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QUICKBOOKS 2024 DESKTOP SOFTWARE

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Section A

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or
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13. LANGUAGE. Except in Quebec, any translation of this Agreement is done for local requirements and in the event of a dispute between the English and any non-English version, the English version of this Agreement shall govern. In Quebec, a French language version of this Agreement shall be equally authoritative. The parties hereby confirm that they have requested that this Agreement and all related documents be drafted in English as well as French. Les parties ont exigé que le présent contrat et tous les documents connexes soient rédigés en anglais comme le français.

14. GENERAL. This Agreement, including Additional Terms below is the entire agreement between you and Intuit and replaces all prior understandings, communications and agreements, oral or written, regarding its subject matter. If any court of law, having the jurisdiction, rules that any part of this Agreement is invalid, that section will be removed without affecting the remainder of the Agreement. The remaining terms will be valid and enforceable. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement. You cannot assign or transfer ownership of this Agreement to anyone without written approval of Intuit. However, Intuit may assign or transfer it without your consent to (a) an affiliate, (b) a company through a sale of assets by Intuit or (c) a successor by merger. Any assignment in violation of this Section 14 shall be void.

15. PROVINCE-SPECIFIC TERMS. These Section 15 terms apply only to consumers in the following

province. In the event of a conflict between the terms of this Agreement and this Section 15, the terms of this Section 15 shall apply:

Quebec Consumers. If you are a Québec Consumer, the following terms apply to you:

Disclaimer of warranties. THE SOLE WARRANTY APPLICABLE TO THIS AGREEMENT AND THE SERVICES IS THE MANDATORY LEGAL WARRANTY PROVIDED UNDER THE *CIVIL CODE OF QUÉBEC* AND ANY WARRANTY PROVIDED FOR UNDER THE *CONSUMER PROTECTION ACT (QUÉBEC)*.

Modifications. The provisions relating to the Services, the price and payment terms for the Services, the party providing the Services, renewal and termination rights, and any provision of the Privacy Statement may be modified or amended upon 30 days' prior written notice setting out (i) the new clause or the amended clause and the clause as it read formerly, and (ii) the date of the coming into force of the such modification or amendment. If we do not allow you to maintain this Agreement unamended, you will have the right to terminate this Agreement during the notice period.

Termination. Termination of this Agreement by Intuit without default by you is only effective upon 60 days prior written notice.

Governing law. Any disputes arising out of or related to this Agreement or the Services shall be governed by the laws of Province of Québec and the laws of Canada applicable therein.

Rev July 2023

Section B.

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1.1. “**Applications**” means Intuit Applications and Third Party Applications.

1.2. “**Authorized User(s)**” means any and all individuals (e.g., your accountant or trusted financial advisor, etc.) who you designate or authorize to access and/or modify your Software data on your behalf.

1.3. “**Beta Features**” means any new or updated non-commercially available Software features which Intuit may from time to time make available for your use.

1.4. **“Data Transfer”** means the process of transferring or sharing, upon your authorization, your Software data with or to one or more Applications.

1.5. **“Desktop”** is used to refer to any and all versions or editions of QuickBooks 2024 desktop software primarily designed for access and use on a desktop or laptop computer (e.g., QuickBooks Desktop Pro, or QuickBooks Desktop Premier, etc.).

1.6 This paragraph is intentionally left blank.

1.7. **“Intuit Application(s)”** means any and all other, separate products or Services developed by Intuit that you use and/or authorize to access your Software data.

1.8. **“QuickBooks Online”** or **“QBO”** is used to refer to the version of QuickBooks primarily designed for access and use as an online-hosted Service.

1.9. **“QuickBooks”** or **“QuickBooks Desktop”** means the Intuit QuickBooks Desktop 2024 financial and accounting software application for the Windows operating system.

1.10. **“Service(s)”** is used in this Section B to refer to the various systems, facilitative processing operations, functionality, or other features, including but not limited to support and maintenance, or other products or promotions which may be provided or made accessible to you in or through the Software as a standalone or online-hosted offering.

1.11. **“Software”** has the meaning defined above in Section A.1.1., and for purposes of this Section B means specifically the 2024 QuickBooks Desktop software that is the object of this Agreement, any Intuit-provided Services, software, applications, programs, tools, and other components accessible in or through, or in combination with, QuickBooks Desktop, as well as all Updates that you may be eligible to receive based on the license or Subscription purchased as set forth in Section 10 below. For clarity, Software excludes Upgrades.

1.12. **“Subscription”** or **“Subscription Plan”** refers to the payment of fees on a monthly, quarterly, or annual basis for a license to access and use the Software or Services, as provided by Intuit.

1.13. **“Third Party Application(s)”** means each and all products or Services developed by third parties that you use in or through the Software and/or authorize to access your Software data.

1.14. **“Trial”** means any add-on or other software, products, Services, functionality, or features, which may be offered by Intuit or a third-party for your use on a limited or short-term basis.

1.15 **“Uninstall”** and **“Install”** as used throughout this Agreement refer to the actual removal of QuickBooks application from a computer (Uninstall) and the reinstallation (Install) of a new update or version of the QuickBooks software, along with any available upgrades of all QuickBooks related data and company files.

1.16. **“Updates”** means Software improvements, patches, security updates, fixes, (including, e.g., security fixes and bug fixes), changes -- including addition or removal of new or existing features, new required processes or steps, error corrections, or other components and requirements for continued use of the Software, all as generally provided to users of your specific version of the Software, when-and-if made available and as may be required by Intuit for continued use of the Software For clarity, Updates exclude Upgrades.

