
GENERAL TERMS AND CONDITIONS FOR CLOUD SERVICES

This General Terms and Conditions for Cloud Services (“GTC”) between RelishIQ, Inc. (“RELISH”) and the customer set forth below (“Customer”) is made as of the last signature date set forth below (“Effective Date”).

This GTC incorporates by reference the Support Services, attached as Exhibit A, and the Service Level Agreement, attached as Exhibit B which describe the support and operational matters of the Cloud Service.

1. DEFINITIONS

Capitalized terms used in this document are defined in the Glossary.

2. USAGE RIGHTS AND RESTRICTIONS

2.1. Grant of Rights

RELISH grants to Customer a non-exclusive and non-transferable right to use the Cloud Service (including its implementation and configuration), Cloud Materials and Documentation solely for Customer's and its Affiliates' internal business operations. Customer may use the Cloud Service world-wide, except Customer shall not use the Cloud Service from countries where such use is prohibited by Export Laws. Permitted uses and restrictions of the Cloud Service also apply to Cloud Materials and Documentation.

2.2. Authorized Users

Customer may permit Authorized Users to use the Cloud Service. Usage is limited to the Usage Metrics and volumes stated in the Order Form. Access credentials for the Cloud Service may not be used by more than one individual, but may be transferred from one individual to another if the original user is no longer permitted to use the Cloud Service. Customer is responsible for breaches of the Agreement caused by Authorized Users.

2.3. Acceptable Use Policy

With respect to the Cloud Service, Customer will not:

- a) disassemble, decompile, reverse-engineer, copy, translate or make derivative works,
- b) transmit any content or data that is unlawful or infringes any intellectual property rights, or
- c) circumvent or endanger its operation or security.

2.4. Verification of Use

Customer will monitor its own use of the Cloud Service and report any use in excess of the Usage Metrics and volume. RELISH may monitor use to verify compliance with Usage Metrics, volume and the Agreement.

2.5. Suspension of Cloud Service

RELISH may suspend or limit use of the Cloud Service if continued use may result in material harm to the Cloud Service or its users. RELISH will promptly notify Customer of the suspension or limitation in advance, to the extent reasonably practicable. RELISH will limit a suspension or limitation in time and scope as reasonably possible under the circumstances.

2.6. Third Party Web Services

The Cloud Service may include integrations with web services made available by third parties (other than RELISH, its Affiliates or Sub Contractors) that are accessed through the Cloud Service and subject to terms and conditions with those third parties. These third party web services are not part of the Cloud Service and the Agreement does not apply to them.

2.7. Mobile Access to Cloud Service

Authorized Users may access certain Cloud Services through mobile applications obtained from third-party websites such as Android or Apple app store. The use of mobile applications may be governed by the terms and conditions presented upon download/access to the mobile application and not by the terms of the Agreement.

2.8. On-Premise Components

The Cloud Service may include on-premise components that can be downloaded and installed (including updates) by Customer. The System Availability SLA does not apply to these components.

3. RELISH RESPONSIBILITIES**3.1. Provisioning**

RELISH provides access to the Cloud Service as described in the Order Form.

3.2. Support

RELISH provides support for the Cloud Service as referenced in Support Services, attached as [Exhibit A](#), and the Service Level Agreement, attached as [Exhibit B](#).

3.3. Security

RELISH will implement and maintain appropriate technical and organizational measures to protect the personal data processed by RELISH as part of the Cloud Service as described in the Data Processing Agreement for RELISH Cloud Services incorporated into the Order Form in compliance with applicable data protection law.

3.4. Modifications

- a) The Cloud Service and RELISH Policies may be modified by RELISH. RELISH will inform Customer of modifications by email, the support portal, release notes, Documentation or the Cloud Service. The information will be delivered by email if the modification is not solely an enhancement. Modifications may include optional new features for the Cloud Service, which Customer may use subject to the then-current Supplement and Documentation.
- b) If Customer establishes that a modification is not solely an enhancement and materially reduces the Cloud Service, Customer may terminate its subscriptions to the affected Cloud Service by providing written notice to RELISH within thirty (30) days after receipt of RELISH's informational notice.

3.5. Analyses

RELISH or RELISH Affiliates may create analyses utilizing, in part, Customer Data and information derived from Customer's use of the Cloud Service and Consulting Services, as set forth below ("Analyses"). Analyses will anonymize and aggregate information and will be treated as Cloud Materials.

