Sales and Use Tax Policy

COMPANY POLICY | OCTOBER 2026

OVERVIEW

ENFOS provides software-as-a-service (SaaS) solutions to customers in multiple jurisdictions, each of which may apply different sales and use tax rules to software and SaaS. These laws continue to evolve. This policy describes how ENFOS treats applicable sales, use, and similar transaction taxes, and what ENFOS requires from customers that self-assess and remit those taxes directly.

CUSTOMER RESPONSIBILITY FOR TAXES

- ENFOS fees are exclusive of applicable sales, use, value-added and similar transaction taxes. Consistent with the ENFOS Master Subscription Agreement, customers are responsible for applicable sales and use taxes associated with their purchase, access to, and use of ENFOS services.
- Where permitted by applicable law, customers will self-assess and remit applicable taxes directly to the applicable taxing authority. If applicable law nevertheless requires ENFOS to collect or remit any applicable tax, ENFOS will invoice the customer for the applicable tax.

CUSTOMERS THAT SELF-ASSESS AND REMIT TAXES

- Customers that self-assess and remit applicable taxes directly must provide ENFOS with valid documentation supporting ENFOS's non-collection under applicable law.
- Depending on the applicable jurisdiction and circumstances, such documentation may include:
  - A direct-pay certificate or permit
  - A multiple-point-of-use or multi-location certificate
  - A valid tax exemption certificate
  - Other documentation recognized under applicable law as supporting ENFOS's non-collection of the applicable tax
- Customers are responsible for ensuring that tax documentation provided to ENFOS remains accurate, complete and current.

CUSTOMER INFORMATION AND CHANGES IN TAX LAWS

- Customers are responsible for maintaining accurate and current billing and other information reasonably necessary for ENFOS to determine its applicable tax collection obligations.
- A customer should promptly notify ENFOS of changes to its billing information, tax status, or documentation that may affect ENFOS's tax collection obligations.
- Tax laws governing SaaS and other electronically delivered products and services continue to change. ENFOS periodically reviews its sales and use tax practices and may update its tax treatment as necessary to comply with applicable law.

QUESTIONS AND TAX DOCUMENTATION

NO TAX ADVICE

ENFOS does not provide tax advice regarding a customer's tax liability, exemption status, allocation methodology, or eligibility to self-assess or directly remit taxes. Customers should consult their own tax advisors regarding those matters.

Tax documentation and questions regarding ENFOS's invoicing practices may be directed to enfosar@enfos.com.

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