



Digital Samba Reseller Agreement

Last modified: 26 May, 2023 - The modified Agreement will be effective upon next renewal of your Licence Term, Support and Maintenance Term, or Subscription Term, as applicable. Until then, consult an [archived version](#) to see which version applies to you. If you place your initial Order after this date, then the Agreement will be effective on the date that you placed the Order.

Changes: Added i) definition of Your Customer, ii) signature as an acceptance method. Reworded several clauses for clarity. Modified section 16 (Government Use) to be less US-specific.

This Digital Samba Reseller Agreement (the "**Reseller Agreement**") is between you ("**Reseller**" or "**you**") and Digital Samba SL ("**Digital Samba**"). If you are agreeing to this Reseller Agreement on behalf of your company, "Reseller" or "you" refers to your company, and you are binding your company to this Agreement.

This Reseller Agreement is a separate agreement from the [Digital Samba Customer Agreement](#) that Digital Samba has with its end users (as may be modified by Digital Samba from time to time, "**Digital Samba Customer Agreement**"). For convenience and consistency, however, the definitions of certain terms related to our products and services (namely Order, Scope of Use, On-premise Software, Hosted Services, Products, Cloud Server, Named User Cloud Account, Additional Services and others) will be the same as those in the Digital Samba Customer Agreement.

The Reseller Agreement becomes binding and enforceable upon the submission of a signed order form, irrespective of whether the Reseller Agreement itself is signed.

1. Order Requirements

Digital Samba makes certain Products available for resale. To acquire these products for resale, you may place an order ("**Reseller Order**") with Digital Samba by filling in, signing, and submitting an order form. The order form will include a section titled "End User Details" (or a similar term), where you must accurately identify the end user ("**Your Customer**"). In addition, you must specify the Product to be resold, such as On-premise Software licenses, Hosted Services subscriptions, or other Products. It is essential to provide all other requested information on the order form as required by Digital Samba. All the information provided on the order form must be accurate, complete, and must exactly reflect any orders that Your Customer has placed with you.

2. Limited Right to Resell

Subject to the terms of this Reseller Agreement, you are granted a one-time, non-exclusive, non-transferable right to resell the Products specified in the Reseller Order to Your Customer, solely for the purpose of use by Your Customer in accordance with the Digital Samba Customer Agreement. This right to resell does not extend to any other customer, including related parties, organizations, affiliates, or subsequent, additional, or renewal sales to the same party. Any sale to any other party or any sale of other Products not specified in the Reseller Order is not covered by this limited right to resell.

3. Enforcement of Digital Samba Customer Agreement

3.1. End User Terms. All use of the Products by Your Customer is subject to the Digital Samba Customer Agreement, and you are prohibited from imposing any other terms related to their use of the Products. It is your responsibility to ensure that Your Customer enters into the Digital Samba Customer Agreement in a legally binding manner, which may require you to take the following steps: (a) notify Your Customer that Digital Samba products are subject to the Digital Samba Customer Agreement and that placing an order with you constitutes acceptance of the Digital Samba Customer Agreement, (b) include a copy of or provide a link to the Digital Samba Customer Agreement in each quotation and order form issued to Your Customer, (c) before you, as the Reseller, accept the order or deliver the Product to Your Customer, obtain written confirmation from Your Customer, stating that they have accepted the Digital Samba Customer Agreement. You must keep evidence of this acceptance by Your Customer and be able to provide it to Digital Samba upon request. You must provide evidence of such acceptance by Your Customer to Digital Samba upon request.

3.2. Enforcement Cooperation. You agree to promptly notify Digital Samba of any known or suspected breaches of the Digital Samba Customer Agreement or unauthorised use of the Products by Your Customer. Furthermore, you agree to assist Digital Samba in enforcing the terms of the Digital Samba Customer Agreement.

4. Identification as Reseller

Subject to this Reseller Agreement, you are permitted to identify yourself as a Digital Samba "Reseller" solely in connection with your resale of Products. You may not use any Digital Samba trademark, logo or service mark ("**Digital Samba Marks**") except where we have granted written permission. All goodwill arising from your use of Digital Samba Marks inures to the benefit of Digital Samba.