Personal data contained in Customer Data is only used to provide the Cloud Service and Consulting Services. Analyses may be used for the following purposes:

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- a) product improvement (in particular, product features and functionality, workflows and user interfaces) and development of new RELISH products and services,
 - b) improving resource allocation and support,
 - c) internal demand planning,
 - d) training and developing machine learning algorithms,
 - e) improving product performance,
 - f) verification of security and data integrity,
 - g) identification of industry trends and developments, creation of indices and anonymous benchmarking.

4. CUSTOMER AND PERSONAL DATA

4.1. Customer Data

Customer is responsible for the Customer Data and entering it into the Cloud Service. Customer grants to RELISH (including its Affiliates and subcontractors) a nonexclusive right to process Customer Data solely to provide and support the Cloud Service.

4.2. Personal Data

Customer will collect and maintain all personal data contained in the Customer Data in compliance with applicable data privacy and protection laws.

4.3. Security

Customer will maintain reasonable security standards for its Authorized Users' use of the Cloud Service. Customer will not conduct or authorize penetration tests of the Cloud Service without advance approval from RELISH.

4.4. Access to Customer Data

- a) During the Subscription Term, Customer can access its Customer Data at any time. Customer may export and retrieve its Customer Data in a standard format. Export and retrieval may be subject to technical limitations, in which case RELISH and Customer will find a reasonable method to allow Customer access to Customer Data.
- b) Before the Subscription Term expires, Customer may use RELISH's self-service export tools (as available) to perform a final export of Customer Data from the Cloud Service.
- c) At the end of the Agreement, and no greater than thirty (30) days after the expiration or termination of the Agreement, RELISH will delete all Customer Data remaining on servers hosting the Cloud Service unless applicable law requires retention. Retained data is subject to the confidentiality provisions of the Agreement.
- d) In the event of third party legal proceedings relating to the Customer Data, RELISH will cooperate with Customer and comply with applicable law (both at Customer's expense) with respect to handling of the Customer Data.

5. FEES AND TAXES

5.1. Fees and Payment

Customer will pay fees as stated in the Order Form. After prior written notice, RELISH may suspend Customer's use of the Cloud Service until payment is made. Customer cannot withhold, reduce or set-off fees owed nor reduce Usage Metrics during the Subscription Term. Other than as set forth in Section 6 Term and Termination, all Order Forms are non-cancellable and fees non-refundable.

5.2. Taxes

Fees and other charges imposed under an Order Form will not include taxes, all of which will be for Customer's account. Customer is responsible for all taxes, other than RELISH's income and payroll taxes. Customer must provide to RELISH any direct pay permits or valid tax-exempt certificates prior to signing an Order Form. If RELISH is required to pay taxes (other than its income and payroll taxes), Customer will reimburse RELISH for those amounts and indemnify RELISH for any taxes and related costs paid or payable by RELISH attributable to those taxes.

6. TERM AND TERMINATION

6.1. Term

The Subscription Term is as stated in the Order Form.

6.2. Termination

A party may terminate the Agreement:

- a) upon thirty days written notice of the other party's material breach unless the breach is cured during that thirty day period,
- b) as permitted under Sections 3.4(b), 7.3(b), 7.4(c), 8.1(c), or 12.4 (with termination effective thirty days after receipt of notice in each of these cases), or
- c) immediately if the other party files for bankruptcy, becomes insolvent, or makes an assignment for the benefit of creditors, or otherwise materially breaches Sections 11 or 12.6.

6.3. Refund and Payments

For termination by Customer or termination under Sections 8.1(c) or 12.4, Customer will be entitled to:

- a) a pro-rata refund in the amount of the unused portion of prepaid fees for the terminated subscription calculated as of the effective date of termination (unless such refund is prohibited by Export Laws), and
- b) a release from the obligation to pay fees due for periods after the effective date of termination.

6.4. Effect of Expiration or Termination

Upon the effective date of expiration or termination of the Agreement:

- a) Customer's right to use the Cloud Service and all RELISH Confidential Information will end,
- b) Confidential Information of the disclosing party will be returned or destroyed as required by the Agreement, and
- c) Termination or expiration of the Agreement does not affect other agreements between the parties.

6.5. Survival

Sections 1, 5, 6.3, 6.4, 6.5, 8, 9, 10, 11, and 12 will survive the expiration or termination of the Agreement.

