

## Sitecore Customer Order

<b>Customer:</b>	
<b>Company/Tax ID No:</b>	
<b>Customer Address:</b>	
<b>Sitecore:</b>	
<b>Address:</b>	
<b>Order Voidability Date</b>	
<b>Order Effective Date</b>	
<b>Existing Master Terms Date (where applicable)</b>	

This Order is entered into between Sitecore and Customer under the Master Subscription Terms and Conditions as set forth on <https://www.sitecore.com/legal/master-subscription-terms-conditions> (the '**Master Terms**'). This Order will be governed by the Master Terms and the Data Processing Addendum (where provided for in the Master Terms) as set forth on <https://www.sitecore.com/legal/dpa> and will form part of the Agreement between the parties. This Order will be effective as of the Order Effective Date. Unless otherwise defined in this Order, capitalized terms shall have the meanings set forth in the Master Terms and Data Processing Addendum. This Order is voidable at Sitecore's option if not signed by Customer on or before the Order Voidability Date.

### 1. Sitecore Products

#### **SAAS PRODUCT - if purchased**

Sitecore will provide the following SaaS Product and entitlements:

Quantity	SaaS Product
	[SaaS Product and its pricing entitlements included here]

[Applicable Permitted Usage included here]

SaaS Product Entitlements:

If Customer exceeds its Entitlement for a SaaS Product (with the exception of Experience Manager Cloud) at any time during any of the consecutive 12-month periods that make up a Subscription Term, then upon 15 days' prior notification Customer will automatically be upgraded to the next applicable pricing tier for the remainder of the Subscription term, in line with Sitecore's then-current retail prices, the annual fee will be increased accordingly, and Sitecore will immediately invoice Customer for the pro-rata amount applicable to the remaining time in the current invoicing cycle. Any exceptions to this policy will be noted in the Additional Special Terms section within this order form.

For Experience Manager Cloud: no later than the 15th calendar day following each 3-month period beginning from the effective date of the Order, Customer will submit to Sitecore a usage report identifying the number of Visits (as defined in the Order) in that 3-month period based on Customer's use of Experience Manager Cloud. Where the report indicates that Customer has exceeded its purchased number of Visits, then upon 15 days' prior notification Customer will automatically be

upgraded to the next applicable pricing tier for the remainder of the Subscription Term, in line with Sitecore’s then-current retail prices, the annual fee will be increased accordingly, and Sitecore will immediately invoice Customer for the pro-rata amount applicable to the remaining time in the current invoicing cycle.

**SOFTWARE - if purchased**

As of the Order Effective Date, Sitecore will provide the following Software and entitlements:

Quantity	Description
	[Software and entitlements included here]

[Applicable License Key contact information included here]

[Applicable Permitted Usage included here]

Visits Overages. No later than the 15th calendar day following each 12-month period beginning from the effective date of the Order, Customer will submit to Sitecore a usage report identifying the number of Visits (as defined in the Order) in that 12-month period based on Customer’s use of the Software (the 'Annual Usage Report'). Where the Annual Usage Report indicates that Customer has exceeded its purchased number of Visits, Sitecore will issue in invoice to Customer for such excess usage calculated using the Overage Rate above. Where Customer is not able to use the Software for monitoring Visits, Customer will use appropriate monitoring software reasonably acceptable to Sitecore to produce the Annual Usage Report.

**2. Sitecore Services - if purchased**

**HOSTED SERVICES:**

[Hosted Service and its pricing and entitlements included here]

[Applicable Overages, additional procurement and configuration details included here]

**CONSULTING SERVICES:**

Sitecore will provide the following Consulting Services, the descriptions of which are located at <https://www.sitecore.com/legal/consulting-packages>:

[Purchased Consulting Services Packages included here]

**TRAINING SERVICES:**

Sitecore will provide the following Training Services. Additional Training Services terms apply and are located at <https://www.sitecore.com/legal/additional-training-terms>.

[Purchased Training Services included here]

**3. Support, SLA and Usage Policy**

[Itemized Standard Support shown here, if Software purchase]

Sitecore offers support and maintenance services as set forth at <https://kb.sitecore.net/articles/583182>, at the level indicated in this Order.

Sitecore offers a Service Level Agreement for each of its SaaS Products and Hosted Services, which can be found at <https://www.sitecore.com/legal/sla>.

Access to SaaS Products and Hosted Services is provided subject to Customer's compliance with the Usage Policy set forth at <https://www.sitecore.com/legal/usage-policy>.

#### 4. Sitecore360 - if purchased

[Sitecore 360 table and entitlements included here]

[If applicable, Sitecore 360 Add-on table and entitlements included here]

A description of the Sitecore360 entitlements can be found at <https://www.sitecore.com/legal/sitecore360>.

#### 5. Sitecore Product Definitions

The Sitecore Product and Hosted Services definitions are as set forth on <https://www.sitecore.com/legal/order-definitions>.

#### 6. Subscription Term; Renewal

This Order is effective on the Order Effective Date and continues for the minimum commitment of [x] months. At the end of this minimum commitment, the Order will automatically renew for additional terms, as set forth below, unless either party provides the other party with at least 90 days' written notice of its intent not to renew prior to the next renewal date. The 'Subscription Term' is equal to the minimum commitment plus any renewals, which will be [renewal terms included here].

#### 7. Invoicing and Payment Terms

Below is a summary of the invoicing under this Order:

[Pricing/invoicing table included here]

Upon the Order Effective Date, the Initial Invoice will be sent to Customer's Accounts Payable Contact, to Customer Accounts Payable Contact Email as set forth below.

If applicable, any Recurring fees under this Order will be invoiced annually and due on the anniversary of the Order Effective Date, for the remainder of the Subscription Term.

<b>Customer Billing Address:</b>	
<b>Customer Shipping Address:</b>	
<b>Customer Accounts Payable Contact Name:</b>	
<b>Customer Accounts Payable Contact Email:</b>	

All prices as set out in this Order are [insert currency] and exclusive of any applicable taxes unless otherwise indicated.

<b>Payment Terms</b>
<b>Net 30 days</b>

<b>Additional Terms and Conditions</b>
<i>IF APPLICABLE</i>

By executing this Order, Customer commits to the payments set forth above. Each person signing this Order represents and warrants that he or she has been duly authorized and has full authority to execute this Order on behalf of the party below. This Order may be executed in counterpart and may be executed by way of facsimile or electronic signature, and if so, will be considered an original.

**Sitecore**

**Customer**

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_