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[www.rightnow.com](http://www.rightnow.com)

## Sample Order Form

### *Services Purchased*

Service ID	Description	Annual Usage Limits	Term	Qty	Annual List Price	Annual Net Price	Extended Annual Price	One Time Fees
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Pricing is valid until

Initial Payment  
Annual Payments

### *Standard Conditions*

1. By signing this Order Form, you are offering to purchase the services listed above. Your offer to purchase becomes binding when we accept it, and is not subject to the issuance of any other purchase orders, confirmations or other events. When your offer is accepted, the services will be made available for your immediate use.
2. Your purchase is governed by RightNow's Cloud Services Agreement. The Cloud Services Agreement and this Order Form represent the entire agreement between the parties and cannot be overridden by terms contained in any later received document, unless the additional terms are accepted in writing by RightNow.
3. Initial payment is due net 30 days from invoice date, and all subsequent payments are due annually on the anniversary of the initial payment due date.
4. The usage limits in the above table set out the capacity that you may consume until the next anniversary of your subscription start date ("Anniversary"). Each month we will deduct from your limit the capacity you consumed during the previous month. If your limit is based on numbers of users, we will deduct from your limit based on the highest number of users of the subscription services during the previous month.
5. Usage Increase. At any time, you may add capacity (e.g. users, sessions) for the remaining subscription term at the per unit net price listed in the above table by completing Part 1 of a Change Form and sending to RightNow . Your new usage limits will apply for your remaining subscription term.
6. Once per year, and with 90 days advance notice, you may rebalance your capacity for your remaining subscription term, decrease your capacity for your remaining subscription term, or terminate your subscription. The change will take effect on your Anniversary:
  - Usage Rebalance. You may re-allocate your annual subscription fee so that you spend the same amount, but reduce excess capacity and increase capacity where needed (e.g. fewer users and more sessions).
  - Usage Decrease. If you decrease capacity, your remaining annual payments will be adjusted. We may increase the per unit net price that you pay to reflect the decreased volume, but you will never pay more than the per unit list price set out in the above table.
  - Termination. If you terminate, you will not have to make any further payments for future subscription services.
  - Process. The change will only take effect if you complete the relevant Part of the attached Change Form and send to RightNow at least 90 days before the next Anniversary.
7. Excess Usage. If you exceed your permitted usage limits, we will invoice you monthly in arrears for the excess usage at the per unit net price set out in the above table plus 20%.
8. You may renew your subscription for one additional 36 month period. If you renew at the same capacity level, we will limit any increases in unit price to a maximum of 15%.
9. Unless you specify otherwise, the URL for your hosted site will be based on our standard naming convention.
10. The shipping address listed above will be used to determine the appropriate taxing jurisdiction of the products and

services purchased.

11. Special conditions override standard conditions in the event of an inconsistency.

## ***Special Conditions***

AGREED:

Signature:

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Date:

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Name:

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PO Number:

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Title:

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Please note invoices will be delivered via email.

The following details for your Accounts Payable contact are required:

Contact Name: -----

Contact Phone: -----

Contact Email Address: -----