

SERVICETRADE, INC.

DEVELOPER TERMS OF SERVICE

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Thank you for your interest in using ServiceTrade's APIs, webhooks, and related developer services and resources, as made available by ServiceTrade (collectively, "APIs").

THESE DEVELOPER TERMS OF SERVICE ("TERMS") CONTAIN IMPORTANT INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS. PLEASE READ THEM CAREFULLY. IF YOU DO NOT AGREE TO THESE TERMS, YOU MUST NOT USE THE APIs.

BY REGISTERING FOR API ACCESS OR USING THE APIs, YOU AFFIRM THAT YOU ARE OF LEGAL AGE TO ENTER INTO THESE TERMS, AND YOU ACCEPT AND ARE BOUND BY THESE TERMS. IF YOU ENTER INTO THESE TERMS ON BEHALF OF AN ORGANIZATION OR COMPANY, YOU REPRESENT THAT YOU HAVE THE LEGAL AUTHORITY TO BIND SUCH ORGANIZATION OR COMPANY TO THESE TERMS.

1. PURPOSE

1.1 Purpose. ServiceTrade provides the APIs so that registered developers may build integrations and applications (each an "Application") that enhance ServiceTrade customers' use of the ServiceTrade platform, including the online services provided at servicetrade.com and related websites and mobile applications (the "ServiceTrade Platform"), and access and display Content. ServiceTrade is committed to maintaining open, well-documented APIs that enable customers and their authorized service providers to integrate with, build upon, and extend the ServiceTrade Platform.

1.2 Customer Data Ownership. ServiceTrade customers retain full ownership of their data ("Customer Data") at all times. Nothing in these Terms transfers ownership of Customer Data to ServiceTrade or to you. Your access to Customer Data through the APIs is granted solely by the applicable ServiceTrade customer's authorization and is subject to these Terms.

1.3 Relationship to Customer Agreements. These Terms govern your relationship with ServiceTrade as a third-party developer. ServiceTrade customers are separately bound by the ServiceTrade Terms of Service and Terms of Use. In the event of a conflict between these Terms and any agreement between you and a ServiceTrade customer, these Terms shall govern your use of the APIs.

1.4 ServiceTrade Commitments to Developers. ServiceTrade is committed to maintaining a stable, well-documented developer experience. To support that commitment, ServiceTrade will: (i) publish API documentation, reference materials, and integration guides at its developer site at

<https://developer.servicetrade.com>; and (ii) provide reasonable advance notice of breaking changes to published APIs through the developer site or via email to registered developers, where commercially feasible. The commitments in this Section 1.4 describe ServiceTrade's operational practices and do not create any contractual warranty, representation, or guarantee, and shall not give rise to any claim for breach of these Terms or any other agreement between the parties.

2. REGISTRATION AND ACCESS CREDENTIALS

2.1 Registration Required. To use the APIs you must complete ServiceTrade's developer registration process. Registration requires accurate and complete information, including your legal entity name, contact information, principal place of business, a description of your intended Application including its purpose and anticipated data access requirements, and such additional information as ServiceTrade may reasonably request. You must promptly update your registration information to keep it current at all times.

2.2 Registration Process. Registration is available through ServiceTrade's published developer registration process. Upon acceptance of these Terms and submission of required registration information, you will receive Access Credentials to begin development. ServiceTrade reserves the right, in its reasonable discretion, to impose conditions on registration, including scope limitations, rate limit restrictions, data access constraints, security requirements, and periodic review obligations.

2.3 Customer-Specific Tools Exemption. Applications developed exclusively for a single ServiceTrade customer's internal use and not offered commercially to any other person or entity ("Customer-Specific Tools") are exempt from the registration requirement, provided that: (i) the Customer-Specific Tool accesses only that customer's Customer Data; (ii) the Customer-Specific Tool is not offered, sold, licensed, distributed, or otherwise made available to any other person or entity, whether for compensation or otherwise; (iii) the applicable ServiceTrade customer assumes full responsibility for the Customer-Specific Tool's compliance with these Terms, the ServiceTrade Terms of Service, the ServiceTrade Terms of Use, and ServiceTrade's published API documentation; and (iv) the Customer-Specific Tool complies with the data use restrictions set forth in Section 4.4. ServiceTrade reserves the right to reclassify a Customer-Specific Tool as a registered Application if ServiceTrade determines, in its reasonable judgment, that the tool is substantially similar in design, functionality, or purpose to a tool offered to, deployed for, or made available to other ServiceTrade customers. Upon reclassification, the developer or operator of the tool shall be required to complete the registration process within thirty (30) days and comply with all applicable requirements of these Terms. The applicable ServiceTrade customer will be notified promptly of any such reclassification.