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3.1.8. License Grant for Payroll for Desktop Services (where available, if subscribed or activated). If you purchase a Subscription for Payroll for Desktop Services (defined in Section 5.1 below), then:

3.1.8.1. If and when you subscribe to the Payroll for Desktop Services and pay the applicable Subscription fee, Intuit grants you a limited non-exclusive license to use the tax tables, and applicable Updates, when-and-if made available to you, as well as related documentation within the Canada, only in connection with the Software and Payroll for Desktop Services and only provided that you comply with all of the terms and conditions of this Agreement. You may only use and/or install the Payroll for Desktop Services and Updates, including tax table Updates, on the computer(s), and only for access and use by the individual(s) or entity, for which the Software license was purchased; and

3.1.8.2. You may not perform any of the following actions which are violations of this Agreement and the licenses granted to you: (i) Use Payroll for Desktop Services Updates except with the Software; (ii) distribute copies of the Software, or allow access to the Payroll for Desktop Services, to or by entities or persons that have not purchased a license to the Software or Payroll for Desktop Services from Intuit; (iii) permit others to access the Payroll for Desktop Services for their own purpose, or (iv) process payroll for any other person, company, or legal entity without a valid license or Subscription to the applicable Payroll for Desktop Services for Accountants.

4. MAXIMUM LIMITS FOR SIMULTANEOUS USERS; CONCURRENT FILE ACCESS; LIST ENTRIES

4.1. Maximum Limits for Simultaneous Users. Subject to the terms of this Agreement, the particular edition of the Software licensed, and the number of individual user licenses paid for by you as described above in Section 3.1.3., you may be permitted a multiple number of licensed users who are authorized to simultaneously access and use the Software (or concurrently access a company file) on a network, up to a maximum number of licensed users as set forth in the table below. Any unauthorized use of the Software (or concurrent access of a company file) by more than the maximum number of simultaneous (or concurrent) licensed users permitted for that particular version of the Software, or otherwise exceeding your paid license(s), may result in failure of the Software, performance degradation, errors, and/or loss of data, and will be considered a material breach of this Agreement:

Software Edition	Maximum Number of Concurrent Users (subject to paid additional user licenses for each user)
QuickBooks Desktop Pro	up to 5
QuickBooks Desktop Premier	up to 5
QuickBooks Desktop Premier (Accountant) and Enterprise (Accountant) for ProAdvisor Program Participants	up to 5
QuickBooks Desktop Enterprise (non-ProAdvisor)	up to 30 depending on desktop version and number of user licenses subscribed

4.2. Maximum Limits for Concurrent File Access. When you purchase a Software license, you may be able to use the Software to manage multiple (different) company files. Depending on the edition of the Software, type and number of user licenses you purchase (for example, Software versions or licenses that allow for multiple users or multiple user mode), and subject to your payment of applicable additional or multi-user license fee(s), two (2) or more networked users may be able to open, manage, and/or collaborate on the same company file at the same time. As set forth above in Section 4.1., there may be limits to the number of concurrent networked users who may simultaneously access any single company file. Additionally, if you have not acquired sufficient user licenses the Software may not support or allow the opening or managing of the same or different company files simultaneously, including by multiple users. You are responsible for all access and use (and for maintaining password protection) of all your company data files.

4.3. Maximum Limits for List Entries. When you purchase a Software license, and depending on the particular Software edition and operating system platform (Windows), there may be limits to the number of lists, list entries, and custom fields permitted for each list in your company data file based on your version of the Software. See the Software website, or packaging or installation guide for more information. Within the Software, you can also press the F2 key to display certain product information, including the version of QuickBooks Desktop Software you are running, the size and location of your company file, and the number of lists or number of entries you have in your lists.

5. ADDITIONAL LICENSES AND SERVICES AVAILABLE BY SUBSCRIPTION. Additional Subscription licenses and Services that may be available in connection with the Software may include the following:

5.1. QuickBooks Payroll Subscription for Desktop ("Payroll for Desktop Service(s)")

5.1.1. Subscribing to the Payroll for Desktop Services. To subscribe to a Subscription Plan for a Payroll for Desktop Services and to be able to calculate applicable payroll taxes and make payments, you must: (i) have registered the Software, and (ii) have internet access. If applicable, you may be able to purchase a Subscription for the Payroll for Desktop Services online or by phone, or you may be able to subscribe from within the Software by selecting the appropriate employee menu item, and you will need to activate the Payroll for Desktop Services within the Software using the numerical key provided to you at the time of Subscription purchase. If you subscribe, your use of the Payroll for Desktop Services shall be subject to this Agreement and in accordance with this Section (and to any Subscription Plan terms or other terms and conditions that accompany the Payroll for Desktop Service itself). **For purposes of this Agreement, the Payroll for Desktop Services does not include or apply to Software and Trial Versions that do not include or offer access to the applicable Payroll for Desktop Services.**

5.1.2. **Payroll License Grant and Restrictions.** For license(s) granted to you for use of the

Payroll Desktop Services, see Section 3.1.8., above.

5.1.3 Activating the Payroll for Desktop Service. The Subscription for the applicable Payroll for Desktop Services you purchased will begin after it is activated within the Software and after we receive and process all the information requested during sign up, including your credit card or bank account information. Any Subscription for Payroll for Desktop Services purchased at a retail store location, if made available at retail stores by Intuit, will begin after you activate the Payroll for Desktop Services Subscription online, which activation must occur no later than 60 days from purchase or the date indicated on the exterior of the Software packaging, whichever is earlier.

5.1.4 Unless You Have Purchased a Software Bundle or Subscription with Payroll Services Already Included, a Separate Payroll for Desktop Services Subscription Is Required for Each Registered Copy of Software. Unless you purchased a desktop Software bundle or Subscription with payroll Services already included (i.e., *QuickBooks Desktop Pro + Payroll*), then for each registered copy of the Software, you must purchase a separate Payroll for Desktop Services Subscription in order to be able to use the Payroll for Desktop Service with that particular registered copy of the Software. For purposes of the Payroll for Desktop Services Subscription, QuickBooks Desktop Pro and QuickBooks Desktop Premier are each considered a single registered copy of the Software. If you are using one of the aforementioned versions of the Software, you will need only one Subscription to the applicable Payroll for Desktop Service. For every Payroll for Desktop Services Subscription, Intuit may impose a limit on the number of employer identification numbers for or with which you can use the Payroll for Desktop Service and if you exceed this limit, you may be required to pay additional fees.

