INFOR U SERVICES TERMS OF USE

These Terms of Use govern all Services (as defined below). When checking out of the Infor U shopping cart process and by clicking the ACCEPT button indicating your acceptance of these Terms of Use and ordering or registering for an Infor course, training session, Infor U Services subscription, Infor Education Credits or other Infor U services (the "Services"), you agree that you and your company (also referred to as "Customer") will comply with the terms and conditions below (the "Terms of Use"). You further represent that you are authorized to bind your company to these Terms of Use and that your company understands and agrees to these Terms of Use. Please carefully read these Terms of Use before clicking on the ACCEPT button indicating your acceptance of these Terms of Use and registering for the Services. These Terms of Use govern Infor's provision and your company's use of the Services.

Contracting Parties

These Terms of Use apply to any Services provided by Infor (US), LLC. ("Infor US") or any direct or indirect subsidiary ("Subsidiary") of Infor US (Infor US and its Subsidiaries referred to herein as "Infor"). The specific Infor contracting party (the "Infor Party") to these Terms of Use with respect to any Services is the Infor entity that is providing the Services as determined by Infor US. Customer and Infor Party are also referred to herein as the "parties".

Eligibility for Services

Only a customer with a valid license agreement or partner agreement with Infor (an "Infor Agreement") or with one of Infor's authorized resellers may order Services and have access to Services hereunder. By registering for the Services, Customer represents that it has a valid Infor Agreement or valid license agreement with one of Infor's authorized resellers. Infor reserves the right to limit or deny access to the Services by any Customer or person. Additional terms specific to Infor U services subscriptions and Infor Education Credits are attached hereto and incorporated herein.

Payment

Customer agrees to pay all applicable fees for the Services, associated travel and living expenses (if any) and applicable taxes. The applicable payment method for all applicable fees and taxes for Services shall be selected by Customer upon registration for the applicable Services. Infor's currently accepted payment methods are dependent on the country in which Customer is domiciled. See the table below for the currently accepted payment options. Travel and living expenses (if any) will be billed to Customer upon completion of the applicable Services. If Customer selects a payment method that requires an invoice, Customer will pay such Infor invoice within fifteen (15) days of the date of Infor's invoice. Late payments are subject to a late charge equal to the lesser of 1.5% per month or the maximum amount allowable by law. All payments hereunder are non-refundable. Customer acknowledges and agrees that the Services are subject to Infor's then-current cancellation policy for Infor U services.

Current Payment Methods	United States	All Other Countries
Credit Card	X	
Infor Education Credits	X	X
Purchase Order	X	X
Invoice at Registration		X

Access

Customer is responsible at its sole expense for providing its personnel and Infor with such facilities, equipment, access and connectivity as are reasonably necessary for Infor to provide the Services. Class sizes and times are subject to Infor's discretion. The Customer shall ensure a unique user identification ("UserID") credential is used in combination with a unique password to access the Services and shall be responsible for managing such UserID and password and maintaining their confidentiality. The customer is responsible for all activities undertaken with its UserID and will immediately notify Infor of any unauthorized use of its UserID. A UserID and password are nontransferable by the Customer and may not be shared with others.

Rights to Infor U Educational Materials

Infor shall retain all right, title and interest in the Services and any and all information and materials provided in any form whatsoever in connection with the Services, including, without limitation, course and training materials, product demonstrations, assessments, software, tools, product specifications and documentation, flow charts, file formats, technical drawings, and any and all information and materials regarding Infor products, techniques and processes (collectively, the "Infor U Educational Materials") and all derivative works thereof. Infor grants Customer a non-exclusive, non-transferable license to use the Infor U Educational Materials solely for Customer's internal business operations. Customer may not assign, delegate or otherwise transfer any rights granted to it hereunder to any third party, including by operation of law. Any rights not expressly granted in these Terms of Use are expressly reserved.

Confidentiality

The Infor U Educational Materials represent confidential information belonging to Infor. Customer shall take all reasonable measures to maintain the confidentiality of the Infor U Educational Materials and shall only disclose the Infor U Educational Materials to **Customer's** personnel, and use the Infor U Educational Materials, solely for purposes of Customer's internal business operations. Customer shall bind its personnel to confidentiality obligations with respect to the Infor U Educational Materials consistent with those obligations herein and shall be responsible for any non-compliance by its personnel. The obligations of confidentiality hereunder do not apply to information that Customer demonstrates (i) is or becomes known to the general public without fault or breach of Customer; (ii) is obtained by the Customer from a third party without any restriction on disclosure and without breach of any non-disclosure obligation; or (iii) was developed independently by Customer without any reference to the Services or Infor U Educational Materials. Customer shall return any Infor U Educational Materials provided to it within ten days of Infor's written request.

DISCLAIMER OF WARRANTY; LIMITATION OF LIABILITY

INFOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE SERVICES AND/OR INFOR U EDUCATIONAL MATERIALS. INFOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, INFOR WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION, LOST PROFITS), EVEN IF INFORMED OF THE POSSIBILITY THEREOF IN ADVANCE. IN NO EVENT WILL INFOR'S LIABILITY IN CONNECTION WITH THE SERVICES OR INFOR U EDUCATIONAL MATERIALS OR USE THEREOF EXCEED THE AMOUNTS THAT CUSTOMER ACTUALLY PAID TO INFOR FOR THE SERVICES GIVING RISE TO SUCH LIABIILTY. ANY CLAIM BY CUSTOMER REGARDING THE SERVICES AND/OR INFOR U EDUCATIONAL MATERIALS MUST BE BROUGHT WITHIN ONE YEAR OF THE PROVISION OF THE SERVICES. THE FOREGOING DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY REPRESENT AN AGREED UPON ALLOCATION OF RISK AND FORM AN ESSENTIAL PART OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES.