7. WARRANTIES

7.1. Compliance with Law

Each party warrants its current and continuing compliance with all laws and regulations applicable to it in connection with:

- a) in the case of RELISH, the operation of RELISH's business as it relates to the Cloud Service, and
- b) in the case of Customer, the Customer Data and Customer's use of the Cloud Service.

7.2. Good Industry Practices

RELISH warrants that it will provide the Cloud Service:

- a) in substantial conformance with the Documentation; and
- b) with the degree of skill and care reasonably expected from a skilled and experienced global supplier of services substantially similar to the nature and complexity of the Cloud Service.
- c) None of the Software contains any "back door," "drop dead device," "time bomb," "Trojan horse," "virus," or "worm" (as such terms are commonly understood in the software industry) or any other code designed or intended to have, or capable of performing, any of the following functions: (i) disrupting, disabling, harming or otherwise impeding in any manner the operation of, or providing unauthorized access to, a computer system or network or other device on which such code is stored or installed; or (ii) damaging or destroying any data or file without the user's consent.

7.3. Remedy

Customer's remedies and RELISH's entire liability for breach of the warranty under Section 7.2 will be:

- a) the re-performance of the deficient Cloud Service,
- b) if RELISH fails to re-perform, Customer may terminate its subscription for the affected Cloud Service. Any termination must occur within three months of RELISH's failure to re-perform).
- c) subject to any limitations set forth in this Agreement, the cost of any damages to Customer caused by RELISH's breach of Section 7.2(c).

7.4. System Availability

- a) RELISH warrants to maintain an average monthly system availability for the production system of the Cloud Service as defined in the applicable service level agreement.
- b) Customer's remedy for RELISH's breach of the SLA is the issuance of a credit in the amount described in the SLA. Customer will follow RELISH's posted credit claim procedure. When the validity of the service credit is confirmed by RELISH in writing (email permitted), Customer may apply the credit to a future invoice for the Cloud Service or request a refund for the amount of the credit if no future invoice is due. Service credits are in addition to other contractual remedies, but any credits paid will be offset against any damages awarded for RELISH's breach of this section 7.4.

- c) In the event RELISH fails to meet the SLA (i) for four consecutive months, or (ii) for five or more months during any twelve months period, or (iii) at a system availability level of at least 95% for one calendar month, Customer may terminate its subscriptions for the affected Cloud Service and receive a prorated refund for any unused services by providing RELISH with written notice within thirty days after the failure.

7.5. Warranty Exclusions

The warranties in Sections 7.2 and 7.4 will not apply if:

- a) the Cloud Service is not used in accordance with the Agreement or Documentation,
- b) any non-conformity is caused by Customer, or by any product or service not provided by RELISH, or
- c) the Cloud Service was provided for no fee.

7.6. Disclaimer

Except as expressly provided in the Agreement, neither RELISH nor its subcontractors make any representation or warranties, express or implied, statutory or otherwise, regarding any matter, including the merchantability, suitability, originality, or fitness for a particular use or purpose, non-infringement or results to be derived from the use of non-standard, customer developed integration with any products or services provided under the Agreement, or that the operation of any products or services will be secure, uninterrupted or error free. Customer agrees that it is not relying on delivery of future functionality, public comments or advertising of RELISH or product roadmaps in obtaining subscriptions for any Cloud Service.

8. THIRD PARTY CLAIMS

8.1. Claims Brought Against Customer

- a) RELISH will defend Customer against claims brought against Customer and its Affiliates by any third party alleging that Customer's and its Affiliates' use of the Cloud Service infringes or RELISH misappropriates any intellectual property rights, including a patent claim, copyright, or trade secret right. RELISH will indemnify Customer against all damages finally awarded against Customer (or the amount of any settlement RELISH enters into) with respect to these claims.
- b) RELISH's obligations under Section 8.1 will not apply if the claim results from (i) Customer's breach of Section 2, (ii) use of the Cloud Service in conjunction with any product or service not provided by RELISH, or (iii) use of the Cloud Service provided for no fee.
- c) In the event a claim is made or likely to be made, RELISH may (i) procure for Customer the right to continue using the Cloud Service under the terms of the Agreement, or (ii) replace or modify the Cloud Service to be non-infringing without a material decrease in functionality. If these options are not reasonably available, RELISH or Customer may terminate Customer's subscription to the affected Cloud Service upon written notice to the other, and RELISH shall refund all pre-paid fees by Customer within thirty (30) days.

