# John Snow Labs End User License Agreement
# for AWS Marketplace

Last updated: November 12, 2026

This John Snow Labs End User License Agreement ("EULA") applies to customers of AWS Contracting Party as defined in Section 14 of AWS Customer Agreement (as defined below), using any product of John Snow Lab Inc. via AWS Marketplace (hereinafter referred to "you") and John Snow Labs Inc., a Delaware corporation ("John Snow Labs", "we" or "us"). This EULA is between you and John Snow Labs.

By purchasing, installing, and/or using any product or service of John Snow Labs via the AWS Marketplace or John Snow Labs Website, you agree to be bound by, and use our products and services in compliance with, this EULA and AWS Customer Agreement. This EULA, together with AWS Customer Agreement and any additional terms and conditions and/or policies referenced herein or located on the Website, which incorporate this EULA, provides all of the terms and conditions included in a legally binding contract between you and John Snow Labs.

**PLEASE READ THIS EULA AND AWS CUSTOMER AGREEMENT CAREFULLY BEFORE SUBSCRIBING TO, INSTALLING AND/OR USING OUR PRODUCTS IN YOUR AMAZON WEB SERVICES.**

We may make changes to this EULA from time to time. When we do so, we will revise the "last updated" date given above. The then-current version of this EULA will supersede all earlier versions. You agree that your continued use of our Products after such changes have been published to our EULA will constitute your acceptance of such revised EULA. We do not control and are not responsible for AWS Customer Agreement.

## 1. Definitions

1.1 "AWS Customer Agreement" means a legal agreement between visitors/customers of AWS Marketplace as amended from time to time and located at https://aws.amazon.com/agreement/;

1.2 "AWS Marketplace" means a marketplace located at https://aws.amazon.com/;

1.3 "AWS Services" means products and services offered by AWS Marketplace;

1.4 "Products" means products and services of John Snow Labs that you subscribe to and use from John Snow Labs listings in the AWS Marketplace, including, without limitation, John Snow Labs NLP Libraries, Annotation Lab, and NLP Server;

1.5 "Website" means website and other applications being owned and operated by John Snow Labs and located at https://www.johnsnowlabs.com.

## 2. Important Notice: Export Control

2.1 By purchasing, installing, and/or using our Products, you acknowledge that the use of the Products can be subject to the restrictions and controls imposed by United States export regulations.

2.2 You represent and warrant that you do not intend to use the Products for any purpose prohibited by United States export regulations, including, without limitation, terrorism, cyber-attacks, cyber-crimes, money-laundering, industrial espionage, or nuclear, chemical or biological weapons proliferation. Further, you represent and warrant that you are not listed as a denied party on any list governing United States exports.

2.3 You will comply with and take no action that would expose John Snow Labs to a violation of, any applicable International Trade Laws in connection with the Products. In addition, you undertake that you do not act, are not owned (in whole or in part, directly or indirectly) or controlled (directly or indirectly) by any person or entity subject to a denial of export privileges, any asset freeze, prohibition on financial dealings or other trade sanction imposed pursuant to International Trade Laws. For the purposes of this EULA, "International Trade Laws" means any applicable law, regulation, order or directive which applies to the import, export, re-export, transfer, release, disclosure or provision of an item or technical assistance or which imposes trade sanctions of any kind against countries, individuals or entities.

## 3. Eligibility

3.1 Our Products can be used by an individual, business, or other legal entity, or both. If you are entering into this EULA, or using the Products, on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to this EULA, in which case "you" shall refer to such entity.

3.2 In the event you have entered into a separate written agreement with John Snow Labs regarding the Products that contemplates terms that are inconsistent with this EULA, the written agreement shall control and this EULA will not apply to you to the extent inconsistent with such written agreement, or, if such written agreement is contemplated to be in lieu of this EULA, then this EULA shall not apply at all.

## 4. License Granted

4.1 Subject to your compliance with this EULA and AWS Customer Agreement, as well as any other applicable policies, laws, and regulations, John Snow Labs grants you **subscription-based**, non-exclusive, non-transferable, non-sublicensable, non-assignable, revocable, limited, license to install, access to, modify, and use of, the Products worldwide (subject to applicable export laws) during the term of this EULA (as described below) under the following conditions:

- You may only install and use any Product during your subscription term unless terminated or suspended under this EULA or AWS Customer Agreement;
- You may only install and use any Product within the limits of the functionality, number of servers, number of users, or other constraints specified within the terms and conditions of AWS Services;

- You will access or use our Products solely via AWS Services;
- The license is granted as a commercial and no-attribution license, meaning that you do not have to publicly name John Snow Labs as the creator, owner, and copyright holder of the Product;
- While the license is granted for a free trial period, you may only use the Products for the purpose of testing and evaluation;
- While this license is granted for commercial use, you may use the Products for any legal purpose, as long as the license is in effect and/or not terminated or suspended;
- This license is limited by all terms and conditions set forth in this EULA and AWS Customer Agreement.