5.1.5. Payroll Tax Table Updates. Updates to payroll tax tables may be provided, when and if they are made available by Intuit, in its sole discretion, to active subscribers to the Payroll for Desktop Services. We strongly recommend that you connect to your applicable Payroll for Desktop Services regularly to validate your Subscription and to be sure you have the most currently available Payroll for Desktop Services Updates, including the most current rates and calculations for supported tax tables. Failure to connect to your Payroll for Desktop Services regularly may result in inaccurate withholding from payroll and you hereby assume any and all liability resulting from any such inaccurate withholding, or resulting in any way from your failure to regularly connect and update your Payroll for Desktop Services. Also, as a safety measure, and due to the nature and frequency of changes in payroll tax rates, if your Payroll for Desktop Service Subscription expires, you will be unable to continue to process payroll using Payroll for Desktop Services tax tables or tax forms, and if this occurs, you must connect to your Payroll for Desktop Services, bring your Subscription account current if necessary, and get the latest Payroll for Desktop Services Updates in order to again be able to process payroll. If you do not have a current Subscription or license for the latest QuickBooks software version or Update, and/or if and when a newer QuickBooks software version becomes available, you must Upgrade and/or Update to that version, as required by Intuit, to continue receiving tax table Updates.

5.1.5.2. The Payroll for Desktop Services may contain dated information. In using the Payroll for Desktop Services, you understand that it may not include all the information or the most current information relevant to your particular needs or situation.

5.1.6. Preparation and Filing (or E-Filing) of Payroll Taxes and Other Liabilities

5.1.6.1. Payroll for Desktop Services may include the option to track certain year-end or other payroll taxes and liabilities to aid your completion of forms, records, slips, or other reports for you to file with relevant governmental taxing and revenue authorities. Depending on your location and/or the version of Software or Payroll for Desktop Services you use, the Payroll for Desktop Services may include capabilities to assist you with tax deadline reminders and the preparation and filing of necessary files, forms, or other documentation, either by providing the means to file materials by electronic transmission (from within the Software directly to the applicable governmental authority), or by providing the means to create a file which can be saved to your local computer desktop for filing by means of online transfer (i.e., manually locating and uploading saved file(s) from your computer desktop to the applicable governmental website via a web browser), as well as the possible option to print cheques for your delivery to the

applicable taxing authority. You understand, however, that regardless of the features or options available with the Payroll for Desktop Services, including but not limited to reminder features, you alone are responsible for timely preparation and remittance of all required payroll liabilities and taxes filings, including verifying that any Payroll Transaction (defined below) has been sent, received, and accepted by the relevant taxing authority, and if necessary, you are also responsible for manually delivering any filings and payments to the relevant taxing authority in the event that any online Payroll Transaction is rejected, in order to ensure timely receipt of such filing(s) or payment(s) by the taxing authority before the required due date.

5.1.6.2. To be able to electronically file your payroll taxes and other liabilities, whether by transacting directly or by uploading a file from your computer with or to the applicable governmental taxing and revenue authority website (each and all "**Payroll Transaction(s)**") using the Software, you must have an internet connection, a valid license for a compatible, currently supported and registered version of the Software, and an active Subscription to the Payroll for Desktop Services. If you are located in a country or region (and if the version of the Software you are using has the capability) and if you choose to electronically file your Payroll Transaction by transmitting directly via the Software (and not by manually uploading a file from your computer desktop) to the website of a governmental taxing and revenue authority, the Payroll Transaction will be forwarded to Intuit's Electronic Filing Center where Intuit will convert it to a standardized format and transmit it to the applicable governmental taxing and revenue authority (the "**Electronic Filing Services**"). Except to the extent required by applicable law, Intuit has no obligation to store, maintain, or provide to you any information you provide to Intuit, and you agree to print and save a copy of each Payroll Transaction for your records. By using the Electronic Filing Services system to prepare and submit Payroll Transaction filings, you consent to the disclosure to the CRA and any other applicable taxing and revenue authority of all information pertaining to your use of the Electronic Filing Services. Use of the Electronic Filing Services system to prepare and submit Payroll Transactions with applicable governmental taxing authorities is subject to availability. If Intuit tells you that information concerning your Payroll Transactions has changed, you must use this corrected information in the future to initiate Payroll Transactions.

5.1.6.3. If you are located in a country or region (and if the version of the Software you are using has capability) allowing for the filing of Payroll Transactions directly with a governmental taxing and revenue authority, then by using the Electronic Filing Services for Payroll Transactions, you authorize Intuit to send Payroll Transactions, electronically or by any other commercially accepted method, to the applicable governmental taxing and revenue authority. You authorize Intuit and its agents (if applicable) to take steps necessary for enrolling you with the appropriate taxing authorities for the purposes of e-filing Payroll Transactions at our discretion. The authorizations in this Section remain in effect until you notify Intuit the authorization is revoked.

5.1.7. **Satisfaction Guarantee.** For terms and conditions relating to the satisfaction guarantee, see Section 15 below.

5.1.8. **Termination and Amendment.** For terms and conditions relating to Payroll for Desktop Service or Subscription termination, see Section 14 below.

