

ARCHIVED COPY

Service Level Agreement, Premium Tier

Version 1.0 | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/service-level-agreement/premium-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Superseded by Schedule 1: Service Levels v2.0 (prduct.com/service-levels)**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances***Last Updated: 16. April 2026*

1. INTRODUCTION

1.1 This Service Level Agreement (SLA) applies to Premium 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 Premium 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
- Priority data export
- Unlimited team members
- Full API access (per tier limits)
- Supply chain collaboration tools
- Advanced analytics and reporting

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 with full features (EUDR, GS1, IceCat, LCA, Product Catalogue, Digital Product Passport). Module pricing at prduct.com/pricing.

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. Maintenance typically performed during off-peak hours.

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

4.5 Service Credits:

- Below 99.5%: 5% monthly fee credit
- Below 99.0%: 10% monthly fee credit

Credits are your sole remedy for uptime failures. Credits applied automatically next billing cycle.

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 (Guaranteed):

- **Critical** (service unavailable, data loss, security breach): 6 business hours
- **High** (major feature unavailable, significant degradation): 12 business hours
- **Normal** (general questions, minor bugs, feature requests): 24 business hours

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

5.5 Priority. Premium support prioritized above Starter, equal to Enterprise.

5.6 Escalation. Direct escalation path to senior support and product team.

5.7 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. Continuous backups.

6.3 Export. Priority data export in multiple formats (CSV/Excel/JSON/XML). Full API access for real-time exports. Custom export formats available upon request.

7. SECURITY

7.1 Measures:

- AWS EU hosting with redundancy
- 2FA enforced
- Encryption (SSL/TLS 1.3)
- Continuous backups
- Advanced firewalls and intrusion detection

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

8. IMPLEMENTATION SUPPORT

8.1 Onboarding. Dedicated onboarding assistance included (up to 10 hours).

8.2 Training. Access to training materials and documentation.

8.3 API Support. Technical support for API integration.

9. MODIFICATIONS

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

10. CONTACT

Support: support@prduct.com

Billing: billing@prduct.com

Legal: legal@prduct.com