8.2. Claims Brought Against RELISH

Customer will defend RELISH against claims brought against RELISH, its Affiliates and subcontractors by any third party related to Customer Data except to the extent the claim arises from RELISH's acts or omissions.

Customer will indemnify RELISH against all damages finally awarded against RELISH, its Affiliates and subcontractors (or the amount of any settlement Customer enters into) with respect to these claims.

8.3. Third Party Claim Procedure

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- a) The party against whom a third party claim is brought will timely notify the other party in writing of any claim, reasonably cooperate in the defense and may appear (at its own expense) through counsel reasonably acceptable to the party providing the defense.
 - b) The party that is obligated to defend a claim will have the right to fully control the defense.
 - c) Any settlement of a claim will not include a financial or specific performance obligation on, or admission of liability by, the party against whom the claim is brought.

8.4. Exclusive Remedy

The provisions of Section 8 state the sole, exclusive, and entire liability of the parties, their Affiliates, Business Partners and subcontractors to the other party, and is the other party's sole remedy, with respect to covered third party claims and to the infringement or RELISH misappropriation of third party intellectual property rights.

9. LIMITATION OF LIABILITY

9.1. Liability Cap

Subject to Section 9.2, the maximum aggregate liability of either party (or its respective Affiliates or RELISH's subcontractors) to the other or any other person or entity for all events (or series of connected events) arising in any twelve month period will not exceed the annual subscription fees paid for the applicable Cloud Service directly causing the damage. for that twelve month period. Any "twelve month period" commences on the Subscription Term start date or any of its yearly anniversaries.

9.2. Exclusion of Damages

Subject to Section 9.1:

- a) neither party (nor its respective Affiliates or RELISH's subcontractors) will be liable to the other party for any special, incidental, consequential, or indirect damages, loss of good will or business profits, work stoppage or for exemplary or punitive damages, and
- b) RELISH will not be liable for any damages caused by any beta or non-commercial Cloud Service provided for no fee.

9.3. Risk Allocation

The Agreement allocates the risks between RELISH and Customer. The fees for the Cloud Service and Consulting Services reflect this allocation of risk and limitations of liability.

10. INTELLECTUAL PROPERTY RIGHTS

10.1. RELISH Ownership

RELISH, their Affiliates or licensors own all intellectual property rights in and related to the Cloud Service, Cloud Materials, Documentation, Consulting Services, design contributions, related knowledge or processes, and any derivative works of them. All rights not expressly granted to Customer are reserved to RELISH and its licensors.

10.2. Customer Ownership

Customer retains all rights in and related to the Customer Data. RELISH may use Customer-provided trademarks solely to provide and support the Cloud Service.

10.3. Non-Assertion of Rights

Customer covenants, on behalf of itself and its successors and assigns, not to assert against RELISH, their Affiliates or licensors, any rights, or any claims of any rights, in any Cloud Service, Cloud Materials, Documentation, or Consulting Services.

11. CONFIDENTIALITY**11.1. Use of Confidential Information**

- a) The receiving party will protect all Confidential Information of the disclosing party as strictly confidential to the same extent it protects its own Confidential Information, and not less than a reasonable standard of care. Receiving party will not disclose any Confidential Information of the disclosing party to any person other than its personnel, representatives or Authorized Users whose access is necessary to enable it to exercise its rights or perform its obligations under the Agreement and who are under obligations of confidentiality substantially similar to those in Section 11. Customer will not disclose the Agreement or the pricing to any third party.
- b) Confidential Information of either party disclosed prior to execution of the Agreement will be subject to Section 11.
- c) In the event of legal proceedings relating to the Confidential Information, the receiving party will cooperate, to the extent legally permitted, with the disclosing party and comply with applicable law (all at disclosing party's expense) with respect to handling of the Confidential Information.

11.2. Exceptions

The restrictions on use or disclosure of Confidential Information will not apply to any Confidential Information that:

- a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information,
- b) is generally available to the public without breach of the Agreement by the receiving party,
- c) at the time of disclosure, was known to the receiving party free of confidentiality restrictions, or
- d) the disclosing party agrees in writing is free of confidentiality restrictions.

11.3. Publicity

Neither party will use the name of the other party in publicity activities without the prior written consent of the other of which Customer's consent shall only be provided by its Chief Intellectual Property officer.