5.1.9. **Restrictions and Limits for Processing Employee Payroll**

5.1.9.1 Payroll for Desktop Services Subscription Plan may have restrictions on the number of Employees for whom payroll can be processed. Payroll for Desktop Services or Subscription Plan may be subject to a per-Employee pricing model, and you may have to pay additional fees for each Employee you add. The term, "Employees," as used in this Section, refers to all employees and contractors paid on the computer(s) used by the individual(s) for whom a Software license was purchased. We may collect and make use of information about how many Employees you pay. Prices are subject to change.

5.1.9.2 If you subscribed to Payroll for Desktop Services Subscription Plan under a pricing option which charges a per-Employee fee each month, you are required to connect to your Payroll for Desktop Service at least once every 30 days.

5.2. QuickBooks Accountant Edition Desktop Software and QuickBooks Accountant Desktop ProAdvisor Program. If you are an active member of the QuickBooks Accountant Desktop ProAdvisor Program:

5.2.1. Your use of QuickBooks Accountant Edition Desktop Software is conditional upon your maintaining your QuickBooks Accountant Desktop ProAdvisor Program membership and/or Subscription in good standing. If you choose to leave the QuickBooks Accountant Desktop ProAdvisor Program, terminate your membership, or otherwise let your membership or Subscription lapse, you will be denied access to all benefits of the QuickBooks Accountant Desktop ProAdvisor Program which include access to the QuickBooks Accountant Edition Desktop Software and all related Services, however, you will retain access to your company data file stored on your device, which can be reinstated to a readable QuickBooks Desktop format (if available) upon your rejoining the QuickBooks Accountant Desktop ProAdvisor Program (if still offered) and paying any applicable subscription, administrative and other fee(s);

5.2.2. In addition to the terms, conditions and restrictions set forth in this Agreement, your membership guide to the QuickBooks Accountant Desktop ProAdvisor Program may set out additional terms, conditions and restrictions (the “**ProAdvisor Terms & Conditions**”) that apply to you and with which you agree to comply if you continue to participate in the Program after receiving such membership guide. In the event that the terms of this Agreement are inconsistent with the ProAdvisor Terms & Conditions, the terms of this Agreement will control as it concerns the QuickBooks Accountant Edition Desktop Software. Active participants in the QuickBooks Accountant Desktop ProAdvisor Program may have access to additional Intuit products, services or discounts during the term of their Subscription on a when-and-if available basis. Any additional Intuit offerings provided during the active Subscription cease immediately when the active Subscription terminates.

5.2.3. You may not assign or transfer your rights in and to QuickBooks Accountant Edition Desktop Software to any third party without Intuit's prior approval, which may be withheld, and which may be conditional upon the third party agreeing to certain terms and conditions as determined by Intuit in its sole discretion.

6. OTHER SERVICES, TOOLS, AND FEATURES

6.1. **Other Intuit Offerings.** Active Payroll for Desktop Services subscribers may or may not have access to additional Intuit offerings during the term of their Subscription on a when-and-if available basis. Any additional Intuit offerings provided during the active Subscription cease immediately when the active Subscription terminates.

6.2. Authorized Users; Online Communication and Collaboration

6.2.1. **Authorized Users.** You agree that granting Authorized Users access to your Software data is voluntary and that you are responsible for revoking any permissions to access your Software and Software data from such Authorized Users. You are responsible for setting the right data level permissions and are responsible for the actions of the users to whom you grant permissions.

6.2.2. **Online Communication and Collaboration.** You agree that from time to time you and your Authorized Users may opt to use certain tools available from within the software that facilitates online communication and collaboration. Separate fees, terms and conditions may apply. You agree that if you and your Authorized Users choose to use these online tools, certain of your Software data may be uploaded to Intuit servers in order to provide the online tool functionality to you.

6.3. **Beta Features.** From time to time, Intuit in its sole discretion, may extend (or otherwise include in or with the Software) the opportunity for you to use or try new or updated Beta Features and to provide feedback (fees may apply). You understand and agree that your use of the Beta Features is voluntary and Intuit is not obligated to provide you with any Beta Features. You understand that once you use the

Beta Features, you may be unable to revert back to the earlier non-beta version of the same or similar feature. Additionally, if such reversion is possible, you may not be able to return or restore data created within the Beta Feature back to the earlier non-beta version. The Beta Features are provided on an “as is” basis and may contain errors or inaccuracies that could cause failures, corruption or loss of data and/or information from any connected device. You acknowledge and agree that all use of the Beta Features is at your sole risk. Beta Features may not be available to all users, or with or in all software editions or countries.

6.4. Custom Form Designs. If you obtain any images from Intuit to be used as background imagery for forms in the Software forms customization feature (additional fees may apply), you understand and agree that such designs may only be used with your QuickBooks forms. For example, you are authorized to use these images on QuickBooks forms that you print or email. You may also order matching business cards and other promotional print items that Intuit offers. You may also customize QuickBooks forms with these images on behalf of your clients who use QuickBooks. However, you may not resell these images or use them for any other purposes, including use on third party generated materials such as forms, web-based materials, or other custom printed business identity products.

6.5. Data Files Transfer(s) to QuickBooks Online. If available, you may have the option for a limited transfer of data files from select versions of the Software to select versions of QBO (see materials and documentation accompanying the Software for details). The Terms of Service for QBO shall apply to both the transfer of the Software data files and your use of QBO.

