



ELASTIC TRAINING SERVICES - CONTRACTING PROCESS OVERVIEW -

A. INTRODUCTION

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

B. CONTRACTING, ORDER PROCESS & PAYMENT.

1. **Order Forms.** If you are purchasing Elastic's Training Services directly from Elastic, you may do so by executing an Elastic order form. The order form sets out, amongst other things:
 - the type of Elastic Training Services;
 - the number of Training Sessions that you are purchasing;
 - the number of Training Participants; and
 - the Services Period (i.e., the period during which such Training Sessions must be consumed).
2. **Services Agreement.** Whether you are purchasing Elastic's Training Services directly from Elastic or an Elastic authorized reseller or via a digital marketplace provider, delivery of Elastic's Training 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 Training Services. A copy of the Elastic Services Agreement is located at: https://www.elastic.co/agreements/reseller/customer_terms/.
3. **Payment.** If you purchase any Elastic Training Services directly from Elastic, you will make payment directly to Elastic. You may also be able to purchase and pay for Elastic Training Services via an Elastic authorized reseller or via a digital marketplace provider. If you do purchase 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 or via a digital marketplace provider. However, delivery of Elastic Training Services shall be governed by Elastic's Services Agreement.

C. ELASTIC TRAINING SERVICES - SPECIFICS.

1. **Training Types.** Elastic Training Services are offered in many different flexible learning formats:
 - Self-paced, on-demand online training
 - Public or private live virtual classroom training
 - On-site, in-person private training
 - Annual online training subscription

In order to access Elastic Training Services that are conducted virtually, Training Participants will be required to register for a Participant Account.
2. **Scheduling.** You may schedule your Training Session during the Services Period by contacting Elastic. Typically, Elastic requires at least 3 working weeks to schedule your required Elastic Training Services.



3. **Expiration of Services Period.** Any outstanding, unused Training Services shall automatically expire after the last day of the Service Period. No refund or credit shall be made available by Elastic for any unused Training Services at the expiration of the Services Period.

D. QUESTIONS?

If you have any further questions, please raise them with your Elastic Account Manager.