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Service Level Agreement, Plus Tier

Version 1.0 | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/service-level-agreement/plus-tier>Superseded by Schedule 1: Service Levels v2.0 (prduct.com/service-levels)**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances***Last Updated: 15. November 2025*

1. INTRODUCTION

1.1 This Service Level Agreement (SLA) applies to Plus tier subscribers and supplements the Terms of Use (prduct.com/terms).

1.2 This SLA defines the service levels, support commitments, and features included in your Plus subscription.

2. SUBSCRIPTION TERMS

2.1 Subscription Period. 12 months minimum, auto-renews unless you provide 90 days' notice before renewal.

2.2 Pricing. See your order confirmation. Pricing may increase up to 10% annually upon renewal.

2.3 Payment. Invoiced annually in advance. Due within 30 days.

2.4 No Downgrade. You cannot downgrade during your 12-month period. Downgrades require 90 days' notice before renewal.

3. INCLUDED FEATURES

3.1 Core Features:

- Product data management
- Supplier/customer connections (per tier limits)
- Advanced compliance tracking and analyses
- Document management
- Enhanced data export
- Unlimited team members
- API access (per tier limits)

3.2 Usage Limits: See prduct.com/pricing for current limits on:

- Suppliers/customers
- Products
- Documents
- Storage
- API requests

3.3 Additional Capacity. You may purchase additional usage packages if you exceed limits. Pricing varies by tier – see prduct.com/pricing.

3.4 Modules. All paid modules available (EUDR, GS1, IceCat, LCA, Product Catalogue, Digital Product Passport). Module pricing at prduct.com/pricing. Some advanced module features may require Premium or Enterprise tier.

4. UPTIME COMMITMENT

4.1 Target Uptime. 99.5% monthly uptime.

4.2 Exclusions: Excludes scheduled maintenance, force majeure, and third-party infrastructure issues (e.g., AWS).

4.3 Maintenance. We'll provide 14 days' notice for scheduled maintenance affecting availability.

4.4 Monitoring. Uptime can be monitored through our third-party provider:
<https://stats.uptimerobot.com/eTu32tomF5>

4.5 No Service Credits. Plus tier does not include service credits for downtime.

5. SUPPORT

5.1 Channels: Priority email and chat support via support@prduct.com

5.2 Hours: Monday-Friday, 9:00-16:00 CET (excluding Danish public holidays)

5.3 Response Times (Target):

- **Critical** (service unavailable, data loss, security breach): 12 business hours
- **High** (major feature unavailable, significant degradation): 24 business hours
- **Normal** (general questions, minor bugs, feature requests): 48 business hours

5.4 Response Definition. Response time = first reply, not full resolution.

5.5 Priority. Plus support prioritized above Starter, below Premium and Enterprise.

5.6 Requirements.

Include in the subject line:

- **Critical:** "CRITICAL: [ISSUE]"
- **High:** "HIGH: [ISSUE]"
- **Normal** N/A

Include in requests: (i) issue description and business impact; (ii) steps to reproduce; (iii) error messages; (iv) screenshots.

6. DATA AND BACKUPS

6.1 Retention. Master data retained while subscription active. Communications retained 90 days.

6.2 Backups. Regular backups performed.

6.3 Export. Enhanced data export capabilities in multiple formats (CSV/Excel/JSON). API access for automated exports.

7. SECURITY

7.1 Measures:

- AWS EU hosting
- 2FA support
- Encryption (SSL/TLS 1.2+)
- Daily backups
- Advanced firewalls and monitoring

7.2 Compliance. Security controls aligned with ISO 27001 standards (certification in progress).

8. MODIFICATIONS

8.1 We may modify this SLA with 30 days' notice. If you object, you may terminate per Terms of Use Section 14.4.

9. CONTACT

Support: support@prduct.com

Billing: billing@prduct.com

Legal: legal@prduct.com