6.6. Data Transfer Feature

6.6.1. Using Applications and the Data Transfer Feature. You may have the option to acquire or use Applications and to authorize use of certain Data Transfer features, including via the Software for which additional fees may apply. Those Third Party Applications which may be made available to you, including via the Software, are subject to the third party’s terms and conditions, including their privacy policy. Intuit Applications which may be made available to you are subject to the terms and conditions that accompany that Intuit Application. Some Applications require the use of or access to certain of your Software data. **For purposes of this Agreement, the Data Transfer does not apply to Software and Trial versions that do not include access to the Data Transfer feature.**

6.6.2. License You Grant By Use of Applications and the Data Transfer Feature. Intuit may use (and provide to third parties) a service for Data Transfer in order to, among other things, facilitate certain interoperability, data integration, and data access between the Software and the applicable Application. By signing up or by using any Third Party Application, you agree that: (i) the Third Party Application provider may have access to and use your applicable Software data to provide to you the particular Third Party Application or related Services per the Third Party Application terms and conditions; and (ii) the Third Party Application provider may transfer your data from the Third Party Application to Intuit for Intuit’s use per the terms of this Agreement. You grant Intuit all rights to use your Software data as reasonably necessary to facilitate the Data Transfer to or from Third Party Application providers and you acknowledge that Third Party Application providers may be located in a country that does not have adequate security controls to protect your Software data. Please carefully review the Third Party Application terms and conditions. **If you do not agree with the terms and conditions of any Third Party Application, including Data Transfer, you should not use or access the Third Party Application or permit it to have access to your Software data.** Please contact the Third Party Application provider for technical issues with the Third Party Application or Data Transfer to and from the Software and Third Party Application. You agree you are solely responsible for your use of Third Party Applications and for the use and security of any Software data you choose to share with Third Party Applications. If you want to revoke your authorization to provide your Software data to a Third Party Application, Intuit may provide a feature within the Software or on a website for the Software to allow you to disable such third party access. You acknowledge that turning off such access may affect an Application’s functionality or features, and that, you remain liable to the Third Party Application provider for any fees charged to you.

6.6.3. Intuit Has No Responsibility for Third Party Applications or Related Data Transfers. You agree and acknowledge that (i) Intuit has no control over any Third Party Applications; and (ii) Intuit does not endorse or recommend Third Party Applications even if they are marketed or distributed via our Software, Services, or other products or websites, or otherwise associated with Intuit. **You agree that the Third Party Application providers, and not Intuit, are solely responsible for the Data Transfer, the accuracy of the data, the Third Party Application's performance (including technical support), the content on the Third Party Application provider's website(s) and their use or disclosure of your data. Intuit will not be liable for any damages, claims or liabilities arising from the third parties or Third Party Applications.**

6.6.4. Use of Applications Must Comply with Applicable Laws. You agree that you will (i) comply with all applicable laws, regulation and ordinances; (ii) not use any Application in any manner that would infringe or violate the rights of Intuit, any Third Party Application provider, or other third party; and (iii) not use the Applications in any way in furtherance of criminal, fraudulent or other unlawful activity.

6.7 **Data Import.** The Software may include a feature that allows you to import, where applicable, certain information from eligible third parties using the Intuit Interchange Format (IIF) or another data format authorized by Intuit. You are responsible for verifying the accuracy of the information that is imported. This functionality is limited to those data types and formats that the Software can read. If the data type or format is not supported, you may need to manually enter your data. You represent that you have the necessary rights to permit any such data import from your third parties. Third parties are not affiliated with or endorsed or sponsored by us.

6.8. Financial Institution Services

6.8.1. General. In connection with your use of the Software and as part of the functionality of certain versions of the Software, you may have access to certain online Services that may be made available by your financial institution ("**FI Services**"), including online banking. The Software is designed to allow you to access participating FI Services (if and to the extent provided by your financial institutions) to set up banking information and allow the Software to access your account(s) and download transactions into the Software. You acknowledge and agree that Intuit (i) has no control over the FI Services or access to the FI Services as may be permitted by your financial institution(s); (ii) does not guarantee that you will be able to use the Software with the FI Services; and (iii) will have no liability whatsoever for any actions or inactions on the part of the financial institutions resulting in your inability to use the Software to access your accounts, obtain data, download transactions, or otherwise use or access the FI Services.

6.8.2. **Collection of Financial Institution Account Data.** You acknowledge that in accessing any FI Services through the Software, your financial institution account access number(s), password(s), security question(s) and answer(s), account number(s), login information, and any other security or access information, and the actual data in your account(s) with such financial institution(s) such as bank balances, credit card charges, debits and deposits (collectively, "**FI Account Data**"), may be collected and stored in the Software depending upon your financial institution and type of account. You authorize Intuit, in conjunction with Intuit's operation of the Software for purposes of the FI Services, to (i) collect your FI Account Data; (ii) reformat and manipulate such FI Account Data; (iii) create and provide hypertext links to your financial institutions; (iv) access the financial institutions' websites using your FI Account Data; and (v) take such other actions as are reasonably necessary to perform the actions described in (i) through (iv) in order for you to access the FI Services. You acknowledge that Intuit is not responsible for the completeness or accuracy of your FI Account Data before and after either you or Intuit reformat or manipulate the data. You hereby represent that you are the legal owner of your FI Account Data and that you have the authority to appoint, and hereby expressly do appoint Intuit as your agent with limited power of attorney to access and retrieve your FI Account Data on your behalf.

6.8.3. **Information from Financial Institutions' Websites.** You acknowledge and agree that (i) some financial institutions may not allow the Software to access the FI Services; (ii) financial institutions may make changes to their websites, with or without notice to us, that may affect overall performance of the FI Services and prevent or delay the FI Services from such websites; and (iii) the Software refreshes the

Software account data by collecting the FI Account Data automatically or manually (depending on your financial institution or any changes by you that may require updating), so your most recent transactions may not always be reflected in any account balances or other account information presented to you in the Software. If you see a discrepancy in the Software account data, and in any case before making any transactions or decisions based on such account information presented in the Software, you must check the last refresh date for the account and confirm the FI Account Data and manually update such data as necessary.

