TERMS AND CONDITIONS

These Terms and Conditions ("Terms") comprise the terms and conditions under which SoftwareONE will supply licenses and or Services. You accept these terms on behalf of the entity you represent ("Company") (together with its Affiliates) by either: (i) physically or electronically signing the Terms; or (ii) placing an order with SoftwareONE on behalf of Company. Upon acceptance, the Terms will remain in effect until terminated by either party.

1 DEFINITIONS AND INTEGRATION

In addition to any definitions contained within the body of these Terms, the following definitions apply:

"Affiliates" means any person, corporation or other entity that now or in the future, directly or indirectly controls, is controlled by or is under common control with Company. For purposes of this definition, "control" means with respect to: (a) with respect to a corporation, the ownership, directly or indirectly, of fifty percent (50%) or more of the voting power to elect directors thereof; and (b) with respect to any other entity, the power to direct the management of such entity.

"Contract" means an agreement, an Order Confirmation, a statement of work or similar document for the supply of Licenses or the provision of Services between SoftwareONE and Company.

"Deliverables" means all documents, products and materials developed by SoftwareONE exclusively for Company as a part of the Services and are identified in a Contract.

"Intellectual Property Rights" means patents, rights to inventions, copyrights, software, trademarks, trade names, service marks, logos, trade secrets, Confidential Information, Knowledge Capital, compilations, diagrams, layouts, mask works, know-how database rights, designs, methods, processes, formulas, rights to use and other proprietary rights and privileges, whether registered or unregistered, together with all improvements, modifications, enhancements, and derivative works to all of the foregoing, and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

"Knowledge Capital" means the ideas, concepts, know-how, skills, methodologies, and techniques, whether possessed by SoftwareONE prior to the commencement of these Terms or developed, modified, improved, or refined by SoftwareONE during the course of performance of the Services.

"Licenses" means the permission granted by a Licensor to Company, allowing Company to exercise certain privileges with respect to its software. The Licenses to be supplied or made available under these Terms will be listed in the respective Order Confirmation(s) and may include, temporary usage rights, updates and upgrades, patches or any other changes offered by the Licensor.

"Licensor" means the legal entity that is the owner of the Intellectual Property Rights vested in the Licenses with the authority to define the End User License Agreement ("EULA"), Product Terms ("PT") or other terms and conditions for the use of the Licenses.

"Order Confirmation" means SoftwareONE’s acceptance of Company’s purchase order in writing. Company’s order or an automatically generated response by SoftwareONE does not represent a binding Order Confirmation.

"Services" means any delivery, installation, configuration, consultation or other professional services as specified by the parties in a Contract.

"SoftwareONE" means the SoftwareONE entity named in an Order Confirmation or a Contract.


Unless otherwise agreed in writing by SoftwareONE, all Licenses and Services are supplied under these Terms to the exclusion of any other terms and conditions set out or referred to in any document or other communication used by Company prior to or in concluding a Contract. These Terms will apply to each Contract. In the event of a conflict between the Terms and a Contract, the Terms will control unless all of the following apply: (i) the Contract clearly identifies the applicable section of the Terms that is to be modified; and (ii) the Contract clearly states that such provision of the Contract supersedes the conflicting or inconsistent provision in the Terms. Any other attempt to alter or amend these Terms will be deemed void and have no effect. Any modifications to these Terms contained within a Contract are effective as to that Contract only and will not modify the Terms for any other purpose whatsoever. These Terms cannot be modified except in a written document signed by all parties.

2 ORDER AND DELIVERY POLICY; AFFILIATES

2.1 Price quotations and purchase orders are not binding upon either party until an Order Confirmation is delivered. The Order Confirmation is subject to availability by Licensor. Company will receive the Licenses by electronic transmission, electronic access or download. Company is responsible for the payment of each order it places and all orders by its Affiliates.

2.2 SoftwareONE’s Affiliates may procure Licenses and Services by executing the applicable Contract hereunder. Company and its Affiliates will be jointly and severally liable for all orders for Licenses and Services by Company's Affiliate.

