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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