



CHANNEL END USER TERMS (Global excluding Germany)

These Channel End User Terms (“Terms”) set forth the direct terms and conditions between NetApp, Inc., NetApp B.V., or any of their affiliates (“NetApp”) and Channel End User Customer (“Customer”) in connection with NetApp Products and Services purchased by Customer from an authorized NetApp reseller, unless Customer has entered into a separate agreement with NetApp in connection with such Products or Services applicable to purchases from an authorized NetApp reseller. By purchasing such Products and Services, Customer agrees to be bound by these Terms. NetApp and Customer may each be referred to as a “Party” or collectively, as the “Parties.”

1. DEFINITIONS

1.1. Documentation. NetApp supplied technical documentation describing the features and functions of the associated Products.

1.2. Hardware. NetApp-branded hardware, including its components and spare parts, but excluding any firmware and Third Party Branded Products.

1.3. How-to-Buy Site. <http://netapp.com/us/how-to-buy/stc.html>.

1.4. NetApp Cloud Provider. A third party authorized by NetApp to offer or enable the use of the Software or Cloud Data Services as part of such provider’s cloud-based service.

1.5. Products. Hardware, Software, associated Documentation and any Third Party Branded Products.

1.6. Services. NetApp’s consulting, installation, implementation and other services that are not Support Services (“Professional Services”), its generally available technical support and maintenance services programs (“Support Services”) and/or its “as a service” offerings which Customer may purchase either from a NetApp authorized reseller or a NetApp Cloud Provider (“Cloud Data Services”).

1.7. Software. NetApp-branded software in object code format including (as applicable) operating system software, protocols, firmware, backup and recovery, disaster recovery, storage efficiency and management software.

1.8. Third Party Branded Products. Any hardware or software that is manufactured, developed, licensed, or otherwise made available by any entity other than NetApp and is distributed or licensed by NetApp for use in conjunction with Hardware and Software.

2. SOFTWARE LICENSE

2.1. License Grant. Subject to these Terms and any limitations or restrictions set forth in the corresponding Documentation or order documentation from the authorized NetApp reseller, NetApp grants to Customer a personal, non-exclusive, non-transferable, worldwide, limited, and revocable license, without the right to sublicense, to (a) install and use the Software for Customer’s internal business purposes, and (b) use the Documentation in support of Customer’s use of the Software. The Software associated with Customer’s license is either bundled with a specific storage controller identified by a unique serial number (“Controller-based”), or is independent of a storage controller (“Standalone”), and is one of the following license types: (a) “Life-of-controller”: Controller-based licenses granted for the period of time during which Customer’s controller is operable; (b) “Perpetual”: Standalone licenses granted in perpetuity; (c) “Term”: Controller-based licenses or Standalone licenses granted for a fixed period of time; (d) “Capacity”: Controller-based licenses or Standalone licenses granted for a specified amount of storage capacity or usage which may be measured as “raw” or “provisioned” storage capacity, number of hosts or other measure of usage. Certain license types may require the enablement and use of NetApp’s remote support diagnostic systems. Each storage controller deployed in a cluster or a high-availability pair or group must have the same Controller-based licenses as the other storage controllers in that cluster, high-availability pair, or group. Subject to NetApp’s prior written

agreement, and in the context of non-disruptive operations within a cluster, Customer may deploy storage controllers with different Controller-based licenses and failover from one storage controller to another for the time required to remedy a failure, provided that all storage controllers in the cluster have the same hardware and software support offerings in effect at all times.