5. Payment and Delivery

5.1. Fees. Your non-refundable, non-cancelable payment to Digital Samba is due as specified in the Reseller Order, specifically, on the "Contract Start Date" (as defined on the order form) for the initial payment and on subsequent days for follow-up payments as defined by the "Billing Cycle" on the order form.

5.2. Delivery. Upon receipt of payment, we will initiate setup and configuration of the applicable On-premise Software or Hosted Services and upon setup completion provide the login information necessary for Your Customer to use or access the applicable Products directly to the delivery contact specified in the Reseller Order in accordance with our standard delivery procedures. If we deliver the logins to you, you agree that you will, in turn, deliver them directly to Your Customer, and not to use or access the On-premise Software, Hosted Services, or other Products in any way, other than to provide support to Your Customer.

5.3. Taxes. Payments made by you under this Reseller Agreement exclude any taxes or duties payable in respect of the Products in the jurisdiction where the payment is either made or received. To the extent that any such taxes or duties are payable by Digital Samba, you must pay to Digital Samba the amount of such taxes or duties in addition to any fees owed under this Reseller Agreement. Notwithstanding the foregoing, you may have obtained an exemption from relevant taxes or duties as of the time such taxes or duties are levied or assessed. In that case, you will have the right to provide to Digital Samba any such exemption information, and Digital Samba will use reasonable efforts to provide such invoicing documents as may enable you to obtain a refund or credit for the amount so paid from any relevant revenue authority if such a refund or credit is available.

5.4. End User Pricing and Payment; Refunds. You will independently set your own pricing to Your Customer, subject to the provisions of Schedule A attached to this agreement. You bear all risk of non-payment by Your Customer, and you are solely responsible for all of your costs and expenses. You may not terminate a Reseller Order or receive any refunds due to non-payment by Your Customer. If Digital Samba provides any refund to Your Customer under our standard return policy, Digital Samba, at its option, will refund the applicable amounts either directly to Your Customer or to you for distribution to Your Customer. You agree to cooperate with Digital Samba in connection with any such refund.

6. Feedback

If you provide any feedback, comments, suggestions, ideas, description of processes, or other information to us about or in connection with the Products or our Reseller program, including without limitation any ideas, concepts, know-how or techniques contained therein ("**Feedback**"), then you grant us a worldwide, royalty-free, non-exclusive, perpetual and irrevocable licence to use, copy, modify and otherwise exploit the Feedback for any purpose, without any compensation to you or any restriction or obligation on account of intellectual property rights or otherwise. For clarity, no Feedback will be deemed your Confidential Information, and nothing in this Reseller Agreement including without limitation Section 12 (Confidentiality) limits Digital Samba's right to independently use, develop, evaluate, or market products, whether incorporating Feedback or otherwise.

7. [redacted]

8. No Use Rights; Digital Samba Reserved Rights

Only Your Customer may use the Products. You are not permitted to use any Products resold under this Reseller Agreement for your own benefit. To the extent that you nevertheless gain any access to the Products, all licence restrictions in the Digital Samba Customer Agreement apply to you. Notwithstanding anything to the contrary contained in this Reseller Agreement, except for the limited resale right in Section 2 above, Digital Samba and its suppliers have and will retain all rights, title and interest (including without limitation all patent, copyright, trademark, trade secret and other intellectual property rights) in and to all Products, service descriptions, documentation, and underlying technology ("**Digital Samba Technology**"), and all copies, modifications and derivative works thereof, including without limitation as may incorporate Feedback. You acknowledge that you are obtaining only a limited right to resell the Products and that irrespective of any use of the words "purchase", "sale" or like terms hereunder no ownership rights are being conveyed to you under this Reseller Agreement or otherwise.