4.2 No ownership interest in the Products is bestowed to you pursuant to this EULA.

4.3 Except for your pre-existing rights and this license granted to you, we and our licensors retain all rights, titles, and interests in and to our Products, all related intellectual property rights, including trademarks (whether registered or pending), domain, and business names. Our Products are protected by applicable intellectual property laws, including United States copyright law and international treaties.

4.4 Except for the foregoing license, you have no other rights in the Products and you may not modify, edit, copy, reproduce, create derivative works of, reverse engineer, alter, enhance or in any way exploit the Products in any manner. If you breach any of this EULA and/or AWS Customer Agreement, the above license will terminate automatically.

4.5 We do not control the website of AWS Contracting Party and shall not be responsible if any or all of the service offerings of AWS Contracting Party are changed or discontinued, or functionality of any or all of the service offerings of AWS Contracting Party are changed or removed for any reason.

4.6 You will be deemed to have taken any action that you permit, assist or facilitate any person, or entity to take related to this EULA, your content or use of the Products. You are responsible for end users' use of your content and the Products. You will ensure that all end users comply with your obligations under this EULA and that the terms of your agreement with each end user are consistent with this EULA. If you become aware of any violation of your obligations under this EULA caused by an end user, you will immediately suspend access to your content and the Products by such end user. We do not provide any support or services to end users unless we have a separate agreement with you or an end user obligating us to provide such support or services.

4.7 You acknowledge that any modifications, including ideas, suggestions, concepts, processes or techniques which you provide to John Snow Labs related to the software, the Website or its business shall become John Snow Labs' property without any compensation or other consideration payable to you by John Snow Labs, and you do so of your own free will and volition. John Snow Labs may or may not, in its sole discretion, use or incorporate the modifications in whatever form or derivative John Snow Labs may decide into the Website, its software, services, documentation, business or other products, or any future versions or derivatives of the foregoing. You hereby assign all

rights on a worldwide basis in perpetuity to John Snow Labs in any modifications and, as applicable, waive any moral rights.

**5. Restrictions; Customer Data Residency**

5.1 Except as otherwise explicitly provided in this EULA or as may be expressly permitted by applicable law, you will not, and will not permit or authorize any third party to:

(i) reproduce, modify, translate, enhance, decompile, disassemble, reverse engineer or create derivative works of any of our Products or its technological features or measures;

(ii) rent, lease, sell, resell, loan, distribute, or sublicense access to any of our Products;

(iii) circumvent or disable any security or technological features or measures of our Products;

(iv) use our intellectual property rights without our express prior written authorization or in violation of this EULA;

(v) use our Products for more than one trial period;

(vi) use, directly or indirectly, John Snow Labs Products or any ideas, features, functions, organization, structure, application program interface, graphics, or user interface of Products in connection with the design, development, manufacture, marketing, or sale of a Competitive Product, as defined below, that is sold for revenue, offered as an open source, or is intended for use or sale in any geographic area of the same general type, use, or function. The term "Competitive Product" shall mean any product or component thereof, product line or service that has been designed or is being designed, developed, manufactured, marketed or sold by anyone other than John Snow Labs and is of the same general type, performs similar functions, or is used for the same purposes as John Snow Labs' Products;

(vii) store, copy, modify, distribute, or resell any of the information; audio, visual, and audiovisual works, or other content made available on our Products (collectively, "Content") or compile or collect any Content as part of a database or other work;

(viii) use any automated tool (e.g., robots, spiders) to access or use our Products, or to store, copy, modify, distribute, or resell any Content;

(ix) circumvent or disable any rights management, usage rules, or other security features of our Products;

(x) use our Products in a manner that overburdens, or that threatens the integrity, performance, or availability of, our Products; or

(xi) remove, alter, or obscure any proprietary notices (including copyright and trademark notices) on any portion of our Products or any Content.

5.2 If you breach any of this EULA, the above license will terminate automatically.

5.3 The Product is deployed and runs entirely within Customer's AWS account. John Snow Labs does not access, store, or transmit Customer's data. Customer shall be solely responsible for any consequences if Customer shares its data with John Snow Labs (for example, in a support request).

**6. Fees and Taxes**

6.1 Your use of the Products is subject to AWS Marketplace fees, payment, subscription and renewal terms. AWS Contracting Party collects all fees on behalf of John Snow Labs. Except as set forth in this EULA, the fees are non-refundable, and John Snow Labs shall not be responsible for any refund of the fees you pay for access to AWS Marketplace.

