use: For the duration of the Subscription Term, Customer grants Coveo a non-exclusive, royalty-free license to use Customer's name and logo to identify Customer as a Coveo customer in public marketing materials.

☒ Press Release: Customer agrees to collaborate with Coveo on a mutually agreed-upon press release announcing the parties' relationship following execution of this Order. Final content and timing will be subject to Customer's prior written approval.

Customer may withdraw consent at any time by e-mailing customeradvocacy@coveo.com. This section shall survive any termination or expiration of this Order.

Terms & Conditions

This Order is entered into between Customer and Coveo and will become legally binding as of the last date of signature indicated below, pursuant to the Coveo Customer Agreement located at <https://www.coveo.com/en/pages/customer-agreement> or such successor URL as may be designated by Coveo ("**Agreement**"). Customer's subscription to the Hosted Services will automatically renew for successive terms equal in duration to Customer's then-current Term and at Coveo's applicable list price in effect at the time of the applicable renewal. Coveo will contact Customer before any automatic renewal, thereby allowing Customer to opt out by sending a written notification to that effect to customerlifecyclemangement@coveo.com at least thirty (30) business days before the expiration of Customer's then-current Term. If no such notice is received by Coveo, then Customer's Term will be deemed to have been automatically renewed in accordance with this section. Customer's Term may also be renewed by entering into a mutually agreed Order, including if Customer wishes to increase its allocated Scope of Use for the Hosted Services.

In the event of any conflict between the terms of the Agreement and those of this Order, this Order will govern. The capitalized terms used but not defined in this Order will have the meanings assigned to them in the Agreement or the Documentation. Customer must not use the Hosted Services in a way that would violate the terms and conditions of any agreement binding Customer with a third-party supplier.

Invoicing

If Customer requires a purchase order ("**PO**"), Customer must send the PO to Coveo at signature of the Order. If the Customer does not provide a PO, Coveo will consider a PO is not required by Customer. The Parties agree that any terms and conditions included in any PO issued by Customer will not apply to or modify the Agreement or this Order.

The Total Net Annual Subscription Fees in this Order, with applicable taxes added to the invoice, will be invoiced on the Start Date and on each anniversary of the Order. Payment terms are net thirty (30) days from receipt of the invoice. This Order may be signed in counterparts and exchanged electronically. Each counterpart will be considered an original, and together they will form a single, binding Order.

Customer		Coveo	
Signature		Signature	
Name		Name	Karine Hamel
Title		Title	Chief Financial Officer
Date			

Approved by Coveo Finance