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Service Level Agreement, Starter Tier

Version 1.0 | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/service-level-agreement/starter-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Superseded by Schedule 1: Service Levels v2.0 (prduct.com/service-levels)**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances***Last Updated: 15.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 Starter 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 Starter 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)
- Compliance tracking and basic analyses
- Document management
- Manual data export
- User management (per tier limits)

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

- Team members
- 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. Optional paid modules available (EUDR, GS1, IceCat, LCA, Product Catalogue, Digital Product Passport). Module pricing and availability at prduct.com/pricing. Some module features may require higher tiers.

4. UPTIME COMMITMENT

4.1 Target Uptime. 99.0% 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. Starter tier does not include service credits for downtime.

5. SUPPORT

5.1 Channels: 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): 24 business hours
- **High** (major feature unavailable, significant degradation): 48 business hours
- **Normal** (general questions, minor bugs, feature requests): 96 business hours

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

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

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. Manual data export in standard formats (CSV/Excel). Frequency limits may apply.

7. SECURITY

7.1 Measures:

- AWS EU hosting
- 2FA support
- Encryption (SSL/TLS 1.2+)
- Regular backups
- Standard firewalls and antivirus

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