6.2 The fees exclude any federal, state or local taxes, VAT, GST, or similar taxes. You are responsible for identification and payment of all taxes as required by applicable law.

**7. Term and Termination; Effect of Termination**

7.1 This EULA will become effective as of the date of your purchase of Products and shall be in effect until terminated.

7.2 John Snow Labs may immediately suspend or terminate your right to use our Products, if you or your end user's use of the Products:

(i) is in breach of this EULA;
(ii) if you fail to pay for the Products;
(iii) poses a security risk to our Products;
(iv) could adversely impact our systems, the Products or other customers;
(v) could subject us, our affiliates, or any third party to liability; or
(vi) could be fraudulent.

7.3 We may immediately suspend or terminate your right to use our Products, if you fail to perform your payment obligations, or you have ceased to operate in the ordinary course, made an assignment for the benefit of creditors or similar disposition of your assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution or similar proceeding

7.4 We may suspend or terminate your right to use our Products without any reason upon a relevant 30 days' written notice to you and will refund the unused fees pre-paid by you for access to the Products for the affected time period (if any). Where your access is suspended or terminated by the breach of this EULA or applicable laws, John Snow Labs will will not provide, or be liable for, any refund.

7.5 You will cease use of the Products during any period of suspension, or upon termination of this EULA. Any payments made for the Products are non-refundable to you

if you terminate this EULA or the termination/suspension resulted from your violation of this EULA.

7.6 You acknowledge and agree that AWS Contracting Party may suspend and terminate your account subject to AWS Customer Agreement. Such suspension and termination is regulated by AWS Customer Agreement.

7.7 You will promptly cease use of the Products and promptly irretrievably destroy all Products and/or all proprietary data of John Snow Labs obtained as a result of this license during any period of suspension, end of a subscription period, or upon termination of this EULA. No copies of Products shall be retained by the customer or any of customer's end users, or related third parties.

7.8 All provisions which by their nature are intended to survive termination shall survive termination of this EULA.

**8. Support**

8.1 If applicable to your Product, John Snow Labs will provide you with the support services. If you use a trial access, support services are excluded. Under this EULA, our support services exclude any installation, training, maintenance services (including any error corrections, bug fixes, or new releases), technical assistance, consulting services, or other services of any kind. Such services are provided at John Snow Labs' discretion.

8.2 From time to time John Snow Labs can perform updates to our software. If available, such updates may include bug fixes, new features and/or enhancements. You are solely responsible for deploying such updates at your own risk and liability.

**9. Your Access to our Products**

9.1 We do not provide you with the equipment to access our Products. You are responsible for all fees charged by third parties related to your access and use of our Products (e.g., charges by Internet service providers).

9.2 You are responsible for monitoring your use of the Products, including payment of all fees and/or taxes related to such access and use. You agree that John Snow Labs is permitted to request and you hereby consent to John Snow Labs receiving information from AWS Contracting Party related to your use of the Products for auditing purposes.

9.3 You also certify that you are legally permitted to use the Products, and take full responsibility for the selection and use of the Products. This EULA is void where prohibited by law, and the right to use the Products is revoked in such jurisdictions. John Snow Labs makes no claim that the Products may be lawfully used outside of the United States. If you use the Products from outside of the United States, you do so at your own risk and you are responsible for compliance with the laws of jurisdiction.

**10. Privacy Policy**

10.1 We may collect, store and receive personal and other information about you through our Products. Our collection and use of this information are governed by our Privacy Policy available at https://www.JohnSnowLabs.com/privacy/ which may be amended from time to time.

10.2 If you want to know more information about how your personal data is secured and used by AWS Contracting Party, please refer to the AWS Customer Agreement and applicable privacy notice (http://aws.amazon.com/privacy).

## 11. Links and Third Party Content

11.1 Our Products may display, or contain links to, third party products, services, and websites. Any opinions, advice, statements, services, offers, or other information that constitutes part of the content expressed, authored, or made available by other users or other third parties, or which is accessible through or may be located using our Products (collectively, "Third Party Content") are those of the respective authors or producers and not of us or our shareholders, directors, officers, employees, agents, or representatives.

11.2 We do not control Third Party Content and do not guarantee the accuracy, integrity or quality of such Third Party Content. We are not responsible for the performance of, we do not endorse, and we are not responsible or liable for, any Third Party Content or any information or materials advertised in any Third Party Content. By using our Products, you may be exposed to content that is offensive, indecent, or objectionable. We are not responsible or liable, directly or indirectly, for any damage or loss caused to you by your use of or reliance on any goods, services, or information available on or through any third party service or Third Party Content. It is your responsibility to evaluate the information, opinion, advice, or other content available on and through our Products.

