

CobbleStone Software – Warranty & Returns

CobbleStone's standard warranty and returns policy is listed below. Actual terms may vary following negotiations with individual clients.

DESCRIPTION OF SERVICES

Company will provide the following Services either directly or by acquiring them from third parties:

Application Hosting Services. Company will provide to Licensee the Licensed Software over the internet as a software-as-a-service (SaaS) from Company's or Company-retained third-party data center to the publicly facing internet connection IP address. Company will provide access to a single instance of the software application as specified in Exhibit A. Additional instances are excluded unless specified in Exhibit A. The Activation date for the Licensed Software will occur within fifteen (15) days (or as agreed to in writing between the Parties) after the execution of this Agreement, provided that Licensee timely supplies all necessary information to Company.

Service Levels. The production instance of the Licensed Software will be available from the web application server 99.9% of the time excluding Scheduled Maintenance, Priority Downtime, and Emergency Suspension (as described below) to perform server and data center maintenance. Response times are commensurate with the user's connection speed; for example, an average response time of a 1 MB file with a user connection speed of 1.544 Mbps would be seven (7) seconds that may vary based on a user's computer speed, hardware, memory, disk space and specifications. The application web service is defined as an http or https response from Company's server to the gateway IP address externally available to the Internet. Company will use commercially reasonable efforts to ensure the reliability and availability of SaaS Services under Company's control; however, due to internet complexities, specific user's hardware, operating system, processing speed, computer memory, internet connection, and items beyond the control of Company, Company cannot guarantee or warrant any specific level of availability to a user's computer. In the event there is a documented outage reported by Licensee and confirmed by Company and the Service Levels have not been met, Company shall issue to Licensee a credit in accordance with the purchased Service Levels. In no event will Company's maximum credit or liability to Licensee or any third party exceed the equivalent of the license fees paid for the month in which the outage occurred. Service Levels obligations and credit requirements shall apply only to production instances of the Licensed Software.

Emergency Suspension. For emergency purposes, Company shall have the right to temporarily suspend Services to apply emergency fixes and support at any time as deemed necessary by Company.

Maintenance Support. Company will provide support to Licensee related to the Licensed Software product features. This will consist of responding to submitted support tickets as reasonably required to make Licensed Software perform as per its Documentation. Unless other support levels are purchased, the standard hours of support are 9:00 AM to 8:00 PM Monday through Friday (Eastern Time U.S.A.), exclusive of United States federal holidays. Emergency support includes 24-hour, 7-day support for mission critical problems with a targeted response time consistent with problem severity as designated by Company. Maintenance support will be provided in English unless translation services are specifically purchased in Exhibit A. Maintenance support excludes training, formal consulting services, and specific work relating to Licensee without an approved work order unless specifically purchased in Exhibit A. All other services will be provided on a fee basis.

Additional Services. Professional Services as purchased in accordance with Exhibit A shall be delivered based on the hours or items purchased and as per the requirements stated in Exhibit A. Scheduling for such Professional Services will be mutually agreed to between the Parties in advance and may be changed as mutually agreed to between the Parties. Any items not purchased in Exhibit A are specifically excluded from any deliverables. Charges for additional products or services as set forth in any subsequent purchase order or change order shall be as set forth in that agreement and subject to Company's then-current rates and policies. Licensee will provide the necessary resources and staff in a timely manner to: provide adequate requirements and business rules for

configuration services (if purchased); attend training (if purchased); provide data in a standard format (if data import services are purchased); secure licenses to third-party products (if applicable); support the required integrations (if purchased); and administer the system successfully.

Data Backups and Extracts. "Backups" are defined as the standard data backup services provided by Company, which include rolling thirty (30) day daily, off-site backups. Company will use commercially reasonable efforts to ensure the reliability of Backups; however, Company cannot guarantee or warrant any specific level of service as related to Backups. In the event of a major disaster, recovery actions begin upon declaring a disaster and total recovery may take between twenty-four (24) and seventy-two (72) hours commensurate with the level of disaster. At Licensee's request, but no more than once annually, Company will provide one (1) data extract or full restore within fifteen (15) days after such request in writing or otherwise as agreed to in writing between Parties. Additional extracts or restores may be purchased separately.