2.3 If an undisputed invoice of a Company Affiliate is not paid within forty-five (45) calendar days, SoftwareONE may deliver the invoice to Company, and Company shall pay such overdue payments of any Affiliate to SoftwareONE within five (5) Business Days.
2.4 Company acknowledges that the EULA or PT of certain Licensors have automatic renewal provisions for the Licenses, requiring licensees to provide notice of their intention not to renew a License. If Licenses purchased under a Contract contain an automatic renewal provision, SoftwareONE shall make commercially reasonable efforts to notify Company of such provision within the Contract. If Company does not wish to renew a License with an automatic renewal provision, then Company shall: (i) provide notice to SoftwareONE of its intention not to renew a License thirty (30) days in advance of any period required by the Licensor in the EULA or PT; and (ii) provide notice of its intention not to renew the License to the Licensor as required by the EULA or PT. For example, if a Licensor’s EULA or PT require a thirty (30) day notice of intent not to renew, then Company shall provide SoftwareONE with a sixty (60) day notice of intent not to renew. If Company fails to deliver the required notice of intent not to renew, then the License will renew and Company will be responsible for payment.

3 RETURN POLICY
SoftwareONE will not accept the return of supplied Licenses unless such returns are admissible as per the Licensor’s return policies. If the Licenses received are not those detailed in the Contract, Company shall inform SoftwareONE no later than 10 business days of delivery.

4 ACADEMIC, NON-PROFIT AND GOVERNMENT LICENSES
Certain products are only available for purchase by qualified institutions, such as educational institutions ("Academic" products), qualified non-profit organizations ("Non-Profit" products) or government units ("Government" products). By identifying itself as a qualified institution, Company represents that it is familiar with all of the Licensor’s requirements with respect to such product and that it complies with all of the Licensor’s requirements for such Academic, Non-Profit or Government product.

5 SERVICES; CUSTOMER OBLIGATIONS; ACCEPTANCE
5.1 SoftwareONE shall perform the Services with due care and in accordance with the Contracts.
5.2 SoftwareONE will not be required to follow any requests or instructions ("Change Request"), which change or supplement the substance or scope of the Services described in a Contract. If SoftwareONE provides the Services described in a Change Request, then Company shall pay for such Services pursuant to these Terms and the applicable Contract.
5.3 In the absence of an expressly agreed invoicing schedule, Company shall pay all amounts relating to Services provided by SoftwareONE at the end of every calendar month in arrears.
5.4 Company shall: (a) cooperate with SoftwareONE in all matters relating to the Services; (b) provide all information SoftwareONE may request in order to carry out the Services in a timely manner and ensure that it is accurate in all material respects; (c) provide timely access to Company Intellectual Property, premises, data and such office accommodation and other facilities as agreed with Company in writing in advance and as necessary for the purpose of providing the Services; and (d) inform SoftwareONE of health and safety rules and regulations and any other reasonable security requirements at its premises.
5.5 If the performance of SoftwareONE is prevented or delayed by any act or omission of Company, its agents, subcontractors or employees, Company shall pay SoftwareONE all reasonable costs, fees or losses sustained or incurred by SoftwareONE as a result of such delay.
5.6 Company will be solely responsible for: (i) backing up its data; (ii) ensuring normal operation of its own software; and (iii) the necessary working environment of the software.
5.7 SoftwareONE shall notify Company upon completion of the Services ("Notification of Completion"). Company, shall examine the Services and any corresponding Deliverables, and declare or refuse the acceptance in writing signed by an authorized representative, within ten (10) Business Days after receipt of the Notification of Completion. If Company does not provide a notice of defect within ten (10) Business Days, then the Services will be deemed accepted.
5.8 If Company does not object to the Licenses within five (5) Business Days, then the Licenses will be deemed accepted.

