

# DocuSign Terms & Conditions

The following additional terms apply to the purchase of DocuSign (the “Service”) by you (“the customer”) and Cobweb.

These Service Specific Terms should be read in conjunction with [Cobweb Terms & Conditions](#).

## I. SERVICE DESCRIPTION

All services and support are subject to the terms of the [Cobweb Terms & Conditions](#).

DocuSign is an eSignature solution, enabling businesses to replace manual signature processing with easy, fast and trusted digital approval. DocuSign delivers a suite of services across departments, for organisations of any size and industry, and has more than 85 million users spread across 225,000 companies in 188 countries (using 43 different languages).

## STANDARD SERVICE OPTIONS

Pricing is the pricing set out in the Customer order form.

## II. TERMS

- a. Terms of use for the Services by the Customer (i.e., the entity using the DocuSign Service) are set out at:

[DocuSign Terms and Conditions](#)

The Customer agrees that the above terms shall apply to Cobweb and their Customer. Cobweb agrees to provide each Customer with the terms of use and gain their acceptance.

- b. From the purchase date of the Service, the Customer will be entered into an annual contract with a minimum term of 12 months
- c. Customers will receive a 60 day and 35-day notification upon renewal of the service.
- d. Cobweb reserves the right to modify, amend or terminate the Service at any time and will update the Terms & Conditions from time to time in accordance with those changes. Continued use of the Service after changes to the Terms & Conditions shall constitute agreement to be bound by any changes. Cobweb will provide 30-day notice to any changes in price via email to the nominated account email address.

## III. SERVICE LEVELS AND SERVICE CREDITS

- a. DocuSign offers a service level agreement (SLA), which makes certain service levels commitments and offers service credits for failure to meet those commitments.

- b. If in any month the Customer experiences outages or unavailability of the Service, please let us know as soon as possible and, where Cobweb consider it appropriate, Cobweb will pursue a service credit claim with DocuSign.
- c. If Cobweb are successful in claiming a service credit from DocuSign, we will apply an equivalent credit (a credit to the same financial value as that received by us from DocuSign to your next invoice following the date on which we receive the credit from DocuSign. For clarity, where Cobweb receive a service credit in respect of multiple Customers, we will apportion this as appropriate between the affected Customers.