6.9. Social Media Sites. As described furthest above in Section A.5.2, the Software may provide social features or opportunities for experiences on social platforms such as Facebook®, Twitter®, and LinkedIn® that enable or facilitate online sharing and collaboration or the ability to exchange content, materials, and information amongst users of that social platform and the public. Any content or materials you post, such as pictures, information, opinions, or any personal information that you make available to other participants on these social platforms, is subject to the Terms of Use and Privacy Policies of those platforms. Please refer to those social media platforms to better understand your rights and obligations with regard to such content.

6.10 QuickBooks Desktop File Doctor Service. You may be able use the QuickBooks Desktop File Doctor Service, if made available to you by Intuit, to capture certain financial information which has become unusable, or if you desire to create a new data file, subject to the terms set forth below. QuickBooks Desktop File Doctor Service may include the following: Intuit Data Services; the File Doctor Diagnostic Tool and Data Recovery Support and Password Removal. Separate fees, additional terms and conditions may apply.

QuickBooks Desktop File Doctor Service is designed to help you to fix certain types of file and/or data corruption, Windows setup problems, and network setup problems and test your network, and help resolve network problems that affect QuickBooks Desktop. Any access or use of QuickBooks Desktop File Doctor Service from or with QuickBooks Desktop shall also be subject to and governed by the terms of the End User License Agreement for QuickBooks Desktop Software, applicable to your licensed version (the “QB Desktop EULA”) and is also subject to Intuit’s discontinuation policy as described in the QuickBooks Desktop EULA and also at <https://quickbooks.intuit.com/ca/> or other location as posted by Intuit.

If you select the Data File Transfer option, you acknowledge and agree that, while the QuickBooks Desktop File Doctor Service can typically be performed within the estimated times shown on the QuickBooks website, these times are estimates and additional time may be needed by Intuit to complete the Services depending on your specific needs with unusable data or a corrupted file, or due to circumstances beyond our control.

Intuit will notify you by email or phone when the QuickBooks Desktop File Doctor Service is complete and the Data files are deliverable, if any, and are available for retrieval. You must retrieve any such Data files by downloading them from the Intuit website within ten (10) business days or by any other means Intuit makes available to you after notice of completion of the Services is given. Intuit will not be responsible for and may delete any such files after 10 days.

7. ACQUIRING A PAYROLL FOR DESKTOP SERVICES SUBSCRIPTION

7.1. You Must Be a Licensed QuickBooks Desktop Software User to Subscribe to Payroll for Desktop Services. Whether you purchased your Software license on a standalone or Subscription basis (depending on your location and the purchase options available to you), you may obtain a monthly or annual subscription to the Payroll for Desktop Services, where available from Intuit depending on the version of the Software or Subscription you obtain, by going to the QuickBooks web site, <http://www.quickbooks.ca>. You must be a licensed subscriber or licensed user of the latest QuickBooks Desktop software version or Update in order to use or continue to use the Payroll for Desktop Services. Restrictions, additional terms, and fees apply. If you purchased a Subscription to QuickBooks Desktop Enterprise, the Payroll for Desktop Services is included.

7.2. Use of Services May Require Acceptance of Additional Terms. The Services, including but not limited to the Payroll for Desktop Services, or other Services, Applications, tools, features, and Subscriptions, may be accompanied by (and use or continued use subject to this Agreement and your acceptance of) separate agreements, terms, and conditions, as well as payment of any applicable fees.

7.3. Updates and Upgrades. For additional information about Payroll for Desktop Service Updates, Upgrades, and eligibility see Section 10 below.

8. PAYING FOR YOUR SUBSCRIPTION PLAN AND ANY SERVICES. When you subscribe to a paid Subscription Plan or any Services, you must have a valid credit card or a valid debit card with a Visa or MasterCard logo ("**Card**") or sufficient funds in an acceptable checking or savings account to cover an electronic debit of the initial and recurring Subscription fee to obtain (and to maintain uninterrupted) the applicable Subscription. The information you provide must be accurate and complete. When you subscribe and provide payment information, your Card or bank account will be debited (initially), and will be thereafter automatically re-debited, at the then current Subscription rate, at the beginning of each applicable monthly, quarterly, or one-year Subscription Plan term ("**Renewal Term**") to maintain the applicable Subscription. You may notify us at any time to cancel a Subscription. To help minimize the potential for unwanted Renewal Term charges, you should notify us of your desire to cancel a Subscription Plan prior to the beginning of the next Renewal Term.

9. WARRANTY DISCLAIMER

9.1. **General.** For general Software warranty disclaimers, see Section A.7.1., and Section A.15., (for Québec consumers).

Additional warranty disclaimers are provided below.

9.2. **Payroll Tax Tables.** YOU ASSUME FULL RESPONSIBILITY FOR YOUR SELECTION OF THE TAX TABLE TO ACHIEVE YOUR INTENDED PURPOSES, FOR THE PROPER INSTALLATION AND USE OF ANY TAX TABLE, AND FOR VERIFYING THE RESULTS OBTAINED FROM USE OF THE TAX TABLES. INTUIT AND ITS SUPPLIERS DISCLAIM AND EXCLUDE ANY TERM, REPRESENTATION, WARRANTY, OR CONDITION THAT ANY TAX TABLE OR FUNCTIONS CONTAINED IN ANY TAX TABLE WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE TAX TABLES WILL BE UNINTERRUPTED OR ERROR FREE.

10. RECEIVING SOFTWARE UPDATES; UPDATE AVAILABILITY, REQUIREMENT TO INSTALL, AND ELIGIBILITY FOR UPGRADE(S)

10.1. **Receiving Software Updates.** If and when you connect to the internet and use the Software, Intuit may also include Updates in the transmission or install programs you may have requested. Updates may sometimes include bug fixes or other important or critical patches. **You are required to install all Updates promptly in order to ensure full functionality of the QuickBooks Desktop software and we recommend that you turn on 'auto update' to help ensure timely receipt of all such Updates. If you fail to download and install a required Update or Upgrade (if made available) within a timeframe required by Intuit, Intuit may immediately terminate your Subscription and your license to use the Software, any Services, and Payroll for Desktop Services, and may terminate your access to all such entitlements.** Additionally, certain Updates may require you to Uninstall and re-install the QuickBooks Desktop software to continue your eligibility to receive all future updates, including critical updates.

