

ORDER FORM AND SUBSCRIPTION TERMS

Order form DEAL-006-OF | Effective February 9, 2026

Provider: Brightfjord, Inc., 1200 Alderwood Lane, Suite 400, Portland, OR ("Brightfjord").

Customer: Lakeshore Heating & Cooling, Milwaukee, WI ("Customer").

1. Subscription term

The initial term starts on February 10, 2026 and runs for 12 months, ending on February 9, 2027.

2. Order and fees

The Order: 40 x Team plan (per user, grandfathered \$45 rate) at \$45.00 per month; 10 x Team plan (per user) at \$49.00 per month. List price \$2,290.00 per month. Annual fees after discount: \$27,480.00, invoiced annually in advance, payable net 30.

3. Service levels

The service is available at least 99.5% of each calendar month, excluding scheduled maintenance announced at least 48 hours in advance. If availability falls below that level, Customer may request a service credit as described in the Service Level Policy. Service credits are Customer's sole remedy for unavailability.

4. Customer data

Customer owns all data it submits to the service. The provider processes Customer data only to provide the service and in line with the Data Processing Addendum. On termination, Customer may export its data for 30 days, after which the provider deletes it within a further 60 days.

5. Confidentiality

Each party keeps the other party's confidential information confidential, uses it only for the purposes of this agreement and discloses it only to employees and advisers who need to know it and are bound by similar obligations. These obligations survive for three years after termination.

6. Renewal

This Order Form renews automatically for successive 12-month terms unless either party gives notice of non-renewal at least 30 days before the end of the current term.

7. Termination

Either party may terminate for material breach not cured within 30 days of written notice.

8. Warranties

The provider warrants that the service will perform materially as described in its documentation. Except as expressly stated, the service is provided without other warranties, express or implied, including merchantability and fitness for a particular purpose.

9. Intellectual property

The provider retains all rights in the service, its software and documentation. Customer receives a non-exclusive, non-transferable right to use the service during the term for its internal business purposes. Feedback may be used by the provider without restriction.

10. Indemnities

The provider will defend Customer against third-party claims that the service infringes intellectual property rights and pay resulting damages awarded by a court, provided Customer notifies the provider promptly and lets it control the defence.

11. Limitation of liability

Each party's total liability is limited to one times (1x) the annual fees under this Order Form.

12. Price changes

The 40 existing seats keep the grandfathered rate of \$45 per user per month for this renewal term only, because this renewal was signed before June 30, 2026. The 10 added seats are billed at the list price of \$49. From the next renewal all seats move to the then-current list price.

13. Force majeure

Neither party is liable for delay or failure caused by events beyond its reasonable control, such as natural disasters, war, or failures of public networks, provided it uses reasonable efforts to resume performance.

14. Notices

Notices must be in writing and are effective when delivered by courier or by email to the addresses stated in the order form. Notices of breach or termination must also be sent by courier.

15. Assignment

Neither party may assign this agreement without the other party's prior written consent, except to a successor in a merger or sale of substantially all of its assets.

16. Governing law and venue

This Order Form is governed by the laws of the State of Oregon, without regard to its conflict-of-laws rules. The parties submit to the exclusive jurisdiction of the courts located in Multnomah County, Oregon.

17. Entire agreement

This Order Form and the Brightfjord Subscription Terms (version 2025-09) form the entire agreement. If they conflict, this Order Form prevails.

For Brightfjord, Inc.

Ingrid Solberg

Ingrid Solberg
CEO & Co-founder
Date: February 9, 2026

For Lakeshore Heating & Cooling

Tom Ashby

Tom Ashby
Service Manager
Date: February 9, 2026