

- TERMS

Terms of Service

The terms on which Alteron AB provides the Node hardware and software.



DOCUMENT

ALT-LEG-TOS

EFFECTIVE

VERSION

1.0

ISSUED BY

OVERVIEW

In this document

These terms set out the basis on which Alteron AB provides the Node hardware and software – how accounts work, what each party is responsible for, and the warranty, liability, payment and governing-law terms that apply.

At a glance – The Service is intended for organisations and their staff. A signed order or master agreement takes precedence over these terms. Consumers' mandatory statutory rights always apply.

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1 About these terms

These Terms of Service ("Terms") govern your access to and use of the Alteron Node meeting-room booking system, including the web application, the wall panels and related services (together, the "Service"), provided by Alteron AB, org. no.

0006148472, Råkrategatan 78, Malmö, Sweden ("Alteron", "we", "us"). By ordering, accessing or using the Service you agree to these Terms. Where a signed order form or master agreement exists between you and Alteron, that agreement takes precedence over any conflicting term here.

2 Definitions

- "Customer" — the organisation that orders the Service.
- "Authorised User" — a person the Customer permits to use the Service.
- "Hardware" — the Node wall panels and any accessories supplied by Alteron.
- "Software" — the Node web application, firmware and backend services.
- "Customer Data" — data the Customer or its Users submit to the Service.

3 Accounts and eligibility

The Service is intended for organisations and their staff. The Customer is responsible for its Authorised Users, for keeping login credentials confidential, and for all activity under its accounts. You must provide accurate registration information and promptly disable access for anyone who should no longer have it.

4 The software service

Subject to these Terms and payment of applicable fees, Alteron grants the Customer a non-exclusive, non-transferable right to access and use the Software for its internal room-booking operations during the subscription term. We may improve, update or modify the Software from time to time. Bookings made from any source — web, panel, Microsoft or Google — are written to a single shared record and propagated to all connected clients.

5 Hardware

Hardware is sold or supplied per the applicable order. Unless the order states otherwise, title to Hardware passes to the Customer on full payment, and risk passes on delivery. Alteron warrants that Hardware will be free from material defects in materials and workmanship under normal use for the period stated in the order or, absent a stated period, twelve (12) months from delivery. This warranty does not cover damage from misuse, unauthorised modification, accident or improper installation. Consumers' mandatory statutory rights are unaffected (see section 15).

6 Acceptable use

You agree not to misuse the Service. In particular, you must not: copy, resell or sublicense the Software except as permitted; reverse engineer or attempt to extract source code except to the extent allowed by law; interfere with the integrity or performance of the Service; access it to build a competing product; or use it unlawfully or to store unlawful content.

7 Customer data and privacy

As between the parties, the Customer owns its Customer Data. The Customer grants Alteron the rights needed to host and process Customer Data to provide the Service. Where the Service processes personal data on the Customer's behalf, Alteron acts as processor under a Data Processing Agreement, and our Privacy Policy explains how we handle personal data. The Customer is responsible for having a lawful basis for the data it puts into the Service.

8 Third-party services

The Service integrates with Microsoft 365 and Google Workspace. Your use of those services is governed by your agreements with Microsoft and Google. Alteron is not responsible for third-party services, and their availability or changes may affect the Service's calendar features.

9 Availability and support

We work to keep the Service available and reliable, but do not guarantee uninterrupted operation. Panels are designed to keep showing last-known status and to allow local quick-booking during a network outage, syncing on reconnect. Any service levels and support scope are set out in the applicable order or support plan.

10 Fees and payment

Fees for Hardware and any subscription are set out in the applicable order or quote. Unless stated otherwise, prices are exclusive of VAT and other taxes, and invoices are payable within thirty (30) days. We may charge interest on overdue amounts as permitted by the Swedish Interest Act and suspend the Service for non-payment after notice.

11 Intellectual property

Alteron and its licensors retain all intellectual property rights in the Service, including the Software, firmware, designs and trademarks. These Terms grant no rights except the limited use rights expressly stated. Feedback you provide may be used by Alteron to improve its products without obligation to you.

12 Warranties and disclaimers

Except as expressly stated in these Terms or required by mandatory law, the Service is provided "as is" and Alteron disclaims all other warranties, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose and non-infringement. This section does not limit the statutory rights of consumers.

13 Limitation of liability

To the extent permitted by law, neither party is liable for indirect, incidental or consequential loss, or for loss of profit, revenue or data. Alteron's total aggregate liability arising out of or related to the Service is limited to the amounts paid by the Customer for the Service in the twelve (12) months before the event giving rise to the claim. Nothing in these Terms limits liability for death or personal injury caused by negligence, for fraud, or for anything that cannot be limited under mandatory law.

14 Indemnification

The Customer will defend and hold Alteron harmless from third-party claims arising out of the Customer Data or the Customer's unlawful use of the Service. Alteron will defend the Customer against third-party claims that the Software, as provided, infringes their intellectual property rights, provided the Customer notifies us promptly and lets us control the defence.

15 Term and termination

These Terms apply for as long as you use the Service or have an active subscription. Either party may terminate for material breach that is not cured within thirty (30) days of written notice. On termination, the Customer's right to use the Software ends; we will make Customer Data available for export for a reasonable period, after which it may be deleted. Provisions that by their nature should survive (including intellectual property, liability and governing law) will survive termination.

16 Consumer rights

If you purchase as a consumer, mandatory consumer-protection law applies and takes precedence over any conflicting term here, including your statutory right of withdrawal for distance purchases and rights under the Swedish Consumer Sales Act. A consumer may also refer a dispute to the Swedish National Board for Consumer Disputes (Allmänna reklamationsnämnden, ARN, www.arn.se) or the EU Online Dispute Resolution platform.

17 **Governing law and disputes**

These Terms are governed by the laws of Sweden, without regard to conflict-of-law rules. Disputes will be resolved by the Swedish courts, with the District Court of Malmö (Malmö tingsrätt) as court of first instance, unless mandatory law provides otherwise (for example, for consumers).

18 **Force majeure**

Neither party is liable for failure or delay caused by events beyond its reasonable control, including outages of third-party networks or cloud providers, power failures, strikes, or acts of government.

19 **Changes to these terms**

We may update these Terms from time to time. We will post the new version here with an updated date and, for material changes affecting active customers, provide reasonable advance notice. Continued use of the Service after changes take effect constitutes acceptance.

APPROVED FOR AND ON BEHALF OF ALTERON AB



Hjalmar Mastio Nilenfelt

Chief Executive Officer (CEO)

Copenhagen · 23 July 2026

Questions?

Reach us any time and we'll point you to the right person.

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