TERM AND TERMINATION

Term. The initial term of this Agreement shall be twelve (12) months from the date of Activation unless terminated as provided herein. After the expiration of each annual term, this Agreement will be automatically renewed for successive twelve (12) month terms unless either Party gives notice of its intent not to renew at least thirty (30) days prior to the expiration of the then-current term.

Termination. Licensee may terminate this Agreement for any reason with thirty (30) days' written notice to Company. Either Party may terminate this Agreement immediately upon a material breach by the other Party that has not been cured within thirty (30) days after receipt of notice of such breach.

Effect of Termination. Upon termination or expiration of this Agreement:

- Company may immediately cease providing the SaaS Services and all license rights granted to Licensee under this Agreement shall terminate;
- Licensee shall automatically consent to the termination of any software escrow agreement (if purchased) for the Licensed Software;
- Licensee shall pay to Company all amounts due for Services provided prior to the date of termination for which Company has not yet been paid;
- Unless terminated due to a breach by Licensee, Company shall refund to Licensee any pre-paid, unused fee amounts for the portion of the contract term remaining, less any amounts due to Company by Licensee as per subsection (c); and
- Company will retain Licensee's data for thirty (30) days after termination; thereafter, Company may decommission and purge Licensee's data. Within fifteen (15) days after the effective date of the termination, or otherwise as agreed to between the Parties in writing, Company will provide one (1) extract of Licensee's data to Licensee.

WARRANTIES AND DISCLAIMERS

Warranties. Company warrants that:

- all goods utilized by Company in providing the Services will be in good working order and will conform to the Documentation on the date of Activation;
- all work performed by Company in providing the Services will be performed in a good and workmanlike manner;

- the Licensed Software shall perform in all material respects in accordance with the Documentation and shall be free from known material defects in workmanship. In the event of any such defects, Company agrees to correct the defect or replace the defect within ninety (90) days from the date reported, or as agreed to between the Parties, or if Company determines that correction is not commercially reasonable, either Party may terminate this Agreement and Company will refund to Licensee a pro-rated portion of the prepaid annual license and hosting fees remaining; provided, however, that Company is notified by Licensee in writing of such defects within thirty (30) days of the date of the occurrence of the confirmed defect. Due to the complex nature of software, the Internet, and computer systems, Company does not warrant that the Licensed Software is completely error-free, will operate without interruption, or is compatible with all equipment and software configurations. The Licensed Software allows authorized End Users to add, alter, and delete data in a manner consistent with the functionality of the Licensed Software which may not be recoverable by Company outside of the backup retention period. Licensee expressly assumes all risk for its data and use.
- Company has sufficient legal rights to provide the Services to Licensee.

Warranties Disclaimer. THE WARRANTIES SET FORTH IN THE IMMEDIATELY PRECEDING SECTION ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Additional Disclaimers. Licensee acknowledges that information available from or through the Licensed Software or any interconnecting networks may not be valid or accurate and Licensee assumes responsibility for the review and accuracy of such data and its use of the Licensed Software. Company cannot and does not provide legal advice for Licensee. Services provided by Company are for the purposes of providing the Licensed Software in accordance with its Documentation. Company makes no other warranties of any kind, either express or implied, regarding the quality, accuracy, or validity of the Licensed Software, data, and/or information residing on or passing through any such networks. Licensee acknowledges that Company cannot and will not be responsible for any data or content of such data transmitted over the Internet or stored on any servers or equipment that are used for the purpose of providing the Services, including but not limited to internet connectivity, web hosting, server allocation, or dedicated web hosting. The use of any information obtained from or through the Services will be at Licensee's own risk. Company has no obligations under this Agreement with respect to any data created, stored, or transmitted outside of the Licensed Software.