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# Free Tier Terms

**Version 1.0** | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/terms-of-use/free-tier-terms>Superseded by Platform Terms v2.0, Section 14 ([prduct.com/terms-of-use](https://prduct.com/terms-of-use))**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances**

## Product ApS

*Last Updated: 15. November 2025*

### 1. INTRODUCTION

**1.1** These Free Tier Terms supplement and form part of the Product Terms of Use ([prduct.com/terms](https://prduct.com/terms)). By creating a free account, you accept both the Terms of Use and these Free Tier Terms.

**1.2** If there is any conflict between the Terms of Use and these Free Tier Terms, these Free Tier Terms prevail for free tier users.

### 2. FREE TIER ACCESS

**2.1 No Payment Required.** Free tier access is provided at no charge. You are not required to provide payment information to create or maintain a free account.

**2.2 Purpose.** The free tier is designed to allow you to evaluate the Platform's basic functionality and determine if a paid subscription is suitable for your needs.

**2.3 No Commitment.** You may cancel your free account at any time without penalty.

### 3. FEATURE LIMITATIONS

**3.1** Free tier users have access only to basic Platform functionality. Limitations include:

- (a) Team Members:** Limited
- (b) Supplier/Customer Connections:** Limited
- (c) Products:** Limited
- (d) Documents:** Limited
- (e) Storage:** Limited
- (f) API Access:** No API access
- (g) Data Export:** Manual export only (limited frequency)
- (h) Chat/Communication History:** 90 days retention (master data retained while account active)
- (i) Modules:** No access to paid modules (EUDR, GS1, IceCat, LCA, Product Catalogue, Digital Product Passport)
- (j) Bulk Operations:** Limited or no bulk capabilities

**3.2** Specific limits are displayed in your account dashboard and at [prduct.com/pricing](https://prduct.com/pricing).

**3.3 Exceeded Limits.** If you exceed limitations, upgrade to a paid subscription: Starter, Plus, Premium, or Enterprise. See [prduct.com/pricing](https://prduct.com/pricing) for current features and pricing.

**3.4 Changes.** We may modify limitations with 30 days' notice. Current limits always at [prduct.com/pricing](https://prduct.com/pricing).

## 4. SERVICE LEVELS

**4.1 Best Efforts Only.** Free tier access is provided on a "best efforts" basis with no service level guarantees or commitments.

**4.2 No Uptime Guarantee.** We do not warrant any specific uptime, availability, or performance level for free tier users.

**4.3 Priority Access.** During periods of high system load, paid subscribers receive priority access. Free tier access may be slower or temporarily unavailable.

**4.4 Scheduled Maintenance.** The Platform may be unavailable to free tier users during maintenance windows without advance notice.

## 5. SUPPORT

**5.1 Available Support Channels.** Free tier users have access to:

- Online documentation and FAQs ([prduct.com/help](https://prduct.com/help))
- Community forums (if available)
- Knowledge base articles
- **Email and chat support** ([support@prduct.com](mailto:support@prduct.com))

**5.2 Non-Priority Support.** While free tier users can contact support via email and chat:

- You are **not prioritized** in the support queue
- We publish response time targets, but **do not guarantee** specific response times for free users
- Paid subscribers receive priority handling
- Complex issues may require upgrade to paid support

**5.3 Response Time Expectation.** Free tier support is handled on a best-efforts basis. While we strive to respond promptly, response times may vary significantly based on support queue volume.

**5.4 Upgrade for Priority Support.** If you require guaranteed response times and priority handling, you must upgrade to a paid subscription (see [prduct.com/pricing](https://prduct.com/pricing) for SLA details).

## 6. DATA RETENTION AND BACKUPS

**6.1 Master Data Retention.** Your core master data (products, suppliers, specifications, compliance documents) is retained as long as your account is active. We do not automatically delete master data after 90 days.

**6.2 Communication and Chat Retention.** Chats, messages, and communication history are retained for 90 days, after which they may be automatically deleted.

**6.3 Backup Policy.** While we perform regular backups, we make no guarantees regarding data recovery for free tier accounts.