12. MISCELLANEOUS**12.1. Severability**

If any provision of the Agreement is held to be invalid or unenforceable, the invalidity or unenforceability will not affect the other provisions of the Agreement.

12.2. No Waiver

A waiver of any breach of the Agreement is not deemed a waiver of any other breach.

12.3. Electronic Signature

Electronic signatures that comply with applicable law are deemed original signatures.

12.4. Trade Compliance

- a) RELISH and Customer shall comply with Export Laws in the performance of this Agreement. RELISH Confidential Information is subject to Export Laws. Customer, its Affiliates, and Authorized Users shall not directly or indirectly export, re-export, release, or transfer Confidential Information in violation of Export Laws. Customer is solely responsible for compliance with Export Laws related to Customer Data, including obtaining any required export authorizations for Customer Data. Customer shall not use the Cloud Service from Crimea/Sevastopol, Cuba, Iran, the People's Republic of Korea (North Korea) or Syria.
- b) Upon RELISH's request, Customer shall provide information and documents to support obtaining an export authorization. Upon written notice to Customer RELISH may immediately terminate Customer's subscription to the affected Cloud Service if (i) the competent authority does not grant such export authorization within eighteen months or (ii) Export Laws prohibit RELISH from providing the Cloud Service to Customer.

12.5. Notices

All notices will be in writing and given when delivered to the address set forth in an Order Form with copy to the legal department. Notices by RELISH relating to the operation or support of the Cloud Service and those under Sections 3.4 and 5.1 may be in the form of an electronic notice to Customer's authorized representative or administrator identified in the Order Form.

12.6. Assignment

Without RELISH's prior written consent, Customer may not assign or transfer the Agreement (or any of its rights or obligations) to any party. RELISH may assign the Agreement to any of its Affiliates after thirty (30) days notice to Customer.

12.7. Subcontracting

RELISH, may subcontract parts of the Cloud Service or Consulting Services to third parties. RELISH is responsible for breaches of the Agreement caused by its subcontractors.

12.8. Relationship of the Parties

The parties are independent contractors, and no partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties is created by the Agreement.

12.9. Force Majeure

Any delay in performance (other than for the payment of amounts due) caused by a force majeure event, as that term is generally understood, that are beyond the reasonable control of, and not caused by, the performing party is not a breach of the Agreement. The time for performance will be extended for a period equal to the duration of the conditions preventing performance.

12.10. Governing Law

The Agreement and any claims relating to its subject matter will be governed by and construed under the laws of Ohio, without reference to its conflicts of law principles. All disputes will be subject to the exclusive jurisdiction of the courts located in Ohio. The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act (where enacted) will not apply to the Agreement. Either party must initiate a cause of action for any claim(s) relating to the Agreement and its subject matter within one year from the date when the party knew, or should have known after reasonable investigation, of the facts giving rise to the claim(s).

12.11. Insurance

RELISH will maintain sufficient insurance to cover liabilities through the duration of this agreement.

12.12. Entire Agreement

The Agreement constitutes the complete and exclusive statement of the agreement between RELISH and Customer in connection with the parties' business relationship related to the subject matter of the Agreement. All previous representations, discussions, and writings (including any confidentiality agreements) are merged in and superseded by the Agreement and the parties disclaim any reliance on them. The Agreement may be modified solely in writing signed by both parties, except as permitted under Section 3.4. The Agreement will prevail over terms and conditions of any Customer-issued purchase order, which will have no force and effect, even if RELISH accepts or does not otherwise reject the purchase order.

Glossary

"Affiliate" of a party means, in relation to a company, any company or other entity, whether or not with legal personality, which directly or indirectly controls, is controlled by or is under joint control with that company.

"Agreement" means these General Terms and Conditions, an Order Form and any other mutually agreed to documents incorporated into an Order Form.

"Authorized User" means any individual to whom Customer grants access authorization to use the Cloud Service that is an employee, agent, contractor or representative of:

- a) Customer,
- b) Customer's Affiliates, and/or
- c) Customer's and Customer's Affiliates' Business Partners.

"Business Partner" means a legal entity that requires use of a Cloud Service in connection with Customer's and its Affiliates' internal business operations. These may include customers, distributors, service providers and/or suppliers of Customer.

"Cloud Service" means any distinct, subscription-based, hosted, supported and operated on-demand solution provided by RELISH under an Order Form.