2.4 Access Credentials. "Access Credentials" means any keys, tokens, client IDs, client secrets, or other mechanisms provided by ServiceTrade for you to access the APIs. You will keep your Access Credentials confidential and secure and immediately notify ServiceTrade at security@servicetrade.com of any confirmed or suspected loss, unauthorized access, or unauthorized use of any Access Credentials. You will not apply for additional Access Credentials in an attempt to circumvent these Terms, the Documentation, or any usage limits.

2.5 Authorization. Third-party API access must be authenticated via ServiceTrade's delegated authorization framework. Each ServiceTrade customer that authorizes your Application must do so through ServiceTrade's consent process, which grants your Application its own scoped access tied to each customer's data. You must not request, accept, store, or use a ServiceTrade customer's own login credentials for any purpose.

2.6 Per-Customer Credentials. You must generate unique Access Credentials for each ServiceTrade customer that authorizes your Application. You must not reuse credentials across customers or access one customer's data using another customer's authorization.

3. LICENSE GRANTS AND RESTRICTIONS

3.1 API License. Subject to these Terms, ServiceTrade grants you a limited, non-exclusive, non-sublicensable, non-transferable, royalty-free license to use the APIs to develop, test, and maintain an interconnection between your Application and the ServiceTrade Platform.

3.2 Content License. Subject to these Terms, ServiceTrade grants you a limited, non-exclusive, non-sublicensable, non-transferable, royalty-free license to display Content obtained via the APIs in your Application, solely to the ServiceTrade customer to which such Content relates.

3.3 Documentation. Your use of the APIs and display of Content must at all times comply with these Terms and with the documentation available at ServiceTrade's developer site or otherwise provided to you ("Documentation").

3.4 Restrictions. In addition to other restrictions in these Terms, you agree not to:

(a) use the APIs to build, operate, or enable any application, tool, or service that emulates, replicates, competes with, or is substantially similar to the core functionality of the ServiceTrade Platform, including (without limitation) its data structures, workflow logic, compliance frameworks, reporting features, scheduling and dispatch capabilities, or trade intelligence, as reasonably determined by ServiceTrade;

(b) execute or facilitate any bulk extraction, systematic harvesting, scraping, or programmatic collection of Content or data accessible through the APIs beyond what is reasonably required for your Application's intended purpose; for the avoidance of doubt, activities such as bulk data extraction, data warehousing, or the creation of derivative datasets from Customer Data are prohibited unless (I) the applicable ServiceTrade customer has explicitly requested such activities in writing, and (II) such activities remain subject to, and do not exceed, the restrictions set forth in these Terms;

(c) create, maintain, or enable any database, dataset, data warehouse, or data repository that duplicates or mirrors Content or data maintained within the ServiceTrade Platform;

- (d) sell, sublicense, lease, resell, or redistribute the APIs, your API access, or any Content or data obtained through the APIs to any third party;
- (e) share your Access Credentials with any ServiceTrade competitor or otherwise enable a ServiceTrade competitor to access the APIs or Content;
- (f) modify, translate, or create derivative works of the APIs, Content, ServiceTrade Platform, or Documentation except as expressly permitted;
- (g) reverse engineer, disassemble, decompile, or otherwise attempt to gain access to the source code or underlying logic of the APIs or ServiceTrade Platform;
- (h) adversely affect, impede, interfere with, or disrupt the functionality, stability, or performance of the APIs or ServiceTrade Platform;
- (i) use the APIs in any manner that constitutes abusive usage as determined by ServiceTrade in its reasonable discretion;
- (j) create or develop any application or software that exposes or discloses the APIs to end users;
- (k) create or disclose metrics about, or perform any analysis of, the APIs, Content, ServiceTrade Platform, or Documentation for competitive purposes;
- (l) use the APIs for any illegal purpose, or in any manner that violates these Terms or the rights of third parties; or
- (m) disparage ServiceTrade or knowingly tarnish the name, reputation, or goodwill of ServiceTrade in connection with your Application;
- (n) create, develop, or distribute any tool, application, service, or interface that enables any third party (other than the ServiceTrade customer that authorized your access) to directly or indirectly access ServiceTrade data, Content, or the ServiceTrade Platform (i.e., secondary redistribution of access is strictly prohibited); or
- (o) engage in any activity that would cause ServiceTrade to be in breach of its obligations to its customers under the ServiceTrade Terms of Service, the ServiceTrade Terms of Use, or any other agreement between ServiceTrade and its customers.

