

GENERAL TERMS AND CONDITIONS CENTREON DEM TRIAL

By participating in the Centreon Digital Experience Monitoring Trial ("Centreon DEM Trial"), you agree to these general terms and conditions and to the general terms and conditions of use of the product available at the following link: <https://www.centreon.com/legal-resources/> and confirm that you meet all the eligibility conditions described below. Submission of the application form in no way constitutes a guarantee of access to the trial offer.

1. CONDITIONS ELIGIBILITY

The trial offer is exclusively reserved for legal entities. Only one trial offer per 3-month period is authorised per legal entity via employees and/or managers evaluating the purchase of IT products and services on their behalf.

The trial offer is strictly reserved for end users for professional evaluation of its functionalities. This trial cannot under any circumstances be considered as a demonstration licence. As such, partners, resellers and distributors are not eligible for this trial and cannot benefit from it as part of their commercial or promotional activities.

2. SCOPE OF THE OFFER

The trial offer concerns exclusively the Centreon DEM (Digital Experience Monitoring also known as Quanta by Centreon) product. No other product or service offered by Centreon is included in this offer.

Access to Centreon DEM Trial is subject to product availability.

For the duration of the trial, the user benefits from access to the functionalities of the Centreon DEM product, as they are available in the standard commercial offer. However, Centreon reserves the right to limit the functionalities of the product within the framework of the Centreon DEM Trial, either for security reasons, or for reasons of optimisation of hosting infrastructures.

Centreon reserves the right to modify or cancel the program at any time without notice.

The offer program does not constitute a POC (Proof of Concept). For all POC requests, please contact the Centreon sales department.

3. DURATION OF THE OFFER

The duration of the offer is strictly limited to seven (7) calendar days, as of the submission of the request carried out by the user on the Internet site of Centreon www.centreon.com. No renewal or extension will be granted unless expressly agreed by Centreon.

Any subscription request must be initiated by the user with the sales department and will result in the provisioning of a new Centreon DEM production instance.

4. EXPIRY OF THE OFFER

Upon expiry of the trial period, the platform will remain accessible read-only to the user for 21 days.

At the end of that period, access to the platform will be automatically deactivated and all associated data permanently deleted, with no possibility of recovery.

It is up to the user to take all the necessary measures before the end of the offer, in particular by uninstalling the specific components which it would have added to its infrastructure, such as the agents, tags, integrations or any other third module. Centreon cannot be held responsible for any persistence of configuration or possible disturbances resulting from the absence of uninstallation by the user.

5. DATA COLLECTION AND USE

The personal data collected during the trial will be used in accordance with the General Terms and Conditions.

By applying for the trial, you agree that Centreon may use and/or share certain information with approved partners, exclusively for commercial purposes, in particular for :

- Check your eligibility for the trial offer ;
- Contact you to discuss a possible subscription or associated offers

6. GUARANTEES AND LIABILITY

The Products provided as part of the trial are made available "as is", without any explicit or implicit guarantee. The Centreon DEM Trial offer does not include any service level agreement (SLA) applicable to paid offers, whether it would be technical support, implementation advice or software updates for the platform.

7. CANCELLATION AND EXCLUSIONS

Centreon reserves the right to suspend or cancel access to the trial offer in the event of non-compliance with these conditions and the General Terms and Conditions of the product and CIAM General Terms and Conditions. Any transmission of false information, erroneous or fraudulent data will result in the immediate rejection of the application.

8. EXPORT CONTROLS

The trial programme is not available in countries and territories subject to sanctions or embargoes imposed by the European Union (EU) and/or the United States (US). As such, any request for access to the trial from these territories will be automatically refused.

The user represents and warrants that he/she does not reside in, is not located in, and is not registering for the trial from any country subject to international restrictions, including those listed in the current regulations of the United States Office of Foreign Assets Control (OFAC), as well as in the sanctions regulations of the European Union.

In case of violation of this provision, Centreon reserves the right to immediately suspend access to the offer and take any appropriate legal action.

9. APPLICABLE LEGISLATION

It is governed by the provisions of French law. Any dispute arising from these conditions shall be submitted to the exclusive jurisdiction of the competent French courts.