## 12. Proprietary Rights

12.1 John Snow Labs will not obtain any rights under this EULA from you (or your licensors) to your content.

12.2 The Products, including software, is and remains the exclusive property of John Snow Labs and its licensors. Except for the access and use rights expressly set forth in this EULA, no license or other rights in or to the Products or John Snow Labs trademark(s) and other intellectual property rights therein, are granted to you, and all such licenses and rights are expressly reserved. You will not remove, alter, or obscure any proprietary notices (including copyright and trademark notices) on any portion of our Products or any Content

## 13. Trademarks

13.1 "John Snow Labs," the John Snow Labs logo, and any other product, business or service name, or slogan, whether registered or pending, displayed on our Products are trademarks of John Snow Labs, Inc. or its suppliers or licensors, and may not be copied, imitated or used, in whole or in part, without the prior written permission of John Snow Labs or the applicable trademark holder. You may not use any metatags or any other "hidden text" utilizing "John Snow Labs" or any other name, trademark or product, business, or service name of John Snow Labs without our prior written permission. In addition, the look and feel of our Products, including all page headers, custom graphics, button icons, and scripts, is the service mark, trademark, and/or trade dress of John Snow Labs may not be copied, imitated, or used, in whole or in part, without our prior written permission. All other trademarks, pending trademarks, registered trademarks, product names, and company names or logos mentioned in our Products are the property of John Snow Labs Inc. and/or their respective owners. Reference to any products, services,

processes, or other information, by trade name, trademark, manufacturer, supplier, or otherwise does not constitute or imply endorsement, sponsorship, or recommendation thereof by us.

**14. Disclaimer of Warranties**

14.1 YOUR USE OF THE PRODUCTS IS AT YOUR SOLE RISK. THE PRODUCTS AND CONTENT EACH ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. WE AND OUR SUPPLIERS AND LICENSORS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. WE DO NOT GUARANTEE THE ACCURACY, COMPLETENESS, OR USEFULNESS OF THE PRODUCTS OR ANY CONTENT, AND YOU RELY ON THE PRODUCTS AND CONTENT AT YOUR OWN RISK. ANY MATERIAL THAT YOU ACCESS OR OBTAIN THROUGH OUR PRODUCTS IS DONE AT YOUR OWN DISCRETION AND RISK AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY MATERIAL THROUGH OUR PRODUCTS. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM US OR THROUGH OR FROM OUR PRODUCTS WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS EULA.

**15. Limitation of Liability**

15.1 WE AND OUR SUPPLIERS AND LICENSORS WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES (EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF THESE DAMAGES), RESULTING FROM YOUR USE OF OUR PRODUCTS AND CONTENT. UNDER NO CIRCUMSTANCES WILL THE TOTAL LIABILITY OF US AND OUR SUPPLIERS AND LICENSORS OF ALL KINDS ARISING OUT OF OR RELATED TO YOUR USE OF THE PRODUCTS AND CONTENT (INCLUDING BUT NOT LIMITED TO WARRANTY CLAIMS), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT, OR OTHERWISE, EXCEED THE AMOUNTS, IF ANY, THAT YOU HAVE PAID FOR YOUR USE OF THE PRODUCTS AND CONTENT.

**16. Indemnity**

16.1 To the full extent permitted by applicable law, you shall defend, indemnify and hold harmless John Snow Labs, its affiliates and its licensors, and each of their respective employees, officers, directors, and representatives from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorney's fees) arising out of or relating to any third party claim concerning: (a) your use of the Products; (b) breach of this EULA or violation of applicable law by you; (c) any content in your AWS account or the combination of such content with other software, content or processes, including any claim involving alleged infringement or misappropriation of third-party rights by such content or combination; or (d) breach of any obligation or duty you owe to a third party.

## 17. Legal Notices

17.1 Enforcement of this EULA will be governed by the laws of the State of Delaware, excluding its conflict and choice of law principles. The exclusive jurisdiction and venue for any claims arising out of or related to this EULA or your use of the Products will lie in the state and federal courts located in Sussex County, within the State of Delaware, and you irrevocably agree to submit to the jurisdiction of such courts. Our failure to enforce any right or provision in this EULA will not constitute a waiver of such right or provision unless acknowledged and agreed by us in writing. In the event that a court of competent jurisdiction finds any provision of this EULA to be illegal, invalid, or unenforceable, the remaining provisions will remain in full force and effect.

## 18. Notifications

18.1 We may use your contact information to notify you if we have any legitimate interest or if we need to notify you of any important information related to your use of Products. We will not send you newsletters unless you expressly consented to such notifications.

## 19. Contacting Us

19.1 If you have any questions or concerns about our Products or this EULA, you may contact us by email at support@JohnSnowLabs.com.