

Sitecore Customer Order

Customer:
Company/Tax ID No:

Bill to Contact:
Bill to Email:
Legal Notification Contact:
Legal Notification Email:
Technical Contact Name:
Technical Contact Email:

Order Voidability Date:
Order Effective Date: This Order will be effective on the date signed by both parties below.
Existing Master Terms Date:

Payment Terms: Net 30
Billing Frequency: Annual
Interest Rate: 6%
Currency: EUR

Billing Address:

Shipping Address:

Sitecore Products

SAAS PRODUCT:

SUPPORT:

Quantity	Description
1	Sitecore Standard Support (XM-Professional)
1	Sitecore Standard Support (XP-Professional)

Invoicing

Year	Description	Price
1	Recurring Fee	EUR
1	TOTAL	EUR
2	Recurring Fee	EUR
3	Recurring Fee	EUR
4	Recurring Fee	EUR

By executing this Order, Customer commits to the payments set forth herein, as well as the terms and conditions provided in Schedule A attached hereto. 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

By: _____

Print Name: _____

Title: _____

Date: _____

[Customer Name]

By: _____

Print Name: _____

Title: _____

Date: _____

Schedule A

1. Terms of Order

This Order is entered into between Sitecore and Customer under the Master Subscription Terms and Conditions entered into between the parties as of the Existing Master Terms Date (collectively, the '**Master Terms**'). For the avoidance of doubt, the Master Terms shall also include the Gen AI Addendum as set forth on <https://www.sitecore.com/legal/master-subscription-terms-conditions/mstc-gen-ai-addendum>. This Order will be governed by the Master Terms and the Data Processing Addendum (where provided for in the Master Terms) 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 including at <https://www.sitecore.com/legal/order-definitions>, 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.

2. Support, SLA and Usage Policy

The following support and maintenance terms, apply to this order: <https://kb.sitecore.net/articles/583182>.

Customer's use of licensed SaaS Products (including Gen AI Functionality) or Hosted Services provided under this Order shall be further subject to the Service Level Agreement located here: <https://www.sitecore.com/legal/sla> and the Sitecore Usage Policy located here: <https://www.sitecore.com/legal/usage-policy>.

3. Subscription Term; Renewal

This Order is effective on the Order Effective Date and continues for the minimum commitment of [] months. At the end of this minimum commitment, the Order will automatically renew for additional terms of []-months with an annual increase in pricing of []%, 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.

4. Additional Terms and Condition

Data Processing Addendum: The parties acknowledge and agree that upon full execution of this Order form, the Data Processing Addendum currently referenced in the Master Terms shall be replaced with the Data Processing Addendum in effect as of the Order Effective Date available here: <https://www.sitecore.com/legal/dpa>.

Customer Reference Agreement: Customer agrees that Sitecore and its corporate Affiliate(s) shall be permitted to use Customer's name and logo to identify it as a Sitecore customer in various outlets, including but not limited to documentation or lists provided to industry analysts or professionals, Sitecore's websites or other marketing material. Sitecore acknowledges and agrees that the Customer's name will not be used or conveyed as a positive endorsement of Sitecore Products and Services, nor shall Sitecore make any claims about Customer's business outcomes, without the express prior approval of Customer and will be in compliance with any prior written guidelines provided by Customer to Sitecore.

Nonpayment suspension right:

In the event of non-payment by Customer of a valid invoice, if Customer still fails to pay such invoice after being sent a 15 days' reminder notice to pay such invoice, Sitecore may, at its sole discretion, suspend the access or provision of the Sitecore Products and/or Services, or terminate the affected Order.

SaaS Product Overages:

If Customer exceeds its Entitlement for a SaaS Product (with the exception of SitecoreAI) at any time during any of the consecutive 12-month periods that make up a Subscription Term, then upon 15 days' prior notification, Sitecore and Customer may agree to negotiate an amended Order within 30 days or 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.