**6.4 Inactive Accounts.** If your free account is inactive (no login) for 90 consecutive days:

- We will send a warning email 14 days before deletion
- After 90 days of inactivity, we may delete your account and all associated data

- This includes all master data, not just communications

**6.5 Deleted Account Grace Period.** If you delete your account:

- Communications and chats are deleted immediately
- Master data is retained for 30 days to allow account recovery
- After 30 days, all data is permanently deleted

**6.6 Your Responsibility.** You are solely responsible for backing up your own data. We recommend regular exports of critical data.

## **7. NO WARRANTIES**

**7.1 AS-IS Basis.** In addition to the disclaimers in the Terms of Use, free tier users acknowledge and agree that:

- (a) The Platform is provided “AS-IS” with absolutely no warranties of any kind;
- (b) We do not warrant that the Platform will meet your needs or be suitable for your purposes;
- (c) We do not warrant that the Platform will be available, uninterrupted, or error-free;
- (d) You use the Platform entirely at your own risk.

**7.2 No Liability for Free Tier.** Our liability to free tier users is capped at €5,000 as specified in the Terms of Use Section 11.2(b).

## **8. TERMINATION**

**8.1 By You.** You may terminate your free account at any time by:

- Deleting your account through the Platform settings; or
- Sending written notice to support@prduct.com

**8.2 By Us.** We may terminate or suspend your free access at any time, with or without cause, and with or without notice, including for:

- (a) Violation of these Terms or the Terms of Use;
- (b) Excessive system usage or abuse;
- (c) Inactivity (90+ days without login);
- (d) Any reason at our sole discretion;
- (e) Discontinuation of the free tier entirely.

**8.3 Effect of Termination.** Upon termination:

- Your access ceases immediately
- You have 14 days to export your data (if account not deleted for AUP violation)
- Communications and chats are deleted immediately
- Master data is deleted within 30 days
- No refunds are owed (as no payment was made)

## **9. UPGRADE OPTIONS**

**9.1 Upgrade Anytime.** Upgrade to: Starter, Plus, Premium, or Enterprise subscription. Visit [prduct.com/pricing](https://prduct.com/pricing) for details.

**9.2 Additional Capacity.** Paid subscribers can purchase additional usage packages if they exceed tier limits. Pricing varies by tier.

**9.3 Modules.** Paid subscribers can add optional modules (EUDR, GS1, IceCat, LCA, Product Catalogue, Digital Product Passport). Module availability and features vary by tier.

**9.4 Immediate Effect.** Upon upgrading, paid terms apply immediately and these Free Tier Terms no longer apply.

**9.5 Data Migration.** Existing data migrates to your paid account.

## 10. RESTRICTIONS SPECIFIC TO FREE TIER

**10.1 Commercial Use.** While you may use the free tier for business evaluation, extensive commercial use should be on a paid subscription.

**10.2 No Reselling.** You may not resell, redistribute, or provide access to the free tier to third parties as a service.

**10.3 No SLA Claims.** You acknowledge that you have no right to claim any service level commitments, uptime guarantees, or performance standards.

**10.4 No Sponsored Features.** Free tier users cannot sponsor features for suppliers or customers. To enable supply chain connections with sponsored features, you must upgrade to a paid subscription.

## 11. SPONSORED ACCESS FOR SUPPLY CHAIN PARTNERS

**11.1 If Invited by Client or Supplier.** If you were invited to use the Platform by a paid subscriber in your supply chain (either as their supplier or as their customer), you are a “Connected User” and the Connection Terms ([prduct.com/connection-terms](https://prduct.com/connection-terms)) apply instead of these Free Tier Terms.

**11.2 Distinction.** Direct free tier signups are different from Connected Users who receive sponsored access through a supply chain relationship.

**11.3 Both Directions.** Supply chain connections can work both ways:

- **Upstream:** You as a supplier providing data to your customer
- **Downstream:** You as a customer receiving data from your supplier

## 12. MODIFICATIONS

**12.1** We may modify these Free Tier Terms at any time. Material changes will be notified via email or in-app notification with 30 days' notice.

**12.2** If you object to changes, you may delete your account. Continued use after the notice period means acceptance.

## 13. CONTACT

Questions about Free Tier Terms?

**Email:** [support@prduct.com](mailto:support@prduct.com)

**General inquiries:** [legal@prduct.com](mailto:legal@prduct.com)