Miscellaneous

These Terms of Use are the complete agreement between the parties with respect to the Services and supersede any other communication with respect thereto. Any purchase order or similar document that may be issued by Customer in connection with these Terms of Use does not modify these Terms of Use. No modification of these Terms of Use will be effective unless it is in writing, is signed by each party, and expressly provides that it amends these Terms of Use. If Customer has signed a separate services agreement with Infor, and if there is a conflict between the terms and conditions of the signed services agreement and these Terms of Use, then the terms and conditions of these Terms of Use shall govern with respect to the Services hereunder. These Terms of Use are governed by the laws of the jurisdiction (e.g., country, province, or state) in which the Infor Party is domiciled (the "Applicable Jurisdiction"), excluding conflict of laws provisions. Any and all disputes arising in connection with these Terms of Use, or any Services performed hereunder shall be exclusively brought before a court located within the Applicable Jurisdiction. The parties acknowledge that the United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement. If any provision of this Agreement is held to be unenforceable, the remaining provisions shall remain in effect and, to the extent possible, the unenforceable provision will be modified to the slightest degree necessary to make it enforceable, remaining as close as possible to the parties' original intent for the provision. These Terms of Use are subject to change by Infor at any time, provided that the Terms of Use in place as of the time of your purchase of Services shall apply to such Services.

If you agree to these Terms of Use, please click on the ACCEPT button indicating your acceptance of these Terms of Use. This will be the legal equivalent of your signature on a written contract and these Terms of Use shall be a legally binding agreement between Customer and the Infor Party. You must agree to these Terms of Use in order to receive the Services. If you do not agree with these Terms of Use, you should not click on the ACCEPT button as it will indicate acceptance of these Terms of Use.

INFOR U SERVICES POLICIES

Invoicing Policy: When an invoice is required in connection with one of the applicable payment methods selected, Infor will invoice for the Services and Customer shall make payment prior to performance of such Services.

Payment Policy:

Payment of fees for Services are to be paid and are due upon registration or within fifteen (15) days of the date of Infor's invoice if an invoice is required as part of the payment method selected for such Services.

Wait List Policy:

This policy is applicable if the Customer is on a course wait list due to non-payment, a full roster, or pending approval. Customers on a wait list receive an email from Infor U confirming status if space becomes available to attend.

Communications Policy:

The email is sent to the email address on file in Infor U. This information should be kept up to date at all times to help ensure you are receiving all communications. Customers receive registration, cancellation, confirmation and other Infor U communications to the on-file user profile email address.

Cancellation Policy Instructor-led Training:

Who Cancels	Guidance	Procedure
Infor U	If Infor U cancels an Instructor-led classroom course 10 business days (4 business days for virtual) prior to the start date, the registration fee can be refunded or applied toward another Infor U class in the future. Infor U team will assist in rescheduling you for another class.	You will receive a notification email from Infor U
Customer	If you cancel your registration at least 11 business days (5 business days for virtual) prior to the start date, the registration fee will be refunded. If you cancel your registration 10 or fewer business days (4 business days for virtual) before the start date, you will be charged and be obligated to pay 100% of the registration fee.	Contact us: • +1 866-246-2213 or +1 678-319-8114 (8am-6pm EST) • Submit a request in the Infor Customer Portal via Concierge: Access Concierge

Travel Policy:

Infor U recommends booking travel after the classroom course is confirmed. Infor U recommends refundable airline or other travel arrangements due to the possibility of a course cancellation. Infor is not responsible for any travel fees incurred by Customer for Infor U courses.

Self-Directed Learning (SDL) Policy:

Flexible training taken at your own pace; includes demonstrations, labs, group forum, and access to an instructor. SDL classes provide the Customer access to Infor U eBook, recorded sessions, training environment, and instructor office hours. Access to eBook and recorded sessions is available for 1 year after the registration date. Access to the training environment is valid for the earlier of (i) the full duration of the course or (ii) up to 30 days after registration for the training environment. There is an additional fee for Infor Campus Plus Customer users that Customer will be obligated to pay to get access to such training environment. Instructor office hours are defined segments of time and may vary depending on topic and week.

Virtual Training Sessions:

Customer agrees that participation in any virtual training session provided by Infor (each, a "Virtual Training Session") is limited to registered attendees only. Customer shall not permit any unregistered individual to access, view, or participate in any Virtual Training Session. Customer shall not record, reproduce, distribute, transmit, or otherwise copy any Virtual Training Session or any Infor U Educational Materials presented therein without prior written authorization from Infor. Any unauthorized recording or distribution of Virtual Training Session content shall constitute a material breach of these Terms of Use.

Contact Information:

For inquiries or questions regarding rescheduling, canceling or potentially refunding:

- +1 866-246-2213 or +1 678-319-8114
- Submit a request in the Infor Customer Portal via Concierge: Access Concierge

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