2.2. License Restrictions. Customer will not, nor will Customer allow any third party to (a) use the Software in breach or excess of the types, quantities and other usage attributes related to the associated Software licenses or other limitations prescribed by NetApp in these Terms or the associated order documentation; (b) reverse engineer, decompile, or disassemble the Software or otherwise reduce it to human-readable form except to the extent required for interoperability purposes under applicable laws or as expressly permitted in open-source licenses; (c) remove or conceal any product identification, proprietary, intellectual property, or other notices in the Software and Documentation; (d) use the Software and Documentation to perform services for third parties in a service bureau, managed services, commercial hosting services, or similar environment, unless i) the Software has been obtained from a NetApp Cloud Provider, ii) is used in conjunction with NetApp Cloud Provider service, or iii) otherwise agreed in writing by NetApp; (e) assign or otherwise transfer, in whole or in part, the Software or Documentation licenses to another party or Controller-based licenses to a different storage controller unless otherwise agreed in writing by NetApp; (f) install Controller-based licenses on or use them with third party hardware or any second-hand or grey market Hardware that Customer has not purchased from NetApp or a NetApp partner; (g) modify, adapt or create a derivative work of the Software or Documentation; or (h) publish or provide any Software benchmark or comparison test results.

2.3. Third Party Licenses. Customer represents and warrants that it has obtained and/or will obtain all applicable third party licenses necessary to operate any third party software required in connection with the use of the Products and for NetApp to freely and without interruption perform the Services hereunder.

2.4. Software Notices. Notwithstanding other statements in this Section 2, third party software components, including free, copyleft and open source software components, if any, embedded in Software (“Third Party Embedded Software”) are distributed in compliance with the particular licensing terms and conditions attributable to such Third Party Embedded Software. Copyright notices and licensing terms and conditions applicable to Third Party Embedded Software are available for review with the Software Documentation at <https://mysupport.netapp.com/> or may be included on the media on which Customer receives the Software, within a “NOTICE” file (e.g., NOTICE.PDF or NOTICE.TXT) or included within the downloaded files, and/or reproduced within the materials or Documentation accompanying the Software.

2.5. Performance Data. NetApp retains all right, title and interest in data and data elements collected by the Software systems configuration which, as applicable, pertains to the Software environment, the usage and performance of the Software, and the components managed by the Software, as applicable (“Performance Data”). Without limiting the

foregoing, NetApp may collect and use Performance Data to provide and improve the Software and NetApp's other products and services.

3. SERVICES

3.1. Services. Services are provided by or on behalf of NetApp. Additional terms and conditions applicable to Services are set forth at the How-to-Buy Site. The Services Terms for the applicable Services will control over any conflicting term in these Terms.

4. DIRECT WARRANTY

4.1. Hardware Warranty. NetApp warrants that the Hardware will materially conform to the Documentation for a period of three (3) years from the date of delivery, unless otherwise specified in the applicable Documentation ("Hardware Warranty Period"). In the event of any material nonconformity in the Hardware during the Hardware Warranty Period that is reproducible and verifiable, NetApp will, in its sole discretion and at its own expense, repair or replace the Hardware, or refund amounts received by NetApp for the non-conforming Hardware. Replacement parts will be warranted for the remainder of the Hardware Warranty Period in effect for the original Hardware purchased, unless otherwise mandated by applicable law. For purposes of this Section 4.1, delivery is made pursuant to the applicable trade term specified on the quotation or as agreed to by NetApp.

4.2. Software Warranty. NetApp warrants for a period of 90 days from date of first delivery of the Software or such other minimum period required under applicable law ("Software Warranty Period") that (a) the Software will materially conform to the then-current Documentation; and (b) the Software media will be free from physical defects. NetApp does not warrant that Customer's use of the Software will be error-free or uninterrupted. In the event of any material nonconformity in the Software during the Software Warranty Period that is reproducible and verifiable, NetApp will, in its sole discretion and at its own expense, repair or replace the Software, or refund the amounts received by NetApp for the nonconforming Software. This warranty does not cover software, other items, or any services provided by persons other than NetApp or a NetApp authorized distributor, reseller or partner. For the purposes of this Section 4.2, if Software is pre-installed on the Hardware, delivery is made pursuant to the applicable trade term specified on the quotation or as agreed to by NetApp. If the Software is not pre-installed on the Hardware, then for the purposes of this Section 4.2, delivery is made when NetApp makes the enabling key available to a Customer or, if an enabling key is not required, otherwise makes such Software available for download or use by the Customer. Software that is obtained for use solely in conjunction with a NetApp Cloud Provider's services is provided "AS IS" and without warranty of any kind. Customer assumes all risks arising from the use of the Software together with a NetApp Cloud Provider's offering.