6 PRICING AND PAYMENT
6.1 SoftwareONE will provide the price of the Licenses and the Services. All prices are subject to applicable sales or value added taxes. All prices and availability are subject to change unless agreed upon through a binding Order Confirmation or a Contract signed by both parties.
6.2 If Services, including subscription Services, for Company are performed by a party other than SoftwareONE, the fee for such a Service will be determined by the entity performing the Service. Such fees are not always fixed and may be subject to the usage of the Services by Company. Company shall accept the billing model and will pay the fee in accordance with the deadline specified by the third party. Company is solely responsible to ensure that it understands the billing model offered by the third party.
6.3 If payment terms are not indicated in an Order Confirmation, invoices are automatically due 25 calendar days following the invoice date. If Company overpays an invoice or otherwise has a credit balance with SoftwareONE, then SoftwareONE may apply such credit balance to other invoices owed by Company. If Company has a credit balance with SoftwareONE for over sixty (60) days, then SoftwareONE may refund the credit balance to Company. If no invoices are outstanding, SoftwareONE shall refund any credit balance within fifteen (15) business days of Company’s written request.
6.4 If Company does not pay the amounts owed in a timely manner, then Company shall pay interest charges and late payment fees on the outstanding amount, without any written demand or notice of default being necessary. All past due amounts will bear interest at the lesser of 15% per month or the highest rate allowed by law, until the invoice is paid in full.
6.5 Company shall pay all charges incurred by authorized users of its account, by credit card, by wire transfer or other similar payment mechanisms in effect. To the extent permitted by applicable law, SoftwareONE may require Company to pay transaction charges levied by credit card issuers relating to purchases. Company shall reimburse SoftwareONE for all bank fees relating to checks, credit card or bankcard sales drafted returned by the Company’s bank or card issuer. Company shall pay all attorney fees, court costs, collection agency fees, or any other costs incurred by SoftwareONE in collecting any overdue amount owed.
7 TAXES
Company shall timely calculate and pay any withholding taxes, import taxes, levies and duties based on cross-border transactions, including those resulting from transactions where SoftwareONE and Company are tax residents of different countries. If Company is required by law to deduct or withhold any taxes from any amount payable on a cross-border transaction, the amount payable will be increased so that after making all required deductions and withholdings, SoftwareONE receives an amount equal to the amount it would have received had no such deductions and withholdings been made.

8 WARRANTIES FOR LICENSES
Company acknowledges that SoftwareONE only delivers Licenses to software from third party Licensors. Such third party Licenses will be distributed by SoftwareONE subject to the applicable EULA and PT of the Licensor, which may contain a limited warranty from Licensor. Warranty terms and periods vary by Licensor and product. All of Company’s rights and remedies with respect to an Order Confirmation, purchase, possession, use of the products, and all maintenance, update, warranty, liability, and any other obligations related to the products will be governed by the applicable policies and procedures of the Licensor stated in the EULA, PT or other documentation provided by Licensor. Company acknowledges that it will be required to enter into a EULA PT or similar end user agreement with the Licensor as a condition precedent to using Licensor’s software. The EULA/PT or similar agreement will outline all warranties and representations offered by the Licensor to Company with respect to the Licenses purchased. SoftwareONE does not make any representations or warranties relating to any software.

9 NO WARRANTIES FOR THIRD PARTY SERVICES
All third party services delivered by SoftwareONE are delivered with the service provider’s limited warranty. The warranties for third party services that are not performed by SoftwareONE will be governed by the applicable policies and procedures of the service provider. SoftwareONE does not make any express or implied warranties for third party services.

10 WARRANTIES FOR SOFTWAREONE SERVICES
Any Warranties for all Services performed by SoftwareONE will be stated in the applicable Contract and will apply only to the Contract in which they are contained.

11 WARRANTIES FOR ORGANIZATION AND AUTHORITY
Each party represents that: (i) they are a valid legal entity in good standing under the laws of the jurisdiction in which they are organized; (ii) they have full power and authority to enter into these Terms and any Contract, which will create a binding agreement between the parties; and (iii) the performance by the parties hereunder will not violate any obligation or duty owed to a third party.