10.2. **Update Availability and Eligibility for Upgrade Based on Software License Type.** In exchange for your continued compliance with this Agreement and any changes or modification to this Agreement made by Intuit, and your timely payment of all Subscription and other required fees, you shall have access to the Software or Subscription in accordance with the following provisions:

10.2.1. **Software Licensed on a Subscription Basis.** If you purchased a Subscription based license for the Software, which generally means that you will be paying for your use of the Software on a monthly or annual basis then, so long as your Subscription remains active and so long as Intuit is offering Subscription renewals and receiving the applicable payment from you, you are entitled to receive as part of your active Subscription: (i) access to the features of the Software subscribed to by you; (ii) Updates on a when-and-if available basis; (iii) certain additional products, add-ons or other Services, and/or discounts generally provided by Intuit to all subscribers, when-and-if they should be made available to you (such products, add-ons or other Services may be accompanied by, and use subject to, additional terms, conditions, and fees); and (iv) for subscribers under certain qualifying Subscriptions only, the right to receive new releases (i.e., Upgrades) of the Software when-or-if they are made available. Software licensed on a Subscription basis is eligible for Updates only during the active Subscription period. Updates do not include future Upgrades to the Software. Upgrades are only offered on a when-or-if available basis and only to active subscribers under certain qualifying Subscriptions. If you are entitled to receive an Upgrade (if made available by Intuit) under an active qualifying Subscription, you may be required to accept different or additional software license terms and conditions as provided. Additionally, if you have purchased a Subscription that includes support, or if you have subscribed to a separate support Services plan, you will also be entitled to receive support Services as described in Section 12 below. If the term of your Software, Services, or other Subscription expires or is terminated for any reason, you will no longer be authorized to receive or install such Updates and you will no longer be entitled to receive Upgrades (if any).

10.2.2. **Payroll for Desktop Services.** All Payroll for Desktop Services interoperate only with compatible, supported versions of the Software. Installation of all Updates or Upgrades (if available) will be required to continue accessing and using Payroll for Desktop Services; so from time to time you may be required to install Software Updates) or Upgrades (if made available), or allow Intuit to install them electronically, to be able to continue using the applicable Payroll for Desktop Service.

11. **DELIVERY OF SOFTWARE ELECTRONICALLY OR VIA PHYSICAL MEDIA.** As determined by Intuit in its sole discretion, the Software, Subscription, and related Services may be provided electronically via the internet. You are required to have internet access to log into your Intuit Account and download the Software. You may be charged an additional fee if Intuit makes the Software, Subscription, or Services available via a different media form or format (some of which could be fee-based) such as physical media (if available). Any software that is delivered by electronic transmission (regardless of whether a replacement copy is ordered) will be deemed delivered on the date that Intuit makes such program available for download. It is your sole responsibility to establish and maintain in good working order adequate internet access in order to receive the Software, Subscription, or related Services, if applicable, as well as the computer via which you will access or use any of these.

12. HELP AND SUPPORT

12.1. **Support Services.** Support Services are technical assistance and customer service provided by Intuit in connection with Software, Services, or Subscriptions using various means, including in-product, internet, chat, e-mail, and telephone, some of which may require payment of additional fee(s). The terms and conditions governing the offering or provision of support Services are subject to change as may be announced by Intuit from time to time. Please consult the QuickBooks support website (currently accessible at <https://quickbooks.intuit.com/learn-support/ca-quickbooks-community/misc/03/community-ca?setpreftlc=community-ca>) for the most up-to-date information relating to support and any associated fees, as well as Updates to the Software. By using QuickBooks support Services, you authorize Intuit to collect certain company data files in order to provide you with a better customer support experience.

12.2. **Support Services Fees.** Only subscribers with (active, paid accounts in good standing and) specified Subscriptions and an included or paid support plan have access to the support Services. If your particular Subscription plan does not include support, you will have to pay a fee to access the support Services. Availability and access to all Services, including Support Services for your Software, is subject

to the then-current Intuit discontinuation policy applicable to your particular Software version (see below).

13. DISCONTINUATION POLICY AND END OF SOFTWARE SUPPORT

13.1. Discontinuation Policy; Software Support End-Date; Non-Supported System Requirements, Services, or Software

13.1.1. **Discontinuation Policy (Software End-of-Life).** The Intuit Software is subject to Intuit's discontinuation policy and Intuit reserves the right to discontinue all support for the Intuit Software, and/or for any features, online or other Services or content accessible through the Intuit Software in accordance with its then-current discontinuation policy. If the Intuit Software offers Services that require a connection to an Intuit server (including internet-based Services), such as downloading financial data from a participating bank, credit union, credit card, brokerage, mutual fund accounts, online bill paying, and downloading currency exchange rates, such Services will expire in accordance with Intuit's current discontinuation policy. Once an Intuit Software version or its support is discontinued, no replacement versions or future support or Updates, will be provided or made available by Intuit for that particular Software version-year or edition and the Software and Services will cease to function. You understand that even in the case such discontinued Software does not cease to function on your desktop for any reason, discontinued Software versions (i.e., Software versions for which support and Updates are no longer provided) may in the future be vulnerable to un-patched issues, including bugs, security, and other risks, and that Intuit is not responsible for your continued use of such Software.