"Cloud Materials" mean any materials provided or developed by RELISH (independently or with Customer's cooperation) in the course of performance under the Agreement, including in the delivery of any support or Consulting Services to Customer. Cloud Materials do not include the Customer Data, Customer Confidential Information or the Cloud Service.

"Confidential Information" means

- a) with respect to Customer: (i) the Customer Data, (ii) Customer marketing and business requirements, (iii) Customer implementation plans, and/or (iv) Customer financial information, and
- b) with respect to RELISH: (i) the Cloud Service, Documentation, Cloud Materials and analyses under Section 3.5, and (ii) information regarding RELISH research and development, product offerings, pricing and availability.
- c) Confidential Information of either RELISH or Customer also includes information which the disclosing party protects against unrestricted disclosure to others that (i) the disclosing party or its representatives designates as confidential at the time of disclosure, or (ii) should reasonably be understood to be confidential given the nature of the information and the circumstances surrounding its disclosure.

"Consulting Services" means professional services, such as implementation, configuration, custom development and training, performed by RELISH's employees or subcontractors as described in any Order Form and which are governed by the Supplement for Consulting Services or similar agreement.

"Customer Data" means any content, materials, data and information that Authorized Users enter into the production system of a Cloud Service or that Customer derives from its use of and stores in the Cloud Service (e.g. Customer-specific reports). Customer Data and its derivatives will not include RELISH's Confidential Information.

"Documentation" means RELISH's then-current technical and functional documentation as well as any roles and responsibilities descriptions, if applicable, for the Cloud Service which is made available to Customer with the Cloud Service.

"Export Laws" means all applicable import, export control and sanctions laws, including without limitation, the laws of the United States, the EU, and Germany.

"Order Form" means the ordering document for a Cloud Service that references the GTC.

"RELISH Policies" means the operational guidelines and policies applied by RELISH to provide and support the Cloud Service as incorporated in an Order Form.

"Subscription Term" means the term of a Cloud Service subscription identified in the applicable Order Form, including all renewals.

"Supplement" means the supplemental terms and conditions that apply to the Cloud Service and that are incorporated in an Order Form.

"Usage Metric" means the standard of measurement for determining the permitted use and calculating the fees due for a Cloud Service as set forth in an Order Form.

THE PARTIES HEREBY EXECUTE THIS AGREEMENT AS OF THE LAST DATE BELOW.

CUSTOMER NAME	RELISHIQ, INC.
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:
Customer address for notice: COMPANY ADDRESS CITY, ST ZIP Attention: NAME/DEPT Cc: EMAIL	RELISH address for notice: RelishIQ, Inc. 3000 Auburn Drive, Suite 430 Beachwood, OH 44122 Attention: General Counsel

EXHIBIT A - SUPPORT SERVICES**I. First Level Support**

Questions relating to the Customer-specific use of the Service are outside the scope of Support Services provided by RELISH and should be managed by the Customer.

II. Second Level Support

Support provided to Customer to address the Service not materially performing in accordance with the applicable documentation. Only Customer's named administrators may raise support tickets.

III. Third Level Support

Support provided to Customer to address technology-related questions, including:

All application functionality, administration, and user configuration questions regarding:

- The use of the RELISH App Platform configuration tool
- Initial setup and configuration of the RELISH provided cloud software
- Changing/Resetting user password and username
- Using reports

Only Customer's named administrators may raise support tickets.

EXHIBIT B - SERVICE LEVEL AGREEMENT

I. Definitions

“**Emergency Maintenance Window**” refers to those periods of time when RELISH may make the Service unavailable so that RELISH can repair problems of Severity Level “1.” Emergency Maintenance Windows will be performed when necessary but RELISH shall use reasonable efforts to perform such maintenance between 11:00 PM – 2:00 AM U.S. Pacific (Daylight Savings observed) and, in the event unable to do so, will provide advance notice to the extent reasonable and feasible under the circumstances.

“**Extended Maintenance Window**” refers to those periods of time when RELISH may make the Service unavailable in order to repair problems of any severity level, perform infrastructure updates (testing, reconfiguration, replacement, expansion), or deploy an Upgrade. Extended Maintenance Windows require a five (5) business day advance notice prior to the date of the Extended Maintenance Window. Extended Maintenance Windows will be limited to no more than twelve (12) occurrences per calendar year. Extended Maintenance Windows will occur from 11:00 PM Friday – 7:00 PM Sunday U.S. Pacific (Daylight Savings observed).

