

## Appendix 4 – Products and Pricing ICEWORX 2026

### ICEWORX Food

| Feature  | Send        | Scale          | Premium          | Enterprise |
|--|-------------|----------------|------------------|------------|
| Term   | 12 months   | 12 months      | 12 months        | 12 months  |
| License  | €25/mo      | €85/mo         | €175/mo          | Custom     |
| Discount   | 0%          | 2%             | 4%               | TBD        |
| Number of users  | 3           | 5              | 15               | Unlimited  |
| Number of shipments  | Max 15/year | Up to 200/year | Up to 1,000/year | Unlimited  |
| Book non-conditioned shipments (book individual labels)  | v           | v              | v                | v          |
| UN1845 (dry ice shipments)   | v           | v              | v                | v          |
| Dry-ice shipments including delivery of dry ice and packaging material (EPS boxes).                                  | v           | v              | v                | v          |
| Automatic box optimization: optimal box calculated based on destination and sample (box, dry ice, labeling)          | v           | v              | v                | v          |
| Customs clearance (handling of customs documentation)  | v           | v              | v                | v          |
| EU export  | v           | v              | v                | v          |
| Pick-up at your location   | v           | v              | v                | v          |
| European destination delivered within 1 business day   | v           | v              | v                | v          |
| Active Tracking & Monitoring   | v           | v              | v                | v          |
| Online customer service on business days 09:00 – 17:00 via e-mail / issue-tracking system                            | v           | v              | v                | v          |
| Personal customer service by phone on business days 09:00 – 17:00  | v           | v              | v                | v          |
| Mid-transit dry-ice refill (re-icing)  | v           | v              | v                | v          |
| Worldwide export   | v           | v              | v                | v          |
| Customs support outside the EU   | v           | v              | v                | v          |
| Personal shipment manager for advice and support.  |             | v              | v                | v          |
| Optional shipment insurance  |             | v              | v                | v          |
| Standard insured shipping cost (new box and delivery in case of incorrect delivery caused by ICEWORX or the carrier) |             | v              | v                | v          |
| Import shipments to the Netherlands (import shipments from abroad to your location)                                  |             | v              | v                | v          |
| Account manager  |             | v              | v                | v          |
| Preferred carrier selection  |             | v              | v                | v          |
| Temperature tracking & log data  |             |                | v                | v          |
| Tailored customer support (24/7)   |             |                | Optional         | Optional   |
| Custom shipping process (sample packing, local supply, customer box)   |             |                | Optional         | v          |
| Custom shipping rates  |             |                |                  | v          |
| On Board Courier   |             |                |                  | v          |

## ICEWORX Healthcare

| Feature  | Send        | Scale          | Enterprise |
|--|-------------|----------------|------------|
| Term   | 12 months   | 12 months      | 12 months  |
| License  | € 75        | € 175          | Tailormade |
| Discount   | 2%          | 4%             | TBD        |
| Number of users  | 3           | 5              | Unlimited  |
| Number of shipments  | Max 50/year | Up to 500/year | Unlimited  |
| Book non-conditioned shipments (book individual labels)  | v           | v              | v          |
| UN1845 (dry ice shipments)   | v           | v              | v          |
| UN3373 shipments (human material)  | v           | v              | v          |
| EPS medical boxes  | v           | v              | v          |
| Dry-ice shipments including delivery of dry ice and packaging material (EPS boxes).                                  | v           | v              | v          |
| Automatic box optimization: optimal box calculated based on destination and sample (box, dry ice, labeling)          | v           | v              | v          |
| Customs clearance (handling of customs documentation)  | v           | v              | v          |
| Temperature tracking & log data  | v           | v              | v          |
| EU export  | v           | v              | v          |
| Pick-up at your location   | v           | v              | v          |
| European destination delivered within 1 business day   | v           | v              | v          |
| Active Tracking & Monitoring (active follow-up by ICEWORX with carriers)   | v           | v              | v          |
| Online customer service on business days 09:00 – 17:00 via e-mail / issue-tracking system                            | v           | v              | v          |
| Personal customer service by phone on business days 09:00 – 17:00  | v           | v              | v          |
| Personal shipment manager for advice and support   |             | v              | v          |
| API integration (ERP/LIMS)   |             | On request     | On request |
| Mid-transit dry-ice refill (re-icing)  |             | v              | v          |
| Optional shipment insurance  |             | v              | v          |
| Standard insured shipping cost (new box and delivery in case of incorrect delivery caused by ICEWORX or the carrier) |             | v              | v          |
| Import shipments to the Netherlands (import shipments from abroad to your location)                                  |             | v              | v          |
| Worldwide export   |             | v              | v          |
| Customs support outside the EU   |             | v              | v          |
| Account manager  |             | v              | v          |
| Tailored customer support (24/7)   |             | v              | v          |
| Premium Healthcare support   |             | v              | v          |
| Custom shipping process (sample packing, local supply, customer box)   |             | v              | v          |
| Custom shipping rates  |             |                | v          |
| On Board Courier   |             |                | v          |
| Preferred carrier selection  |             |                | v          |