4.3. Limitations. NetApp will not be liable under this warranty for claims arising from Customer's, Customer's subcontractor's, or any unauthorized third person's misuse, neglect, improper installation or testing, attempts to repair, or any other cause beyond the range of the intended use. The Hardware warranty will become void if a Hardware component is installed as an add-on to or replacement for the original Hardware without NetApp's prior written approval. The Software warranty will become void if the Software is modified or otherwise used in violation of the Software license terms set forth in Section 2, except as authorized in writing by NetApp.

4.4. Exclusive Warranties. TO THE EXTENT PERMITTED BY APPLICABLE LAWS, THE FOREGOING WARRANTIES ARE CUSTOMER'S SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES. NETAPP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

5. INTELLECTUAL PROPERTY RIGHTS AND PROTECTION

5.1. General. The Software and Documentation is licensed, not sold, to Customer. It is protected by intellectual property laws and treaties worldwide, and contains trade secrets, in which NetApp and its licensors

reserve and retain all rights not expressly granted to Customer. No right, title, or interest to any trademark, service mark, logo, or trade name of NetApp or its licensors is granted to Customer.

5.2. IP Claims. Subject to the terms and conditions of this Section, NetApp will defend or settle any claim brought by a third party against Customer that Hardware, Software, and Documentation sold and delivered by or for NetApp to Customer under these Terms infringe any patent, trademark, or copyright ("IP Claim"). NetApp will pay settlement amounts or, if applicable, damages and costs finally awarded by a court of competent jurisdiction (collectively, "Damages") against Customer to the extent such Damages are specifically attributable to the IP Claim, provided that Customer: (a) promptly notifies NetApp in writing of the IP Claim; (b) provides information and assistance to NetApp to defend such IP Claim; and (c) provides NetApp with sole control of the defense or settlement negotiations.

5.3. Remedies. NetApp may, at its option, substitute or modify the Product, or the relevant portion thereof, so that it becomes non-infringing; procure any necessary license; or replace the Product. If NetApp determines that none of these alternatives is reasonably available, then Customer may return the Product and NetApp will refund Customer's purchase price.

5.4. Exclusions. Notwithstanding anything to the contrary in these Terms, NetApp has no obligation or liability for any claim of infringement that arises from or relates to: (a) NetApp's compliance with or use of designs, specifications, inventions, instructions, or technical information furnished by or on behalf of Customer; (b) Product modifications made by or on behalf of Customer without NetApp's prior written authorization; (c) Customer's failure to upgrade or use a new version of the Product, to make a change or modification requested by NetApp, or to cease using the Product if requested by NetApp; (d) the Product, or any portion thereof, in combination with any other product or service; (e) Third Party Branded Products; or (f) any content or information stored on or used by Customer or a third party in connection with a Product.

5.5. Entire Liability. Notwithstanding any Term to the contrary in these Terms, this Section 5 states NetApp's entire liability and Customer's sole and exclusive remedies for IP Claims.

6. CONFIDENTIALITY

6.1. General. "Confidential Information" means any information disclosed by a Party to the other Party in connection with these Terms that (a) is marked "confidential" or "proprietary" at the time of disclosure; (b) if disclosed orally or visually, is designated "confidential" or "proprietary" at the time of disclosure and summarized in a writing delivered to the receiving Party within 30 days of disclosure; or (c) by its nature or the circumstances surrounding disclosure, should reasonably be considered confidential or proprietary. "Confidential Information" includes any reproduction of such information, but does not include information that: (a) is or becomes a part of the public domain through no act or omission of the receiving Party; (b) was in the receiving Party's lawful possession prior to the disclosure and had not been obtained by the receiving Party either directly or indirectly from the disclosing Party; (c) is lawfully disclosed to the receiving Party by a third party without restriction on the disclosure; or (d) is independently developed by the receiving Party.