“**Key Performance Indicator**” or “**KPI**” means the percentage of time RELISH agrees to be in compliance with each measurement factor in accordance with the Service Level Matrix in Section II.

“**Maintenance Window**” refers to any or all Emergency Maintenance Windows, Extended Maintenance Windows and Weekly Maintenance Windows taken collectively.

“**Weekly Maintenance Window**” refers to those periods of time when RELISH makes the Service unavailable in order to repair problems of any severity level. Weekly Maintenance Windows will occur each week from 11:00 PM Friday – 2:00 AM Saturday U.S. Pacific (Daylight Savings observed).

“**Uncertified Web Browser**” means any web browser other than the latest and immediately preceding web browser version offered and mainstream supported by the following internet browser vendors: Apple Safari, Google Chrome, Microsoft Internet Explorer, and Mozilla Firefox.

“**Upgrade**” means updated versions of the RELISH Cloud Service deployed as a general release.

“**White List**” means a list of email addresses that a mail server is configured to accept without filtering or blocking.

II. Service Level Matrix

Category	Component	Measurement Factor	KPI
Service	Online Availability	The Service shall be available twenty-four hours a day, seven days a week, excluding Maintenance Windows.	99%
Customer Support (5am to 5pm Monday-Friday) U.S. Pacific (Daylight Savings observed)	Phone	Incoming calls to the RELISH help desk will be presented to the automated attendant and either routed to a RELISH help desk attendant or the RELISH help desk voicemail.	95%
	Voicemail	Voicemail to the RELISH help desk will be returned within 4 hours.	95%
	Email (or web form)	Email to the RELISH help desk will be returned in less than two (2) hours.	95%

Problem Resolution	Severity Level 1	Cases with severity level “1” will be addressed with continuous efforts beginning within one (1) hour of the RELISH help desk logging the Customer’s call. Upon resolution, a solution or workaround will be deployed during the next open Maintenance Window after RELISH quality assurance team has reasonably tested and approved the patch for public release.	100%
	Severity Level 2	Cases with severity level “2” will be addressed beginning within one (1) day of the RELISH help desk logging the Customer’s call. Upon resolution, a solution or workaround will be deployed in the next Weekly Maintenance Window or scheduled Extended Maintenance Window after RELISH quality assurance team has reasonably tested and approved the patch for public release.	100%
	Severity Level 3	Cases with severity level “3” will be addressed in accordance with RELISH enhancement request process, which can be initiated through the RELISH help desk.	100%

III. Severity Level Matrix

Severity Level	Description
1 (Critical)	Service crash during typical usage (no extraordinary circumstances) or functionality cannot be accessed and there is no work-around. Service and/or third party security patches needed to prevent a material risk of unauthorized access to the Service or data, as reasonably determined by RELISH.
2 (High)	Incorrect results, or functionality flaws, system crash caused from non-typical use of the Service and a work-around exists.
3 (Medium)	Requests that improve the overall intuitiveness of the Service such as renaming buttons, adding additional data or instructions, improving grammar, spelling, and ensuring consistency across all screens.

RELISH is not responsible for any outages caused by third party systems that interact with the RELISH Cloud Service.

IV. Service Level Remedy

In order to receive any Service Level Remedy, Customer must notify RELISH and provide RELISH with the necessary Customer resources and assistance as requested by RELISH to validate, replicate and investigate the issue.

Remedy calculation: 2% of the amount invoiced by RELISH to Customer during the applicable monthly period for each full 1% RELISH fails to achieve SLAs noted in Section II Service Level Matrix (not to exceed 50% of the monthly fee).

No liability shall be granted, and none shall be due, to the extent RELISH failure to meet a KPI is the result of (i) a standard force majeure situation, (ii) using a RELISH Uncertified Web Browser or (iii) Internet and/or communication system failures not maintained or hosted by RELISH. Customer acknowledges that RELISH will regularly issue communications regarding the Service via emails that originate from the Service’s domain. Customer agrees to include emails from such domain on any White List that it maintains, and to otherwise take any actions necessary to ensure that such emails are not filtered or blocked from receipt. To the extent that Customer does not comply with the obligations of this paragraph, RELISH will have no liability for any failure of Customer to receive RELISH communications related to the Service.