The restrictions in subsections (b) and (c) of this Section 3.4 do not apply to Customer Data that has been provisioned, exported, replicated, or otherwise made available by ServiceTrade to a ServiceTrade customer's own infrastructure, data warehouse, or third-party data platform pursuant to a ServiceTrade product or service offering, including (without limitation) ServiceTrade DataFlow or any successor data export or data warehousing product offered by ServiceTrade. A developer authorized by such ServiceTrade customer to access, query, transform, or operate on Customer Data within that customer's own infrastructure or data platform is not, by reason of such access alone, in

violation of subsections (b) or (c). For clarity, this exception applies to the developer's downstream activity within the customer-controlled environment and does not authorize the developer to use the ServiceTrade APIs to perform bulk extraction in violation of subsections (b) or (c).

4. CONTENT AND CUSTOMER DATA

4.1 Use and Display. You may use Content solely to enable authorized ServiceTrade customers to use the Content within your Application. Content that pertains to a particular customer may only be displayed to that customer. You may not obtain, display, or use more Content than is reasonably required by your Application.

4.2 Storage. You must not store or cache any Content obtained from the APIs for longer than seven (7) days, except to the extent expressly permitted by these Terms or the Documentation. You must store all Content in a manner that enables you to identify, segregate, and selectively delete such Content. Content must not be stored in a manner that would enable any third party other than the ServiceTrade customer to which it relates to access it.

4.3 Deletion Upon Request. You will remove from display and destroy any Content within twenty-four (24) hours upon written request from ServiceTrade or from the ServiceTrade customer to which such Content relates.

4.4 Data Use Restrictions. You shall not use Customer Data or Content obtained through the APIs to train, fine-tune, develop, or improve any artificial intelligence model, machine learning algorithm, large language model, or similar technology that aggregates, combines, or otherwise incorporates data from more than one ServiceTrade customer. A ServiceTrade customer may authorize the use of its own Customer Data, in isolation and solely for that customer's benefit, to train or improve AI models intended exclusively for that customer's own use, provided such use is disclosed in your registration. This restriction is designed to protect Customer Data — including compliance-sensitive fire and life safety inspection records, deficiency documentation, and asset data — from unauthorized use that could benefit competing businesses or expose customers' proprietary operational data. Notwithstanding the foregoing, ServiceTrade may, in its sole discretion, grant a limited written exception to this restriction on a case-by-case basis, subject to such conditions as ServiceTrade may impose.

4.5 Customer Data Protection. ServiceTrade customers in the fire and life safety, mechanical contracting, and related industries rely on the ServiceTrade Platform to maintain compliance-critical records. You acknowledge the sensitivity of this data and agree to implement appropriate safeguards commensurate with the nature of the Customer Data your Application accesses.

5. AI-POWERED APPLICATIONS AND AUTONOMOUS AGENTS

5.1 Permitted Use. Applications that incorporate artificial intelligence, machine learning, or autonomous agent capabilities may access the APIs, provided that such Applications: (i) are registered in accordance with Section 2; (ii) comply with all requirements of these Terms, including

the data use restrictions in Section 4.4; (iii) clearly disclose to the authorizing ServiceTrade customer the AI or autonomous capabilities of the Application; and (iv) comply with any additional requirements published in ServiceTrade's Documentation for AI-powered Applications.

5.2 Customer Authorization. AI-powered Applications that perform actions within the ServiceTrade Platform on behalf of users (including creating, modifying, or deleting records; dispatching work; generating quotes; or communicating with end customers) must operate under the applicable ServiceTrade customer's authorization and oversight. The authorizing customer is responsible for reviewing and approving the scope of actions the Application may perform.

5.3 Compliance Standards. ServiceTrade may publish additional technical and operational standards for AI-powered Applications in the Documentation, including requirements related to auditability, reversibility, error handling, and human oversight. You agree to comply with any such published standards within a reasonable implementation period following their publication.

6. SECURITY

6.1 Security Requirements. You must keep all Access Credentials secure. Your network, operating systems, servers, databases, and computer systems must be properly configured to securely operate your Application and process Content. You will use industry-standard measures to protect Content collected by your Application, including personal data, from unauthorized access or use.

6.2 Incident Notification. You must promptly report any security deficiency in, or intrusion to, your Application or related systems to ServiceTrade at security@servicetrade.com if such deficiency or intrusion could reasonably be expected to affect the APIs, Content, or ServiceTrade Platform. You will work with ServiceTrade to immediately correct any security deficiency or intrusion and will not make any public statements regarding such incident without ServiceTrade's prior written consent.