12 DISCLAIMER OF WARRANTIES AND DAMAGES; LIMITATION OF LIABILITY
12.1 Except as stated herein, SoftwareONE hereby disclaims all warranties of any kind, express or implied, including any implied warranties of merchantability, fitness for a particular purpose and non-infringement. In no event shall SoftwareONE, its shareholders, directors, officers, employees or other representatives be liable for general, indirect, consequential, or punitive damages related to any product sold.
12.2 SoftwareONE’s liability for any damages relating to Licenses or Services available through SoftwareONE are limited to the value of the amounts paid by Company under the Contract for such Licenses or Services over the last twelve calendar months preceding the incident giving rise to the damage. In no event will SoftwareONE be liable for any incidental, consequential, special, punitive or indirect damages of any kind, including damages resulting from delay, loss of profits, lost business opportunity, loss of content, interruption of business or loss of goodwill, which may arise in connection with or pertaining to these Terms or any Contract, even if such party has been notified of the possibility or likelihood of such damages occurring under any theory of law (including tort or other theory).
12.3 Company agrees that an Order or other document relating to the purchase of Licenses or Services submitted to SoftwareONE that includes any warranty to Company or that includes language that may create a liability for SoftwareONE, or conflicts with these Terms, is void and of no effect, unless it complies with the integration requirements stated in Section 1.
12.4 Some jurisdictions do not allow for the limitation or exclusion of warranties or damages, so the limitations on damages may not apply.

13 INTELLECTUAL PROPERTY RIGHTS
13.1 Except as expressly provided in this Section 13, nothing in these Terms provides Company any right, title or interest in or to any Intellectual Property Rights comprised in the Licenses or the Services, which will at all times remain the property of SoftwareONE or of the Licensors, as applicable.
13.2 Company acknowledges that the EULA/PT or similar agreement will outline all usage rights offered by the Licensor to Company with respect to the Licenses purchased.
13.3 Company represents and warrants that it is buying the Licenses for its own internal use and not for resale.
13.4 In the event of conflict between these Terms and the EULA/PT or similar agreement regarding the scope of the Intellectual Property Rights, the warranties and representations conferred to Company, the EULA/PT will prevail.
13.5 Upon full and final payment, SoftwareONE shall grant and hereby grants Company a perpetual, worldwide, fully paid up, royalty free license to use the applicable Deliverables for internal purposes.
13.6 SoftwareONE owns all right, title, and interest in all SoftwareONE IP, whether possessed by SoftwareONE prior to the commencement of these Terms or developed or refined by SoftwareONE during the course of performance the Services. If SoftwareONE includes any SoftwareONE IP or Knowledge Capital within the Deliverables, then SoftwareONE shall grant Company a limited, perpetual, fully paid up, royalty free, non-exclusive, non-assignable, non-transferable, revocable (solely for breach of the license), license to use, copy, modify, enhance, and maintain: (i) the SoftwareONE IP for Company’s internal
purposes and solely to the extent necessary to use the Deliverables; and (ii) SoftwareONE’s Knowledge Capital as embodied in, or to the extent necessary for its use of the SoftwareONE IP, or the Deliverables for Company’s internal purposes.

13.7 Third Party Intellectual Property Rights delivered as part of the Service will be made available to Company subject to the terms provided by such third party, which SoftwareONE will make available to Company upon request.

13.8 Company hereby grants to SoftwareONE a revocable, non-exclusive, royalty-free license to use Company’s Intellectual Property Rights to enable SoftwareONE to perform the Services. Company reserves all other right, title and interest to its Intellectual Property Rights.

13.9 Company shall not and shall not permit any Affiliates or third party to translate, reverse engineer, decompile, recompile, update, or modify any SoftwareONE IP. If Company provides any input, comments or suggestions regarding the Services, SoftwareONE IP, or SoftwareONE’s business or technology plans, including comments or suggestions regarding the possible creation, development, modification, correction, improvement or enhancement of the Services or SoftwareONE IP (collectively “Feedback”), then Company shall grant and hereby grants SoftwareONE a perpetual, non-exclusive, worldwide, royalty free, license to use such Feedback without restriction.

14 SUPPORT

SoftwareONE will not provide any technical support, unless expressly provided in a Contract.

15 TERM, TERMINATION, & SURVIVAL

15.1 These Terms are effective upon execution and will remain in effect until terminated as provided herein.

15.2 Either party may terminate the Terms at any time and for any reason by providing 30 days prior written notice to the other party. The terms and conditions of these Terms will survive any termination with respect to any Contract, until its conclusion.

15.3 Sections 1, 2, 4, 3, 6, 7, 8, 9, 11, 12, 13, 15, 17, 18, and 19 will survive any termination of these Terms.

16 FORCE MAJEURE

SoftwareONE shall not be liable to Company for any loss or damages which may be suffered by Company as a direct or indirect result of the supply of Licenses and Services by SoftwareONE being prevented, hindered, delayed or rendered uneconomic by reason of circumstances or events beyond SoftwareONE’s reasonable control including but not limited to acts of God, war, riot, strike, lock-out, fire, flood, and storm.