9. Reseller Obligations and Liability

9.1. End User Relationships; Business Practices. You agree not to represent yourself as an agent or employee of Digital Samba. You will not make any representations regarding Digital Samba, on Digital Samba's behalf, or about any Products. You agree not to engage in any deceptive, misleading, illegal, or unethical practices that may be detrimental to Digital Samba or its products and agree to comply with all applicable federal, state and local laws and regulations while operating under this Reseller Agreement, including without limitation the U.S. Foreign Corrupt Practices Act and any similar laws or regulations in any applicable jurisdiction. You further agree to comply with all applicable export and import laws and regulations, including U.S. embargo and sanctions regulations and prohibitions on export for certain end uses or to certain users.

9.2. Indemnity. You are fully responsible for all liabilities and expenses of any type whatsoever that may arise on account of your resale of Products. You will indemnify, hold harmless and (at Digital Samba's option) defend Digital Samba from and against any claim, loss, cost, liability or damage, including attorneys' fees, for which Digital Samba becomes liable arising from or relating to: (a) any breach or alleged by you of any term of this Reseller Agreement, (b) the issuance by you of any warranty or representation regarding Digital Samba or its products or services not specified in the Digital Samba Customer Agreement, or (c) any of your other acts or omissions in connection with the marketing or resale of the Products under this Reseller Agreement.

10. Termination

10.1. Termination. We may terminate this Reseller Agreement if you materially breach any provision in this Reseller Agreement and fail to cure such breach within five (5) days of written notice of such breach. In addition, either party may terminate this Reseller Agreement for any reason or no reason upon thirty (30) days' written notice to the other party. Digital Samba may also terminate this Reseller Agreement immediately upon notice to you if (a) it ceases to offer the current Reseller program or (b) it reasonably believes that continuing hereunder could result in business or legal liability for Digital Samba or otherwise harm Digital Samba or its end users.

10.2. Effect of Termination. You expressly agree that Digital Samba will have no obligation or liability to you resulting from termination or expiration of this Reseller Agreement in accordance with its terms. Upon termination or expiration of this Reseller Agreement: (a) you must immediately cease identifying yourself as a Digital Samba Reseller and using Digital Samba Marks in connection with your resale activities hereunder, (b) you must destroy all Confidential Information in your possession and certify destruction (unless we request that you return such materials to us) and (c) Sections 5 (Payment and Delivery) (but only with respect to Reseller Orders completed during the Term), 6 (Feedback) and 8 (No Use Rights; Digital Samba Reserved Rights) through 15 (General) will survive.

11. Changes to Agreement

From time to time, we may modify this Reseller Agreement. The version of this Reseller Agreement in place at the time you submit each Reseller Order is the version that will govern such order. We will use reasonable efforts to notify you of these changes through communications through our website or other forms of communication, but we also suggest that you bookmark this Reseller Agreement and read it periodically.

12. Confidentiality

Except as otherwise set forth in this Reseller Agreement, each party agrees that all code, inventions, know-how, business, technical and financial information it obtains (as "**Receiving Party**") from the disclosing party ("**Disclosing Party**") constitute the confidential property of the Disclosing Party ("**Confidential Information**"), provided that it is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the circumstances surrounding the

disclosure. Any Digital Samba Technology and any performance information relating to the Products shall be deemed Confidential Information of Digital Samba without any marking or further designation. Except as expressly authorised herein, the Receiving Party will hold in confidence and not use or disclose any Confidential Information. The Receiving Party's nondisclosure obligation shall not apply to information which the Receiving Party can document: (i) was rightfully in its possession or known to it prior to receipt of the Confidential Information; (ii) is or has become public knowledge through no fault of the Receiving Party; (iii) is rightfully obtained by the Receiving Party from a third party without breach of any confidentiality obligation; (iv) is independently developed by employees of the Receiving Party who had no access to such information; or (v) is required to be disclosed pursuant to a regulation, law or court order (but only to the minimum extent required to comply with such regulation or order and with advance notice to the Disclosing Party). The Receiving Party acknowledges that disclosure of Confidential Information would cause substantial harm for which damages alone would not be a sufficient remedy, and therefore that upon any such disclosure by the Receiving Party the Disclosing Party shall be entitled to appropriate equitable relief in addition to whatever other remedies it might have at law.

