



ELASTIC CONSULTING SERVICES - CONTRACTING PROCESS OVERVIEW -

A. INTRODUCTION

Thank you for your interest in purchasing Elastic's Consulting Services. This document is intended to give you an overview of the contracting process, as well as provide additional details about how to purchase Elastic's Consulting Services.

B. CONTRACTING, ORDER PROCESS & PAYMENT.

1. **Order Forms.** If you are purchasing Elastic's Consulting Services directly from Elastic, you may do so by executing an Elastic order form. The order form sets out the number of Elastic Consulting Days or Elastic Service Credits (see below for further details) that you are purchasing and the Services Period (i.e., the period during which such Elastic Consulting Days or Elastic Service Credits must be consumed, typically 12 months).
2. **Services Agreement.** Whether you are purchasing Elastic Consulting Days or Elastic Service Credits directly from Elastic or through an Elastic authorized reseller or, if available, via a digital marketplace provider, delivery of any Elastic's Consulting Services shall be governed by Elastic's Services Agreement. Elastic's Services Agreement includes our general terms and conditions together with additional, specific terms and conditions applicable only to Elastic's Consulting Services. A copy of Elastic's Services Agreement is located at: https://www.elastic.co/agreements/reseller/customer_terms/.
3. **Payment.** If you purchase Elastic Consulting Days or Elastic Service Credits directly from Elastic, you will make payments directly to Elastic. You may also be able to purchase and pay for Elastic Consulting Days or Elastic Service Credits via an Elastic authorized reseller or, if available, via a digital marketplace provider. If you do purchase Elastic Consulting Days or Elastic Service Credits via an Elastic authorized reseller or via a digital marketplace provider, your commercial arrangement (i.e., fees and invoicing etc.) is directly between you and the Elastic authorized reseller or the digital marketplace provider. However, Elastic's delivery of any Elastic Consulting Services shall be governed by Elastic's Services Agreement.

C. ELASTIC CONSULTING SERVICES - SPECIFICS.

1. **Elastic Consulting Days.** Elastic Consulting Days are consulting days that you may pre-pay for and redeem by scheduling specific Elastic Consulting Services, during the applicable Services Period, directly with Elastic. See below for further details on scheduling Elastic Consulting Services.
2. **Elastic Service Credits.** Elastic Service Credits are prepaid credits that you may redeem by scheduling specific Elastic Consulting Services, during the applicable Services Period, directly with Elastic. See below for further details on scheduling Elastic Consulting Services.
3. **Scheduling.** You may schedule specific Elastic Consulting Services during the applicable Services Period by contacting Elastic. Typically, Elastic requires at least 3 working weeks to schedule your required Elastic Consulting Services. It is also important to note that depending on the delivery requirements (e.g., onsite delivery at a location of your choice), Elastic Consulting Services may be subject to a minimum



number of Elastic Consulting Days or Elastic Service Credits (as applicable). **NOTE: All Elastic Consulting Services are delivered on a Time & Material Basis.**

4. **Expiration of Services Period.** Elastic Consulting Days or Elastic Service Credits not completely redeemed during the applicable Services Period shall automatically expire after the last day of the applicable Services Period. No refund or credit shall be made available by Elastic for any unused Elastic Consulting Days or Elastic Service Credits at the expiration of the Services Period.
- D. QUESTIONS.** If you have any further questions, please raise them with your Elastic Account Executive.