13.1.2. Intuit Software Support Discontinuation or End-Date.

Subject to Intuit's discontinuation policies or any Subscription terms Intuit may provide you which require you to Update or Upgrade the Software in order to continue use and support, Intuit will provide support for QuickBooks Desktop 2024 Software until the **earlier of**:

- (a) the date your current-term Subscription expires (including if you fail to renew or decide not to renew);
- (b) the date on which you must update or upgrade the Software due to a required Subscription plan Update or Upgrade of the Software, as required by Intuit; or
- (c) the date on which Intuit discontinues the Software and no longer offers Subscription renewals, at its sole discretion.

13.1.3. **Non-Supported System Requirements, Services, or Software** (i.e., no longer supported by their third party providers). System requirements and operating environments for use of the Software as designed, including currently-supported operating systems, database engines, browsers and other technical components are available on the website for the Software. Notwithstanding anything above to the contrary, Intuit will not provide (and is not in any way liable to you for) Software support for Services, software, or system requirements or operating environments, including any operating system, database server or browser version, or other technical component, that is unsupported by its originating third party provider. In the event that any currently-supported Services, software, system requirement or operating environment, or other technical component is discontinued or no longer supported by its provider, Intuit will likewise discontinue its Software support for that particular Service, software, system requirement, operating environment or system, database server or browser version, or other technical component.

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14.1. **General.** Support for the Software will be discontinued or terminated as described above in Section B.13 of this Agreement. Your rights to use the Software, including your access to and use of any Services or Subscription, may be terminated by Intuit immediately and without notice in accordance with the termination provisions of this Agreement, including those above in Section A.10., or in this section B.14., including if at any time you fail to comply with any term or condition of this Agreement. The Software shall be disabled on your computer(s) and shall be unable to be installed or reinstalled, and Support for the Software, as well as your access to and use of any Services or paid add-on services, will be discontinued

or terminated when your Software Subscription is terminated or expires, or when Intuit decides to discontinue the Software. You understand and agree that Intuit reserves the right to cease offering renewal of any Subscription or Service at the end of your then-current Subscription term.

14.2. Payroll for Desktop Services

14.2.1. Your rights to any Payroll for Desktop Services Subscription may be terminated by Intuit if Intuit is unable to debit your payment method in accordance with this Agreement, Intuit will not provide refunds for any Payroll for Desktop Services outside of the 60-Day Satisfaction Guarantee period described in Section 15 below. Intuit has the right to change or add to the terms or conditions of any Payroll for Desktop Service or Subscription Plan at any time (provided that it is not Intuit's intent that such change substantially affect the license rights granted to you and for which consideration was paid by you), and to change the method of delivering or accessing the Payroll for Desktop Service and/or the amount of the Subscription fee and/or any renewal or Renewal Term fee, and to change, delete, discontinue or impose conditions on any feature or aspect of the Payroll for Desktop Service. In this event, you will receive notice of such change, typically via email or on the <https://quickbooks.intuit.com/ca/> website. For the latest version of the terms or conditions of the applicable Payroll for Desktop Service, go to <https://quickbooks.intuit.com/ca/payroll/>, or such other page or site designated by Intuit. Intuit further reserves the right to cease offering you Subscription renewal and continued access to and use of Payroll for Desktop Services after expiration of your current Software Subscription.

14.2.2. In addition to termination of your rights as described above, you understand that if you subscribe and use any Payroll for Desktop Service to process payroll fraudulently, Intuit will share your name and other information we collect with similar payroll processors in an attempt to collect outstanding amounts you owe to Intuit and other payroll processors.

14.3. **Termination of a Subscription by You.** A Subscription is cancellable by you in accordance with this Agreement, but you will not be entitled to any refunds if you cancel after the 60-Day Money Back Guarantee period described in Section 15 below. If you cancel your Subscription or if we do not receive the payment for your Subscription, or if the Subscription is in any way terminated in accordance with the terms of this Agreement, you will no longer have access to the Software and all related Services upon the expiration of the current Subscription term, but you will retain access to your company data file stored on your device, which can be reinstated to a readable QuickBooks format upon reactivation of your Subscription or with the purchase of a license to the Software.

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15.1. **General.** If within 60 days of purchase, you are not satisfied with the Subscription, Software, and/or Service, Intuit's entire liability and your exclusive remedy shall be as follows: you may cancel your order for a full refund (minus applicable shipping, handling and support/service fees) if within 60 days of purchasing the Software or first signing up for the Subscription you: (i) Send your notice of cancellation, along with the Software and all items provided to you as part of the Services, and documentation evidencing the date and amount you paid for your Subscription to: Intuit Canada, 8 Spadina Avenue, Suite 1900, Toronto, Ontario, M5V 0S8, Canada; (ii) Delete any Software and documentation downloaded or loaded onto your computer; and (iii) Destroy any and all copies made by you (or with your permission) of any portion of the Software. Intuit will not provide refunds outside the 60-Day Satisfaction period.

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16.1. **Tax Tables.** Intuit warrants that the tax table(s), if and when made available by Intuit, will operate substantially as described in the related documentation. The tax table is designed to provide you with information only and you understand and agree that Intuit is not engaged in rendering legal, accounting or other professional advice or services. If legal advice or other expert assistance is required, you should seek the service of a competent professional. It is your responsibility to be knowledgeable of tax table changes that affect you and to ensure that you follow these changes by law.

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19. **PRIVACY AND PERSONAL INFORMATION.** In addition to the terms governing Privacy and personal information as described in Section A.4., and elsewhere in Section B, the following terms also apply:

19.1. QuickBooks Desktop software is a web-enabled desktop product. When you are connected to the internet from within QuickBooks Desktop software, we may deliver product updates, messages, service information and help content. With consent obtained within the product, we may also collect data about you and your use of the Software. This data helps us determine where the Software is most effective and what Intuit services help you manage your business most effectively. In addition, if you elect to use online products such as online Payroll, data will be collected and used in accordance with Intuit's Privacy Policy.

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