17 CONFIDENTIALITY

17.1 Definition “Confidential Information” means non-public information of a competitive or commercially sensitive, proprietary, financial, trade secret nature, or information that involves or implicates privacy interests. Confidential Information includes any information labeled “Confidential” or “Proprietary”, business plans, strategies, forecasts, analyses, financial information, employee information, technology information, trade secrets, products, technical data, specifications, documentation, rules and procedures, methods, contracts, presentations, know-how, product plans, business methods, product functionality, data, customers, markets, competitive analysis, databases, formats, methodologies, applications, developments, inventions, processes, payment, delivery and inspection procedures, designs, drawings, algorithms, formulas or information relating to engineering, marketing, or finance and any other information that the Recipient should reasonably believe to be confidential given the circumstances.

17.2 Exclusions from Confidentiality. Confidential Information excludes information that: (i) is known by the Recipient prior to its receipt; (ii) is now or becomes publicly known by acts not attributable to the Recipient; (iii) is disclosed to Recipient by a third party who has the legal right to make such a disclosure; (iv) is disclosed by the Recipient with Discloser’s prior written consent; (v) is subsequently developed by the Recipient independently of any disclosures made hereunder and without use or access to any of the Discloser’s Confidential Information; or (vi) is required to be disclosed pursuant to governmental regulation or court order.

17.3 Confidentiality Obligations. Each party acknowledges that certain information it will receive from the other party may be Confidential Information of the other party. Any party receiving Confidential Information (“Recipient”) shall exercise the same degree of care and protection with respect to the Confidential Information of the other party as provided under the applicable Contract. The Recipient shall not, directly or indirectly, disclose, copy, distribute, republish or allow any third party to have access to any Confidential Information of the Discloser. The Recipient may only disclose Confidential Information to personnel, if such personnel have a need to know the Confidential Information in order for the Recipient to perform its obligations under the respective Contract, and such personnel have agreed in writing to comply with the confidentiality obligations contained in these Terms.

17.4 Injunctive Relief Each party acknowledges that any violation of its obligations relating to Confidential Information would result in damages to the other party that are largely intangible but nonetheless real, and that cannot be remedied by an award of damages. Accordingly, any such violation will give the other party the immediate right to a court-ordered injunction or other appropriate order to enforce those obligations. A party’s right to injunctive relief is in addition to any other rights and remedies available to such party at law and in equity. The party against whom any such injunction is entered shall pay to the other party all reasonable expenses, including attorney fees, incurred in obtaining such enforcement.

18 JURISDICTION AND GOVERNING LAW

In case of any controversy or dispute, SoftwareONE, Company and/or the Affiliates shall discuss the matter in controversy or dispute and make a diligent effort to find an amicable solution. If the dispute is not resolved by finding an amicable solution, all disputes arising out of or in connection with these Terms or their validity will be finally resolved by the courts of the state/country in which the offices of the SoftwareONE Affiliate entering into the Contract are located. The United Nations Convention on the International Sales of Goods will not apply to these Terms or any Contract.
19 GENERAL

19.1 The invalidity or unenforceability of any provision of these Terms will not adversely affect the validity or enforceability of the remaining provisions.
19.2 All notices and other communications required or permitted to be served or given shall be in writing.
19.3 The failure of SoftwareONE to enforce the terms of these Terms does not constitute a waiver of it and will in no way affect the right to later enforce such terms.
19.4 Any heading, caption, or paragraph title contained in these Terms is inserted only as a matter of convenience and in no way defines or explains any paragraph or provision hereof.
19.5 Nothing in these Terms or any Contract is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorize any party to make or enter into any commitments for or on behalf of any other party.
19.6 These Terms may be executed in any number of counterparts, which taken together will represent a single document. Digital, facsimile, and other electronic signatures will be deemed to be originals and will be enforceable between the parties.
19.7 These Terms together with the Contracts, represent the entire agreement between the parties regarding the subject matter hereof, and supersede all other agreements and understandings.