7. MONITORING AND TRANSPARENCY

7.1 Monitoring. ServiceTrade may monitor use of the APIs to ensure quality, improve ServiceTrade products and services, enforce these Terms, and maintain platform security. This monitoring may include ServiceTrade accessing and using your Application. You will not interfere with this monitoring. ServiceTrade may use any technical means to overcome such interference. Monitoring may include analysis of request volume, frequency, endpoints accessed, data volumes transferred, source IP addresses, user agents, and authentication patterns.

7.2 Customer Transparency. ServiceTrade will make available to each ServiceTrade customer, through the ServiceTrade Platform, information regarding active Application connections to that customer's account, including access frequency and scope of permissions granted. This transparency is provided so that customers may effectively manage and oversee delegated access to their Customer Data.

8. RATE LIMITS AND USAGE CONTROLS

8.1 Rate Limits. ServiceTrade establishes API rate limits, which may vary by access tier, scope, endpoint, and customer plan. Current rate limits are published in the Documentation. ServiceTrade reserves the right to modify rate limits at any time.

8.2 Throttling. Requests exceeding published rate limits will be throttled or rejected. Repeated or sustained rate limit violations may result in temporary or permanent suspension of API access.

8.3 Fair Use. Even within published rate limits, ServiceTrade reserves the right to throttle or restrict access patterns that are inconsistent with normal business use, including full-database enumeration, continuous polling at maximum rate, or access patterns designed to extract the entirety of customer data via the API.

9. UPDATES

ServiceTrade may provide replacements, updates, modifications, or bug fixes for the APIs ("Updates"). Updates are deemed part of the APIs and subject to these Terms. If ServiceTrade publishes recommended migration timelines, you will use reasonable efforts to update your Application accordingly. Failure to update may result in your Application ceasing to function and/or ServiceTrade terminating your API access.

10. SUPPORT

ServiceTrade is not obligated to provide you with any assistance related to the APIs, the development of Applications, or connection to the ServiceTrade Platform. If ServiceTrade provides support, it may withdraw or change such support at any time.

11. CONFIDENTIALITY

ServiceTrade's communications to you, the APIs, and the Documentation may contain ServiceTrade confidential information. ServiceTrade confidential information includes any materials, communications, and information that are marked confidential or that would normally be considered confidential under the circumstances. You will not disclose ServiceTrade confidential information to any third party without ServiceTrade's prior written consent. This obligation does not apply to information that (i) is or becomes publicly known without breach of any obligation to ServiceTrade, (ii) was known to you prior to disclosure by ServiceTrade, (iii) is received from a third party without breach of any obligation to ServiceTrade, or (iv) was independently developed by you.

12. FEEDBACK

If you provide feedback to ServiceTrade concerning the APIs, Content, or ServiceTrade Platform ("Feedback"), you hereby assign to ServiceTrade all right, title, and interest in and to the Feedback, and ServiceTrade is free to use the Feedback without payment or restriction.

13. FEES

13.1 Fees. ServiceTrade reserves the right to charge for API access. Your usage of the APIs may be subject to fees in the future, upon reasonable notice.

13.2 No Incremental Charges to Customers. You may not charge ServiceTrade customers any incremental fees solely for access to the APIs or ServiceTrade Content, unless approved in writing by ServiceTrade.

14. INTELLECTUAL PROPERTY

All rights not expressly granted to you in these Terms are reserved to ServiceTrade. ServiceTrade does not acquire ownership in your Application, and you do not acquire ownership of any rights in the APIs, the Content, or the ServiceTrade Platform. Any work product built using data obtained through the APIs that incorporates ServiceTrade's proprietary data structures, workflow logic, compliance frameworks, or trade intelligence shall not be used for any purpose prohibited under Section 3.4.

15. TERM AND TERMINATION

15.1 Term. These Terms commence upon your completion of the registration process (or, for Customer-Specific Tools, upon first use of the APIs) and continue until terminated.

15.2 Termination by You. You may terminate these Terms at any time upon written notice to ServiceTrade.

15.3 Termination and Suspension by ServiceTrade. ServiceTrade may terminate these Terms or immediately suspend your API access if:

- (a) you are in material breach of these Terms;
- (b) ServiceTrade reasonably determines your Application poses a risk to platform security, stability, performance, or integrity;
- (c) your Application is being used in a manner inconsistent with your registered purpose or in a manner that is substantially similar to or competitive with the ServiceTrade Platform;
- (d) the ServiceTrade customer that authorized your access terminates their relationship with ServiceTrade;

(e) ServiceTrade determines, in its reasonable discretion, that your continued access poses a security risk, compliance risk, or risk to the interests of ServiceTrade or its customers; or

(f) you use the APIs to build, operate, or enable a product or service that is substantially similar to or competitive with the ServiceTrade Platform.

