



Order Form Supplement for Salesforce Service

Cloud Mobile App for Android

This is a legally binding agreement. Please read it carefully. By clicking "I Agree," or installing or using the Salesforce Service Cloud Mobile App for Android and/or any updates to such software provided by Salesforce (the "Software"), you:

- agree to the following terms on behalf of the Salesforce customer with which you are employed, affiliated or associated (the "Customer"),
- represent that you have the authority to bind the Customer to these terms, and
- represent that you are an authorized User under the MSA between Salesforce and the Customer.

If you do not have such authority, are not an authorized User, or do not agree to these terms, you may not install or use the Software.

Google Inc. may, at any time and without notice, restrict, interrupt or prevent use of the Software, or delete the Software from your or the Customer's device, or require Salesforce to do any of the foregoing, without entitling the Customer or you to any refund, credit or other compensation from Salesforce or any third party (including, but not limited to, Google Inc. or your network connectivity provider).

This Order Form Supplement was last updated on April 22, 2022. It is effective between the Customer and Salesforce as of the date you first download, install or use the Software, whichever is earliest. You are responsible for reading and complying with any amended version of this Order Form Supplement that is posted at <http://www.salesforce.com/company/legal/agreements> before such version can be made available by Salesforce via the Software.

1. THIS ORDER FORM SUPPLEMENT

This Order Form Supplement is a part of each order form or other ordering document by which the Customer ordered the Salesforce Service Cloud service, or a Salesforce service incorporating the Salesforce Service Cloud service (an "Order Form"). The Order Form and this Order Form Supplement are governed by the MSA. This Order Form Supplement adjusts certain terms of the MSA, solely with respect to the Software. Capitalized terms used but not defined in this Order Form Supplement have the meanings given to them in the MSA.

2. THE SOFTWARE

The Software allows Salesforce Service Cloud customers to use the Salesforce Service Cloud

service from Supported Devices. A "Supported Device" is a combination of a mobile device running Android software and an Android software version(s) that is supported by the Software. The Software is provided by Salesforce as a component of the Salesforce Service Cloud.

3. WHOM YOU ARE CONTRACTING WITH

This Order Form Supplement is being entered into between the Salesforce entity and the Customer named on the Order Form. In this Order Form Supplement, "Salesforce" and "Customer" mean those entities, respectively.

4. SOFTWARE LICENSE

The Software, including software embedded in the Software, is licensed, not sold, to the Customer by Salesforce only under the terms of the MSA, the Order Form and this Order Form Supplement, and Salesforce reserves all rights not expressly granted to the Customer. This Software includes third-party software, including but not limited to software provided by Leak Canary, MaterialDateTimePicker, Dagger, EventBus, Gson, and Timber; please see the Documentation and/or the Settings section of this Software for full and additional notices required by our licensors. The Customer or you own the media or device on which the Software is recorded or stored but Salesforce retains ownership of the Software itself.

5. PERMITTED LICENSE USES AND RESTRICTIONS

- (a) This Order Form Supplement allows you, as an authorized User under the MSA, to use the Software on any Supported Device and on no other devices.
- (b) You may not distribute or make the Software available over a network where it could be used by multiple devices at the same time.
- (c) With respect to updates to the Software that Salesforce may make available for download, this Order Form Supplement allows you to download such Software updates to update or restore the Software on any Supported Device.
- (d) Except as and only to the extent permitted by applicable law, or by licensing terms governing use of open-sourced components included with the Software, neither you nor any other Customer personnel may copy, decompile, reverse engineer, disassemble, attempt to derive the source code of, decrypt, modify, or create derivative works of the Software or Software updates, or any part thereof. Any attempt to do so is a violation of the rights of Salesforce and its licensors. If you or any other Customer personnel violate this restriction, you or they, and the Customer, may be subject to prosecution and damages.
- (e) Neither you nor the Customer may rent, lease, lend, redistribute or sublicense the Software. The Customer may, however, allow other authorized Users under the MSA to use the Software in connection with a re-assignment of the Supported Device to another authorized User under the MSA.
- (f) The Software is available only for Supported Devices, and is not available for all devices.

Please check www.salesforce.com or contact your Salesforce representative to determine whether a specific device-Android software combination is supported by the Software.

(g) In addition to mobile applications offered by Salesforce (and for purposes of this section (g), “Salesforce” shall include any Affiliates of Salesforce), Salesforce may offer platforms for the creation of third-party mobile applications. Third parties may obtain information from, or access data stored on, Users’ mobile devices to provide services associated with any third-party mobile applications that Users download, install, use, or otherwise interact with over a Salesforce platform. Salesforce’s mobile applications may also contain links or integrations to other mobile applications provided by third parties. Salesforce is not responsible for the security and privacy of data collected through third-party mobile applications or the privacy and security practices of such third parties.