6.2. Treatment of Confidential Information. Confidential Information will remain the property of the disclosing Party. Each Party will have the right to use the other's Confidential Information solely for the purpose of fulfilling its obligations under these Terms. Each Party agrees (a) to hold the other Party's Confidential Information in confidence for a period of 3 years from the date of disclosure; and (b) to disclose the other Party's Confidential Information only to those employees or agents who have a need to know in furtherance of these Terms and who are required to protect such Confidential Information against unauthorized disclosure under terms no less restrictive than those set forth herein. The receiving Party will protect the Confidential Information from unauthorized use, access, or disclosure in the same manner as it protects its own proprietary information of a similar nature, and in any event with at least a reasonable degree of care. The

receiving Party may disclose the disclosing Party's Confidential Information to the extent such disclosure is required pursuant to a judicial or administrative proceeding, provided that the receiving Party gives the disclosing Party prompt written notice thereof and the opportunity to seek a protective order or other legal remedies.

6.3. Return/Destruction. Upon the disclosing Party's written request, all Confidential Information (including all copies thereof) of the disclosing Party will be returned or destroyed, unless the receiving Party is required to retain such information by law, and the receiving Party will provide written certification of compliance with this Section 6.3.

7. LIMITATION OF LIABILITY

7.1. Liability Exclusions. To the extent permitted by applicable law, regardless of the basis of claims (e.g., contract, tort, or statute), in no event will NetApp or its suppliers or subcontractors be liable to Customer for special, incidental, indirect or consequential damages; downtime costs; loss or corruption of data; loss of revenues, profits, goodwill or anticipated savings; procurement of substitute goods and/or services; interruption of business; Customer's failure to comply with applicable "non-erasable" and "non-rewriteable" U.S. government regulations; or Customer's failure to obtain any applicable third party licenses necessary to operate any third party software required in connection with the use of the Products and for NetApp to freely and without interruption perform the Services. This exclusion is independent of any remedy set forth in these Terms.

7.2. Cumulative Liability. To the extent that limitation of liability is permitted by applicable law, NetApp's liability is limited to direct damages in an amount not to exceed US\$1,000,000. This limitation is cumulative and not per incident.

7.3. Exceptions. The limitations set forth in Sections 7.1 and 7.2 above will not apply to liability for claims arising from: (a) death or personal injury caused by negligence or gross negligence; (b) willful misconduct or fraud; (c), any other liability which cannot be excluded under applicable laws; or (d) IP Claims under Section 5.

8. COMPLIANCE WITH LAWS

8.1. Compliance. Each Party will comply with all applicable laws and regulations.

8.2. Export. Customer acknowledges that Products and Services supplied under these Terms are subject to controls under the laws and regulations of the United States, the European Union and other countries as applicable, and that Products and Services may include export and import of controlled technologies, including without limitation encryption technology. Customer agrees to comply with such laws and regulations and, in particular, represents and warrants that it: (a) will not, unless authorized by U.S. export licenses or other government authorizations, directly or indirectly import, export, re-export or divert Products and Services to (or use Products and Services in) countries subject to U.S. embargoes or trade sanctions programs; (b) is not a party, nor will it import, export, re-export or divert to a party, identified on any government export exclusion lists, including but not limited to the U.S. Denied Persons, Entity, and Specially Designated Nationals Lists; and (c) will not use Products, Services or technology for any purposes prohibited by United States law, including without limitation the development, design, manufacture, or production of nuclear, missile, chemical or biological weaponry or other weapons of mass destruction. Customer agrees to provide NetApp with destination end use and end user (Customer name or business division using the Products) information upon NetApp's request. Customer will obtain all required authorizations, permits, or licenses to export, re-export or import, as required. Customer agrees to obligate, by contract or other similar assurances, the parties to whom it re-exports or otherwise transfers Products and Services to comply with all obligations set forth herein.

