**PolyForm Commercial Software License Order**

**Development Preview**

Customer and Vendor agree to the attached PolyForm Commercial Software License Terms.

1. *Software*. {e.g. Super Counter, an expense reporting application for Windows}

2. *Version*. {e.g. 1.0.1}

3. *Trial Period*. {e.g. thirty days starting on delivery}

4. *License Fees*. {e.g. $1,000 per month, $100 per user per month}

5. *Billing*. {e.g. annually, in advance}

6. *Payment Terms*. {e.g. Net 30}

7. *Payment Method*. {e.g. credit card, wire transfer}

8. *Warranty Period*. {e.g. thirty days starting on delivery}.

9. *Support Fees*. {e.g. $250 per month}

10. *Support Channels*.

(a) The address of vendor’s support portal is {e.g. support.example.com}.

(b) The telephone number for support requests is {e.g. +1 555 555 5555}.

11. *Support Service Levels*. The vendor agrees to respond to support requests as follows:

(a) *Critical Support Requests*.

(i) respond {e.g. 1 hour}

(ii) update on status {e.g. 1 hour}

(iii) provide a solution {e.g. 4 hours}

(b) *Urgent Support Requests*.

(i) respond {e.g. 2 hours}

(ii) update on status {e.g. 4 hours}

(iii) provide a solution {e.g. 24 hours}

(c) *Regular Support Requests*.

(i) respond {e.g. 24 hours}

(ii) update on status {e.g. 24 hours}

(iii) provide a solution {e.g. seven days}

[Signature pages follow.]

The parties are signing this agreement on the dates by their signatures.

**Vendor**:

{VendorCo, Inc.},  
  
a {Delaware} {corporation}

By:

Name:

Title:

Date:

Email:

Address:

The parties are signing this agreement on the dates by their signatures.

**Customer**:

{Customer LLC},  
  
a {California} {limited liability company}

By:

Name:

Title:

Date:

Email:

Address: