



PRODUCT / SERVICE TERMS

These Product/Service Terms apply to certain products that you access through our platform(s), website(s) or are otherwise identified in your order form, statement of work or other ordering document (collectively “**order form**”) and supplement the Clarivate Terms which apply to all of our products. If you have ordered or are accessing a product that is not listed below, then these Product/Service Terms not apply to your order. “**We**”, “**our**” and “**Clarivate**” means the Clarivate entity identified in the order form; “**you**” and “**your**” means the Client entity identified in the order form. Any other terms not defined in these Product/Service terms have the meaning given to them in the Clarivate Terms.

Hosted Memotech

- 1. Implementation and training.** Implementation services or training will be set forth in a statement of work. Data import does not include cleansing of pre-existing errors, discrepancies or omissions in data. We offer administrator, data entry and go live assistance training, either web-based or on-site training. On-site training is subject to reimbursement of out of pocket expenses such as transportation costs and personnel time.
- 2. Software upgrade services.** If your order form includes software upgrade services, we will provide software upgrade services one-time per year. We will provide a SOW that outlines the included scope of work. You agree that services do not include (i) loading or configuring of non-Clarivate software, including operating systems, databases or scripting languages; (ii) integration with any external systems or applications; (iii) data analysis or validation, data cleansing, database tuning, database clean-up, database or data warehouse maintenance or (iv) instructor-led and/or classroom product training, printed training materials, training labs or lab exercises.

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