13. Digital Samba Commitments; DISCLAIMER OF WARRANTIES

For the avoidance of doubt, any and all commitments, indemnities and other terms and conditions offered by Digital Samba with respect to use of the Products are made directly by Digital Samba to Your Customer in accordance with the Digital Samba Customer Agreement and do not extend to you as a Reseller. We make NO WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, TO YOU AS A RESELLER, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR TITLE AND NON-INFRINGEMENT.

14. LIMITATION OF LIABILITY

14.1. Waiver of Consequential Damages. TO THE FULLEST EXTENT ALLOWED BY LAW, NEITHER DIGITAL SAMBA NOR ITS SUPPLIERS SHALL BE LIABLE FOR ANY LOSS OF USE, LOST DATA, FAILURE OF SECURITY MECHANISMS, INTERRUPTION OF BUSINESS, OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING LOST PROFITS), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

14.2. Liability Cap. DIGITAL SAMBA'S AGGREGATE LIABILITY TO RESELLER SHALL NOT EXCEED €10,000 OR THE AMOUNT ACTUALLY PAID BY RESELLER IN RESPECT OF THE RESELLER ORDER THAT IS THE SUBJECT OF THIS RESELLER AGREEMENT TO DIGITAL SAMBA FOR PRODUCTS AND SUPPORT AND MAINTENANCE IN THE 6 MONTHS IMMEDIATELY PRECEDING THE CLAIM, WHICHEVER IS LOWER. RESELLER'S AGGREGATE LIABILITY TO DIGITAL SAMBA FOR CLAIMS OTHER THAN FOR PAYMENTS DUE HEREUNDER SHALL NOT EXCEED THE CHARGES RESELLER

INCURRED FOR PRODUCTS AND SUPPORT AND MAINTENANCE IN THE 6 MONTHS IMMEDIATELY PRECEDING THE CLAIM.

15. Dispute Resolution; Governing Law

15.1. Dispute Resolution; Arbitration. In the event of any controversy or claim arising out of or relating to this Reseller Agreement, the parties hereto shall consult and negotiate with each other and, recognizing their mutual interests, attempt to reach a solution satisfactory to both parties. If the parties do not reach settlement within a period of 60 days, any unresolved controversy or claim arising out of or relating to this Reseller Agreement shall proceed to binding arbitration under the Rules of Arbitration of the International Chamber of Commerce. The parties shall seek to mutually appoint an arbitrator. If the parties cannot agree on a single arbitrator, then there shall be three (3) arbitrators: one selected by each party, and a third selected by the first two. For Resellers residing in the USA (based on the Company Address provided during the Order, or, in the absence of that, the address provided for invoicing purposes) the arbitration will take place in New York, USA. For all other Resellers the arbitration will take place in Barcelona, Spain. All negotiations and arbitration proceedings pursuant to this Section will be confidential and treated as compromise and settlement negotiations for purposes of all similar rules and codes of evidence of applicable legislation and jurisdictions. The language of the arbitration shall be English.

15.2. Governing Law; Jurisdiction. For Resellers residing in the USA (based on the Company Address provided during the Order, or, in the absence of that, the address provided for invoicing purposes) the “**Applicable Region**” shall be New York, USA. For all other Resellers the Applicable Region shall be Barcelona, Spain. This Agreement will be governed by and construed in accordance with the applicable laws of the Applicable Region. Each party irrevocably agrees that any legal action, suit or proceeding that is not otherwise subject to the arbitration provisions of Section 15.1 (Dispute Resolution; Arbitration) must be brought solely and exclusively in, and will be subject to the service of process and other applicable procedural rules of, the courts of the Applicable Region, and each party irrevocably submits to the sole and exclusive personal jurisdiction of the courts of the Applicable Region, generally and unconditionally, with respect to any action, suit or proceeding brought by it or against it by the other party. Notwithstanding the foregoing, Digital Samba may bring a claim for equitable relief in any court with proper jurisdiction.

