This Service Schedule (the “Schedule”), between Sherweb Inc. ("Provider") and You, the entity purchasing BitDefender Anti-Virus Solution, as identified as part of the subscription process for the Service ("You" or “Your”), is effective immediately and is issued pursuant to and incorporates by reference the terms and conditions of the Master Service Agreement or Partner Master Service Agreement, as applicable ("MSA") by and between Provider and You.

This Schedule includes the terms and conditions governing the Service (as defined below) provided to You under the Agreement. By accepting the MSA, by subscribing to or by using the Service, You agree to be bound by all of the terms and conditions set out in this Schedule. All capitalized terms in this Schedule shall have the same meaning as set forth in the MSA, unless defined herein. In the event of a conflict or inconsistency between the terms of the MSA and the terms of this Schedule, this Schedule shall supersede and govern.

1. Definitions. For the purposes of this Schedule, the following definition(s) apply:

“BitDefender” means BitDefender Inc.

“BitDefender Anti-Virus Solution” or “Service” means BitDefender Cloud Security for MSP licensed by BitDefender.

“License and Services Agreement for BitDefender Solution” or “LSA” means the latest version of the BitDefender terms of licensing that govern use of the Service that accompanies any Product and published on legal section of bitdefender.com at https://www.bitdefender.com/site/view/eula-business-solutions.html.

2. Service

2.1. Subscription. Subject to the terms and conditions of the Agreement, Provider hereby grants You a limited, non-exclusive, non-transferable right to use the Service solely for your internal business operations.

2.2. LSA. By subscribing to the Service, You (i) acknowledge and agree that the Service is licensed to You by BitDefender and that Provider’s ability to provide Service to You is contingent upon your acceptance and continued compliance with certain BitDefender terms and conditions, including the LSA. If BitDefender updates the LSA, You must accept the updated version of the LSA upon Your subscription renewal to the Service, or upon the purchase of any new subscription to the Service. If You do not accept the terms of the LSA, You may not subscribe to, access or use the Service.

3. Warranty and Disclaimers

3.1. Warranty. Provider does not make any guarantee or representation in connection with the Service and You shall refer to the LSA for any details relating to the guarantees or representations made by BitDefender in connection with the Service.

3.2. Limitation of Liability. Under no circumstances shall Provider be held liable for direct or indirect damages arising out of the use, performance, or delivery of the Service, any damage or loss allegedly caused by the use of or inability to use the Service, even if Provider had been advised of the possibility of such damages either directly or indirectly, including (but not limited to) business interruptions, monetary loss or loss of anticipated income as a result of the use of the Service, loss of data, attorneys and expert fees and court costs or any other pecuniary loss. You acknowledge and agree that: (i) the obligations and liabilities of Provider are limited at all times by the terms of the Agreement and the scope of the Service provided by Provider under the Agreement; (ii) Provider is not responsible for the Service provided to You under the LSA and for BitDefender’s compliance with the terms and conditions of the LSA; (iii) BitDefender has the right to disable or terminate the Service for legal or regulatory reasons, or as per the terms and conditions outlined in the LSA. In the event of such a disablement or termination by BitDefender, You will not have any claim against Provider for damages or lost profits resulting from any such disablement or termination and Provider will be entitled to invoice You for the Service that the You ordered prior to any such disablement or termination.