8.3. Anti-Bribery. Each Party shall comply with all applicable country laws relating to anti-corruption or anti-bribery, including but not limited to the requirements of the U.S. Foreign Corrupt Practices Act, as amended, the U.K. Bribery Act, and legislation implementing the OECD Convention on

Combating Bribery of Foreign Public Officials in International Business Transactions.

9. MISCELLANEOUS

9.1. Term and Termination. These Terms are effective until terminated. Customer may terminate these Terms at any time upon written notice to NetApp. NetApp may terminate these Terms immediately upon written notice to Customer if Customer commits a material breach of these Terms, including failure to remit payments when due whether payable to NetApp or its authorized third party financing partners in connection with an Approved Financing Agreement, described in Section 9.8 below) and, in the event that the breach is remediable, Customer fails to remedy it within 30 days of NetApp's written notice requiring Customer to do so. Upon termination of these Terms, all rights to use the Software and Documentation cease and Customer will, at NetApp's request, promptly return or destroy all copies of the Software and Documentation, including any license enablement keys, in Customer's possession or under Customer's control, unless the license granted to Customer under Section 2.1 is a perpetual license and Customer remains in full compliance with these Terms. Sections 2.1-2.4, 4, 5, 6, 7, 8 and 9 will survive expiration or termination of these Terms.

9.2. U.S. Federal Government Customers. This Section 9.2 applies only to U.S. Federal Government Customers. The Software and Documentation is "commercial" computer software and documentation and is licensed in accordance with the rights articulated in applicable U.S. government acquisition regulations (e.g. FAR, DFARs) pertaining to commercial computer software and documentation. U.S. Federal Government customers will not be subject to applicable audit costs specified in Section 9.15. Disputes will be subject to resolution pursuant to the Contract Disputes Act of 1978. Nothing contained in these terms is meant to derogate the rights of the U.S. Department of Justice as identified in 28 U.S.C. §516. All other Terms remain in effect as written.

9.3. Force Majeure. Neither Party will be liable to the other for any alleged loss or damages resulting from acts of God, acts of civil or military authority, governmental priorities, fire, floods, earthquakes, epidemics, quarantine, energy crises, strikes, labor trouble, terrorism, war, riots, accidents, shortages, delays in transportation or any other causes beyond the reasonable control of a Party (collectively, "Force Majeure").

9.4. Data Security and Recovery. Customer is solely responsible for its use of the Products, including personal data managed or stored using Products. Customer is solely responsible for (a) management of its data back-up, data recovery, and disaster recovery measures; and (b) undertaking the supervision, control, and management of NetApp Hardware and Software including following industry-standard processes, procedures, and requirements for: (i) the security of data, accuracy of input and output, and back-up plans, including restart and recovery in the event of a Force Majeure event or a Hardware or Software error or malfunction; and (ii) reconstruction of lost or altered files, data, and programs. NetApp will have no responsibility or liability with respect to Customer's internal processes and procedures related to the protection, loss, confidentiality, or security of Customer's data or information in connection with Customer's use of the Products.

9.5. Data Privacy. In the event Customer provides NetApp with access to personal data in order for NetApp to provide Services hereunder, the Parties will ensure that such personal data is disclosed and handled in accordance with all applicable data protection laws and the confidentiality provisions set forth in these Terms. Where required by applicable law, additional terms and conditions governing NetApp's role as a data processor are set forth at the How-to-Buy Site.

9.6. Hazardous Environments. Products are not designed or intended for use in or in the design, construction, operation, or maintenance of a nuclear facility or similar hazardous environment. NetApp will not be liable for any damages resulting from such use.

9.7. Product Evaluation. Subject to these Terms, as amended by this Section, NetApp may loan Products to Customer at no cost for a 90 day period from the initial delivery of the Products to Customer, or such other

period as agreed by NetApp in writing, for evaluation purposes. Such Products may only be used in a non-production environment to assess the suitability of the Products for Customer's needs. Notwithstanding Section 4 above, the evaluation Products are provided and licensed to Customer on an "AS IS" basis and all warranties, whether express, implied, statutory or otherwise are excluded to the maximum extent permitted by applicable laws.