ServiceTrade will make reasonable efforts to provide notice but is not required to do so in circumstances involving security, stability, or legal risk. For the avoidance of doubt, any suspension or termination of your API access shall not affect the applicable ServiceTrade customer's direct access to their Customer Data through the ServiceTrade Platform or through ServiceTrade's data export functionality.

15.4 Reclassification. If a Customer-Specific Tool is reclassified as a registered Application pursuant to Section 2.3, failure to complete the registration process within thirty (30) days of notification shall constitute grounds for suspension of API access for that tool.

15.5 Discontinuance. ServiceTrade may discontinue portions of or all APIs at any time in its discretion.

15.6 Effect of Termination. Upon termination, you must immediately cease all use of the APIs, delete all Content in your possession, and destroy all copies of the Documentation. Sections 4, 5, 6, 11, 12, 13, 14, and 16–18 survive termination.

16. DISCLAIMER OF WARRANTIES

THE APIs AND ALL CONTENT RECEIVED THEREFROM ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. SERVICETRADE DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AVAILABILITY, SECURITY, AND NONINFRINGEMENT. SERVICETRADE DOES NOT WARRANT THAT THE APIs, CONTENT, OR DOCUMENTATION WILL BE FREE OF ERRORS, BUGS, OR INTERRUPTIONS OR THAT THE CONTENT IS ACCURATE, COMPLETE, OR OTHERWISE VALID.

17. INDEMNITY

You will defend, hold harmless, and indemnify ServiceTrade and its affiliates, and their respective employees, shareholders, directors, officers, and agents from any claim or action brought by a third party, including all damages, liabilities, costs and expenses, including reasonable attorneys' fees, arising from: (a) your breach of these Terms; (b) the violation of any intellectual property right by your Application or your Brand Features; (c) your content or data submitted via the APIs; or (d) any unauthorized use of or access to the APIs by you or through your Application. You will not agree to any settlement that imposes any obligation on ServiceTrade without ServiceTrade's prior consent.

18. LIMITATION OF LIABILITY

SERVICETRADE WILL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATED TO THESE TERMS OR THE APIs. SERVICETRADE'S TOTAL LIABILITY FOR ACTUAL DAMAGES FOR ANY CAUSE WHATSOEVER WILL BE LIMITED TO ONE HUNDRED DOLLARS (\$100). ALL CLAIMS MUST BE BROUGHT WITHIN ONE YEAR FROM THE DATE THE CAUSE OF ACTION ACCRUES.

19. MISCELLANEOUS

19.1 No Partnership. These Terms do not create a partnership, joint venture, agency, or franchise. You are not an agent, subcontractor, representative, or employee of ServiceTrade, and you shall not represent yourself as such. ServiceTrade's relationship is with its customers; you are a third-party developer operating independently. ServiceTrade makes no representations or warranties to its customers regarding your conduct, your Application, or your handling of Customer Data. You shall not make any representations to any ServiceTrade customer or third party suggesting that ServiceTrade has endorsed, approved, certified, or guaranteed your Application or your services, unless ServiceTrade has expressly authorized such representation in writing.

19.2 No Policing Obligation; Customer Responsibility. ServiceTrade is not responsible for monitoring, policing, or enforcing your compliance with these Terms, with applicable laws, or with any agreement between you and any ServiceTrade customer. The responsibility for overseeing your access to and use of Customer Data lies entirely with the ServiceTrade customer that authorized such access. ServiceTrade does not act as your agent or principal, does not monitor your data use practices, and assumes no responsibility or liability for your acts or omissions with respect to Customer Data. Nothing in these Terms shall be construed to impose on ServiceTrade any duty to supervise, audit, or otherwise oversee your activities on behalf of any ServiceTrade customer.

19.3 No Exclusivity. ServiceTrade may independently develop applications, products, and services that are similar to or competitive with your Application.

19.4 Compliance with Laws. You will comply with all applicable laws, rules, and regulations in connection with your Application and use of the APIs.

19.5 Governing Law. These Terms will be governed by the laws of the State of North Carolina without reference to its choice of law rules.

19.6 Assignment. You may not assign your rights or obligations under these Terms without ServiceTrade's prior written consent. Any assignment in violation of this section is null and void.

19.7 Entire Agreement. These Terms constitute the entire agreement between you and ServiceTrade with respect to the APIs and supersede all prior agreements and communications with respect thereto.

19.8 Changes. ServiceTrade reserves the right to update these Terms. Material changes will be communicated via email to the address associated with your developer account or by notice on the developer site. Continued use of the APIs after changes have been posted constitutes acceptance of such changes.