15.3. Injunctive Relief; Enforcement. Notwithstanding the provisions of this Section 15 (Dispute Resolution; Arbitration), nothing in this Reseller Agreement shall prevent either party from seeking injunctive relief with respect to a violation of intellectual property rights, confidentiality obligations or enforcement or recognition of any award or order in any appropriate jurisdiction.

15.4. Exclusion of the UN Convention and UCITA. The terms of the United Nations Convention on Contracts for the Sale of Goods do not apply to this Reseller Agreement. The Uniform Computer Information Transactions Act (UCITA) shall not apply to this Reseller Agreement regardless of when or where adopted.

16. Government Use

The Products are commercial computer software. If the user or licensee of the Products is a governmental entity, agency, or department, the use, duplication, reproduction, release, modification, disclosure, or transfer of the Products, or any related documentation of any kind, including technical data and manuals, may be subject to specific regulations and restrictions applicable in your jurisdiction. Please ensure compliance with the applicable laws, regulations, and policies governing the use of commercial software in your governmental context. The Products were developed fully at private expense. All other use is prohibited.

17. General

This Reseller Agreement is the entire agreement between you and Digital Samba relating to the resale of Digital Samba products as described in this Reseller Agreement and supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Products or any other subject matter covered by this Reseller Agreement. If any provision of this Reseller Agreement is held to be void, invalid, unenforceable or illegal, the other provisions shall continue in full force and effect. This Reseller Agreement may not be modified or amended except as described in Section 11 (Changes to Agreement) or otherwise with the written agreement of Digital Samba (which may be withheld in its complete discretion without any requirement to provide reasons). As used herein, "including" (and its variants) means "including without limitation" (and its variants). If either party to this Reseller Agreement breaches any provision of this Reseller Agreement relating to Confidential Information or intellectual property rights, there may not be an adequate remedy available solely at law; therefore, an injunction, specific performance or other form of equitable relief or monetary damages or any combination thereof may be sought by the injured party to this Reseller Agreement. No failure or delay by the injured party to this Reseller Agreement in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder at law or equity. The parties are independent contractors. This Reseller Agreement shall not be construed as constituting either party as a partner of the other or to create any other form of legal association that would give one party the express or implied right, power or authority to create any duty or obligation of the other party.

Should you have any questions concerning this Reseller Agreement, please contact us at support.digitalsamba.com.

18. Signature

As previously stated, this Reseller Agreement becomes binding and enforceable upon the submission of a signed order form, irrespective of whether the Reseller Agreement itself is signed. However, in certain cases, we may require the agreement to be signed as a condition for specific situations or at our discretion.

By signing this Reseller Agreement, you confirm that you have full legal authority to enter into this Agreement and have read, understood and accept the terms and conditions contained herein, as well as the linked documents in this Agreement.

Company Name

VAT ID (if applicable)

Company Address

Name of Company Representative

Position

Signature

Date

Schedule A: Pricing

As stated in Section 5.4 (End User Pricing and Payment; Refunds), you have the autonomy to determine the pricing for Your Customer independently.

In the event that your pricing to Your Customer exceeds a 50% markup from the fees owed to us, we agree to evenly divide the excess amount.

This arrangement is necessary due to the fact that premium end users often require heightened levels of attention and generate increased support overhead for us. It is mutually beneficial for both parties to provide these end users with top-quality service.

Example 1

You place an order for a configuration in your Reseller Order, which is priced at €6,000 per month. If you choose to resell it for €8,000 per month, you are entitled to keep the entire markup of €2,000 per month (a 33% markup).

Example 2

You place an order for a configuration in your Reseller Order, which is priced at €6,000 per month. If you choose to resell it for €10,000 per month, you are entitled to keep €3,000 per month (a 50% markup). The remaining markup of €1,000 per month will be split equally between us.

In total, you will receive €3,500 per month in the second example, taking into account the initial markup and the split amount.