9.8. NetApp Approved Financing. These Terms also apply to "Financed Software," which means Software and Documentation licensed to Customer for a limited period of use pursuant to the terms of a financing agreement between Customer and NetApp or its authorized third party financing partner (an "Approved Financing Agreement" or "AFA"), subject to the following: (a) the particular Financed Software, period of use, installation site, and other transaction-specific conditions will be as agreed in the applicable AFA; and (b) notwithstanding anything to the contrary in these Terms, all licenses for Financed Software terminate at the expiration of the term of the AFA unless otherwise expressly agreed in the AFA, or when sooner terminated by NetApp (whether in accordance with these Terms or the AFA). Customer agrees that the license granted under Section 2 and NetApp's termination rights under Section 9.1 may be affected by an authorized third party financing partner's rights under the applicable AFA, even if such partner has paid to NetApp all or any portion of the license fees for the Financed Software.

9.9. Modification, Substitution, Discontinued Product. NetApp will have sole discretion, at any time, to change, substitute, or discontinue Products. NetApp will use commercially reasonable efforts to provide 60 calendar days' prior notice of any such changes.

9.10. Waiver. Any waiver or failure to enforce any provision of these Terms on any occasion will not be deemed a waiver of any other provision or of such provision on any other occasion. Either Party's exercise of any right or remedy provided in these Terms will be without prejudice to its right to exercise any other right or remedy.

9.11. Severability. In the event any provision of these Terms is held by a court of competent jurisdiction to be unenforceable for any reason, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions hereof will be unaffected and remain in full force and effect.

9.12. Assignment and Subcontracting. Customer may not assign any rights or delegate any obligations under these Terms without the prior written consent of NetApp. Any purported assignment by Customer without NetApp's prior written consent will be null and void. NetApp may use subcontractors to fulfill its obligations under these Terms.

9.13. Independent Contractors. The relationship of the Parties under these Terms is that of independent contractors. Nothing set forth in these Terms will be construed to create the relationship of principal and agent, franchisor/franchisee, joint venture, or employer and employee between the Parties. Neither Party will act or represent itself, directly or by implication, as an agent of the other Party.

9.14. Publicity. No advertising, publicity releases, or similar public communications concerning these Terms, the Products, or the Services will be published or caused to be published by either Party without the prior written consent of the other Party. Notwithstanding the foregoing, Customer agrees to be mentioned in the list of buyers of NetApp Products and/or Services and that its logo and trademark may be used for this purpose only.

9.15. Audit. Customer grants NetApp and its independent accountants the right to audit Customer or Customer's subcontractors once annually during regular business hours upon reasonable notice to verify compliance with these Terms. If the audit discloses Software over-usage or any other material noncompliance, Customer will promptly pay to NetApp any fees, notified to Customer, and the reasonable costs of conducting such audit.

9.16. General. These Terms will be construed pursuant to the laws of (a) the State of California, United States, excluding its conflicts of law provisions, if Customer is located in the United States or in a country in which NetApp has no local sales subsidiary; or (b) the country in which Customer is located if NetApp has a local sales subsidiary in that country. The Parties agree to disclaim the application of the United Nations Convention on Contracts for the International Sale of Goods. If required by NetApp's agreement with a third party licensor, NetApp's licensor will be a direct and intended beneficiary of these Terms and may enforce them directly against Customer. These Terms may not be changed except by an amendment accepted by an authorized representative of each Party. In the event of a dispute between the English and non-English version of these Terms (where translated for local requirements), the English version of these Terms will govern, to the extent permitted by applicable laws. These Terms represent the entire agreement and understanding between NetApp and Customer with respect to the Products and Services acquired hereunder. They supersede any previous communications, representations or agreements between NetApp and Customer and prevail over any conflicting or additional terms in any quote, purchase order, acknowledgement, or similar communications between the Parties.

9.17. Use Restriction. Products and Services are for Customer's use and are not for resale or redistribution.