(h) Without limiting the generality of anything herein, you acknowledge and agree that the Software may collect user or device data for the purposes of providing services or functions that are relevant to use of the Software.

6. TERM AND TERMINATION

Salesforce may terminate this Order Form Supplement at any time upon 30 days' notice to Customer without cause, or immediately upon notice to the Customer if any third party (including, but not limited to, Google Inc., or your network connectivity provider) restricts, prevents or ceases to authorize the installation or use of the Software on your Supported Device or over your network. In addition, this Order Form Supplement shall terminate immediately and automatically upon any termination or expiration of the Customer's subscription to the Salesforce Service Cloud service. Upon any such termination or expiration, the Customer (including you) shall no longer be permitted to use the Software, and shall delete or destroy all copies of the Software in its (including your) possession.

Termination or expiration of this Order Form Supplement shall not entitle the Customer to any refund, credit, or other compensation from Salesforce under the MSA or any other agreement or from any third party.

7. SERVICE LEVEL AGREEMENT

Any service level agreement in effect between the Customer and salesforce.com shall not apply to the Software.

8. ADDITIONAL TERMS RELEVANT TO GOOGLE INC.

(a) This Order Form Supplement constitutes an end user license agreement (EULA) in lieu of any license grant provided by Google to use the Software on a Supported Device. This Order Form Supplement is between the Customer and Salesforce only, and not with Google. Salesforce is solely responsible for the Software.

(b) The Google Play marketplace is owned and operated by Google Inc. Your use of Google Play is governed by a legal agreement between you and Google consisting of the Google Terms of

Service (found at <http://www.google.com/accounts/TOS>) and the Google Play Terms of Service (found at https://play.google.com/intl/en-US_us/about/play-terms.html and together with the Google Terms of Service called the "Terms"). In addition, your use of Google Play is subject to the Google Play Business and Program Policies (<http://play.google.com/about/android-developer-policies.html>). The Google Play Market Terms of Service, Google Play Business and Program Policies, and Google Terms of Service shall take precedence in that order in the event of a conflict between them, to the extent of such conflict.

(c) Salesforce is solely responsible for providing and Google has no obligation to provide maintenance and support for the Software. Support requests, as well as questions, complaints or claims regarding the Software, may be directed to Salesforce Customer Support, at www.help.salesforce.com to inquire via email, or at 1-800-NO-SOFTWARE to inquire via phone. Any claims regarding the Software may be submitted via email to legal@salesforce.com.

(d) To the maximum extent permitted by applicable law, Google will have no warranty obligation whatsoever with respect to the Software, and will not be liable for any claims, losses, liabilities, damages, costs or expenses attributable to any failure to conform to any warranty. Salesforce shall not be required to provide a refund to you or to the Customer under any circumstances.

(e) Google shall not be responsible for addressing any claims by you, the Customer or any third party relating to the Software or your or the Customer's possession and/or use of the Software, including but not limited to (i) product liability claims, (ii) any claim that the Software fails to conform to any applicable legal or regulatory requirement, or (iii) claims arising under consumer protection or similar legislation.

(f) Google shall not be responsible for the investigation, defense, settlement or discharge of any claim that the Software or your or the Customer's possession and use of the Software infringes a third party's intellectual property rights.

(g) The Customer or you represent and warrant that (i) the Software will not be downloaded or used in, or transported to, a country that is subject to a U.S. Government embargo or has been designated by the U.S. Government as a "terrorist-supporting" country, and (ii) neither you, the Customer nor any User is listed on any U.S. Government list of prohibited or restricted parties.

(h) Salesforce's address is Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, California, 94105, USA.

(i) Notwithstanding anything to the contrary in the MSA, Google Inc. and its subsidiaries are third-party beneficiaries of this Order Form Supplement, and have the right (and shall be deemed to have accepted the right) to enforce this Order Form Supplement against you and the Customer.

(j) In order to continually innovate and improve Google Play, Google may collect certain usage statistics from Google Play and Supported Devices, including but not limited to, information on how Google Play and Supported Devices are being used. The data collected is examined in the aggregate to improve Google Play for users and developers and is maintained in accordance with Google's Privacy Policy. To ensure the improvement of the Software, limited aggregate data may

be available to Salesforce upon its written request.

9. MISCELLANEOUS

- (a) You acknowledge and agree to Salesforce's privacy statement available at <https://www.salesforce.com/company/privacy/apps-add-ins-and-extensions-privacy-statement/>, as may be amended from time to time.
- (b) By downloading this application, you acknowledge and agree that Salesforce and/or Customer may track your location. You may opt-out of such tracking in the settings of your mobile device.
- (c) To the extent you use the Software to send SMS messages or make cellular voice calls, you may be subject to standard text messaging rates or other carrier charges.

Please indicate whether you agree to the terms of this Order Form Supplement.