

## ORDER SPECIFIC TERMS

For information regarding HCL’s Product Lifecycle and support requirements, please visit <https://hclpnpsupport.hcltech.com/csm>.

1. **Scope.** This Order governs Customer’s and its Affiliates’ use of the above Programs, Support and Packaged Service Offerings. This Order is made under the Master License Agreement or Cloud Services Agreement (each available at <https://www.hcltechsw.com/resources/master-agreements>), whichever is applicable and any amendments thereto, between the Parties (“**Agreement**”) and the terms of which are hereby incorporated herein. In the event the Agreement was entered into by Customer’s or HCL’s parent or other Affiliate, then for purposes of this Order, the Agreement shall be deemed as entered into by the Parties hereto. This Order is valid only for the following countries: World-wide except for those countries considered embargoed, sanctioned or terrorist countries under U.S. or applicable laws or regulations (“**Territory**”).
  
2. **Payment.**
  - a. **Fees.** Customer will pay any and all fees as detailed in this Order. Except as provided herein, all amounts in this Order are in United States Dollars (USD) and payment is due in advance. Customer will pay HCL for the amounts due, owing, and duly invoiced under this Order within thirty (30) days of the date of invoice. Customer shall make all payments pursuant to this Order through electronic transfer of funds to the designated bank accounts as nominated by HCL in writing. Overdue amounts payable under this Order will bear interest from the original due date at the rate of one percent (1%) per month or the maximum legal rate, whichever is less. Except as provided herein, all fees are non-refundable and non-cancelable.
  
  - b. **Taxes.** All fees quoted are exclusive of taxes. Customer is responsible for payment of any sales, use, value added, GST, and any other similar taxes or governmental fees associated with this Order, except for taxes based on HCL’s net income, gross revenue or employment obligations. If HCL is obligated by applicable law to collect and remit any taxes or fees, the appropriate tax or fee amount will be charged and set forth in the applicable invoice. Customer agrees to bear any withholding tax liability as may be required by law and would increase payment due under this Order by such an amount so that the net payment made to HCL after deduction of applicable withholding tax is the same, had there been no withholding tax applicable. Customer is solely responsible for timely and accurate payment of applicable taxes and fees, irrespective of what HCL’s invoice may state.
  
3. **Overdraft Fee.** If available for the Program(s) specified in the Order Schedule, Customers may dynamically exceed the usage entitlement level associated with this Order if they “Opt In” to the overdraft program at the time of executing the Order or during the Order term. Participating customers will either have Overdraft Licenses available or consumption metering that resets monthly. The Overdraft Licenses will expire at the end of the month in which they were issued and HCL will invoice quarterly within the first succeeding month. The Monthly rate for Overdraft Licenses or Metered Use will be as follows, if Customer has opted in for same. Has Customer opted in?  Yes  No

Part Description	Part Number	Overdraft Unit	Overdraft Rate

4. **NON-ASSIGNMENT.** Customer will not assign or transfer this Order or a Program/Service under this Order separate from this Order and the Agreement without the consent of HCL except as provided in the

Agreement. Except as mentioned in preceding sentence, any attempted assignment or transfer by Customer of this Order or a Program, Support or Packaged Service Offering is null and void.

5. **MISCELLANEOUS**. Terms of the Agreement are incorporated herein. In the event of any inconsistency or conflict between this Order and the Agreement, this Order will prevail and control but only with respect to this Order. In the event this Order is proposed by HCL, and is deemed to constitute an offer, then acceptance of such offer is limited to its terms. In the event Customer proposes or accepts an Order by submitting a Customer purchase order, order document, acknowledgment, or other Customer communication, then regardless of whether HCL acknowledges, accepts, fully or partially performs under any such document, HCL objects and rejects any additional or different terms in such document and none of such additional or different terms will become part of the agreement between the Parties even if HCL uses or refers to such document for invoicing purposes.
  
6. **ENTIRE AGREEMENT AND MODIFICATIONS**. The Parties acknowledge they have read this Order and agree that it, including its referenced terms, read together with the Agreement, is the complete and exclusive statement of the agreement between the parties relating to the subject matter of this Order. This Order may not be modified or rescinded except in writing signed by both parties.