

GENERAL PLATFORM TERMS

Apply to all products licensed by Customer

1. Sprinklr reserves the right to review and verify platform product usage at any time to ensure compliance with the licensed quantity purchased.
2. In the event a review of usage determines that the quantities used exceed the quantity purchased ("Overage"), for a period of thirty (30) days or more, then Customer agrees to (a) enter into an additional license order form to reflect the purchase of products related to the Overage(s) which will co-term with and adhere to the Terms and Conditions of the existing contract; or (b) Customer may elect to discontinue use of the additional quantity of products. If Customer elects to discontinue use of the additional quantities, Customer agrees to pay the Fees related to the Overage(s) which shall be calculated from the date the Overage(s) began through the end of the usage period, plus applicable taxes.
3. To the extent that Customer is using any services with the Sprinklr Platform that are billed based on usage, including, but not limited to messaging costs, Customer understands and agrees that Customer shall be invoiced for the actual fees incurred plus applicable taxes, on a monthly basis, in arrears. These invoices cannot be split and will be due pursuant to the payment terms in the applicable Order Form.
4. Customer's use of the Sprinklr Products is subject to limitations in terms of volume, specifically regarding the use of underlying third-party applications. These limitations are separate from the license counts specified in the Order Form and may be restricted at Sprinklr's discretion. Where there is a dependency on third parties, Sprinklr reserves the right to open a discussion around limitations to use should customer usage be considered outside of fair use.