

NATIONAL COMPUTE CREDIT TERMS

Last Updated: October 6, 2026

These National Compute Credit Terms (“**Credit Terms**”) form part of the agreement between Customer and National Compute that incorporates these Credit Terms and governs Customer’s access to and use of the Services (the “**Agreement**”). The Agreement may be National Compute’s Terms of Service, available at <https://nationalcompute.com/documents/TOS>, or a separate written agreement between Customer and National Compute. Capitalized terms not defined in these Credit Terms have the meanings given in the Agreement.

1. SCOPE

These Credit Terms govern Customer’s purchase, receipt, and use of Credits (as defined in Section 2) for the Services. Except as set forth in these Credit Terms, the Agreement and any Order terms that control under the Agreement prevail over conflicting provisions of these Credit Terms.

2. CREDITS GENERALLY

Credits may be applied only against eligible Services charges in Customer’s account. Sharing Credits may be applied against eligible Services charges, including charges for reserved capacity. Credit purchases and balances are denominated in U.S. dollars unless otherwise specified in the Agreement or applicable Order. Credits are not legal tender, have no cash value, and do not earn interest.

National Compute may grant Promotional Credits in its discretion. National Compute will apply Promotional Credits first, then Sharing Credits, then Purchased Credits and, within each category, will apply Credits in the order in which they were issued.

As used herein, (a) “**Credits**” means Purchased Credits, Promotional Credits and Sharing Credits; (b) “**Promotional Credits**” means promotional, trial, or sales-incentive credits granted by National Compute without charge, including credits granted as incentives for participation in the Marshall data-sharing program; (c) “**Purchased Credits**” means credits purchased by Customer, including credits issued for an Advance Payment under an Order; and (d) “**Sharing Credits**” means credits issued to Customer under the Agreement for use of Customer’s idle reserved capacity by other customers of National Compute.

3. PAYMENT PROCESSING; AUTO-RELOAD

National Compute uses third-party payment processors to process card payments for Credits. National Compute currently uses Stripe and may change its payment processors from time to time. Customer represents that Customer is authorized to use Customer’s designated payment method and authorizes National Compute, through its applicable payment processor, to charge that payment method for Credit purchases authorized by Customer. Customer must provide accurate billing information and keep Customer’s payment method current. Customer authorizes the applicable payment processor to receive and use updated payment credentials supplied by Customer’s financial institution or payment network.

If Customer enables auto-reload, Customer authorizes National Compute, through its applicable payment processor, to store Customer’s designated payment method and initiate automatic charges for the selected reload amount whenever Customer’s balance reaches the selected threshold, including when Customer is not actively using the Services. The frequency of these charges depends on Customer’s Credit consumption and selected settings. Auto-reloads are subject to any applicable monthly spend limit Customer has set. This authorization continues until Customer disables auto-reload in Customer’s account settings or Customer’s account is closed, whichever occurs first. Customer may change Customer’s settings or disable auto-reload at any time; doing so does not reverse charges already initiated. Customer remains responsible for maintaining sufficient Credits if a payment or reload fails. These authorizations do not change payment schedules set forth in an applicable Order.

Each payment processor’s handling of personal information is described in its applicable privacy policy. Where Stripe processes Customer’s payments, its handling of personal information is described in its [Privacy Policy](#). If Customer elects to use a separate consumer service offered by a payment processor, that use is subject to the applicable consumer and product-specific terms presented by that processor. For Stripe, those terms include Stripe’s [Consumer Terms of Service](#).

National Compute may withhold Credits for declined or unsuccessful payments and reverse Credits associated with payment reversals or chargebacks. Customer must promptly report disputed charges or balance errors to National Compute and reasonably cooperate with National Compute and its applicable payment processor in resolving them. Reversal of a payment does not discharge amounts properly due for Services already consumed. These provisions are

subject to Customer's payment-dispute rights under the Agreement and applicable law.

4. CREDIT BALANCES; ACCOUNT SECURITY

National Compute deducts Credits as charges for eligible Services accrue. Customer is responsible for monitoring Customer's Credit balance. Compute usage stops immediately when Customer's Credit balance reaches zero, without notice or a grace period. National Compute may provide warnings or allow additional usage in its discretion without an obligation to do so again.

National Compute may correct erroneous Credit balances and remove Credits obtained through fraud or abuse. National Compute may reverse Sharing Credits to the extent the charges to other customers of National Compute on which the Sharing Credits were based are reversed, charged back, or refunded.

Customer is responsible for safeguarding Customer's account credentials and promptly reporting suspected unauthorized use. TO THE EXTENT PERMITTED BY APPLICABLE LAW AND SUBJECT TO THE AGREEMENT, NATIONAL COMPUTE IS NOT LIABLE FOR CREDITS THAT ARE LOST, STOLEN, OR USED WITHOUT AUTHORIZATION AND HAS NO OBLIGATION TO REPLACE THEM.

5. EXPIRATION AND REFUNDS

Purchased Credits expire one (1) year after purchase unless the applicable Order expressly provides otherwise. Promotional Credits expire as specified in the applicable National Compute communications or materials relating to their issuance. Sharing Credits expire twelve (12) months after issuance unless the applicable Order expressly provides otherwise. Expired Credits cannot be used.

Credit purchases are final, and Credits are non-refundable, except as required by applicable law or expressly provided in the Agreement. National Compute may issue a discretionary refund in an individual case without waiving this rule or obligating it to issue other refunds.

Subject to the Agreement and applicable law, unused Credits are forfeited upon closure of Customer's account. Promotional Credits and Sharing Credits expire upon account closure. Account closure does not eliminate outstanding payment obligations or any express refund right under the Agreement. Closing Customer's account does not terminate any Order or relieve Customer of amounts payable under it.

6. CHANGES

Notwithstanding anything to the contrary in the Agreement and subject to applicable law, National Compute may modify these Credit Terms, including refundability, expiration, and other commercial terms, by posting a revised version and updating the "Last Updated" date above. Changes take effect upon posting or on a later date stated in the revised version. Changes to the commercial terms governing Credits apply to all Credits, including unused balances existing on the effective date of the change. Customer's purchase or use of Credits after the effective date of any changes constitutes acceptance of the revised Credit Terms. Changes do not override express provisions of the Agreement or any Order terms that control under the Agreement.