Retail Cloud POS and PredictSpring Support Plan

GENERAL

The support plan is a subscription support offering that includes access to resources to help customers use and maximize their associated Retail Cloud POS and PredictSpring subscriptions. It will be provided to Customer's Admin Users in accordance with the description outlined in this document. Customer is responsible for evaluating any advice or guidance received from Salesforce as part of this support plan and for implementing any such advice and guidance. All support is provided in English only.

CONTACTING SUPPORT

Customer's Admin Users may submit requests for help as detailed in the knowledge article available here: https://help.salesforce.com/s/articleView?language=en_US&id=004333399&type=1.

SUPPORT PLAN ENTITLEMENTS

Based on priority of the issue reported by Customer to Salesforce, Salesforce will respond regarding support issues with the appropriate resources and urgency as set forth in the table:

Priority	Definition	Target Initial Response Time
PO	Issue has revenue impact and is blocking the ability to conduct transactions	15 minutes 24x7
P1	Issue is not blocking the ability to transact but is negatively impact user experience	8 hours Local Business Hours
P2	Non-urgent bug or enhancement to be addressed in future release	5 business days Local Business Hours

REPRODUCING ERRORS

Salesforce must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Salesforce to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide access to their application for troubleshooting purposes.

ADDITIONAL DETAILS

Exclusions

This support plan does not include any of the following:

- Implementation of the Services
- Assistance with password resets
- Assistance with usernames
- Assistance with non-Salesforce or PredictSpring products, services or technologies, including implementation, administration, connection to, or use of third-party enabling technologies such as databases, computer networks or communications systems
- Assistance with hardware including, without limitation, point-of-sale devices or peripherals
- Assistance with AppExchange or other marketplace applications, whether authored by Salesforce or a third party
- Creation or testing of custom code, including SOQL queries
- Assistance for non-Admin Users including, without limitation, store associates
- Assistance in any language other than English
- Travel

Plan Materials

Any materials provided by Salesforce to Customer as part of this support plan are the confidential information of Salesforce and may not be copied, disclosed or distributed to anyone other than Customers' Users entitled to receive the applicable plan. Salesforce retains ownership of all intellectual property rights in the materials and reserves all rights in the materials not expressly granted to the Customer.

Changes to Support Plan

Salesforce may modify this support plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.

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