



## Flexera Subscription Agreement Overview

### 1. Introduction

Thank you for reviewing Flexera's subscription agreement. This overview is intended to be a simple guide for legal and procurement teams to understand how our products and agreements work. We are always happy to engage with customers procurement and legal teams and talk through specific questions whether on the topics in this guide or anything else.

### 2. What is my company purchasing?

Secure, multi-tenant, cloud-based SaaS hosted on AWS or Azure. All customers use the same up-to-date codebase – no disruptions, no surprise upgrades, just consistent delivery and support. Adopting this true one-to-many approach, we're able to ensure a more cost-effective delivery of solutions and help our customers to avoid having to plan for and implement costly and disruptive upgrades. We deliver our products following the same [Support](#) terms and [Service Levels](#) for all customers, and provide a dashboard to review historical application availability to ensure transparency.

### 3. How do we price?

Simple. Fixed subscription fee, based on term length and usage metrics (see: [Product Specific Terms](#)).

Our Approach	What We Can't Agree To
We offer transparent subscription pricing tied to your usage needs and lock in your rate for the term.	We don't support mid-term cancellations or price reductions, regardless of usage changes, because our pricing is based on a committed subscription model, which lets us invest confidently in delivering long-term value, support, and innovation for all customers.

### 4. Can I walk away any time?

Our Approach	What We Can't Agree To
We both commit resources to enable long-term success. We invest in continuous product support; and you commit to seeing it through. None of this detracts from the protections and rights that we ensure our customers have for products that do not work (more on that below).	We don't offer termination for convenience. Customer success doesn't come solely from the SaaS doing what it's supposed to do; it also requires mutual organizational commitment. Termination for convenience eliminates this commitment in a literal sense, which has the effect of weakening it in practice, too.

### 5. Does Flexera offer an Acceptance Testing period?

Our Approach	What We Can't Agree To
Additionally, we provide a robust product warranty with remediation steps and exit rights if obligations aren't met. We also welcome and encourage prospects to speak with other Flexera customers and, if timing permits, work with your sales executive to demonstrate the products so that you are satisfied that they meet your needs.	We don't offer a separate acceptance test period. because our SaaS platform runs on a single, proven codebase used by all customers—it's already live and functioning in real-world environments. This shared model removes the need for individual testing phases while ensuring consistent quality and reliability across the board.

### 6. Does Flexera offer uncapped liability?

Our Approach	What We Can't Agree To
We provide standard liability caps and enhanced coverage for data privacy obligations.	With the exception of market standard exclusions such as gross negligence, willful misconduct, or death and personal injury, we do not offer uncapped liability.

### 7. Does Flexera use Artificial Intelligence in its products?

Our Approach	What We Can't Agree To
We use AI, including Generative AI (GenAI), to enhance our products and services—always with a focus on security, privacy, and customer value and using secure, static models. Your data isn't used to train AI unless you opt in, and we never feed personal information to learning models. You can opt out of some AI features, though this may limit some functionality related to those features.	We can't agree to exclude AI completely, and we can't agree to seek your permission for all types of AI that we might integrate into our products.

### 8. How does Flexera protect customer data?

Security and privacy are baked in. We don't process highly sensitive or "Special Category" information such as financial, health, or your own customer data, and is stored in top-tier cloud platforms. We meet industry gold standards (SOC 2, ISO). Our one-size security model means consistent, high-grade protection.

Our Approach	What We Can't Agree To
All customer data is protected under our standardized, audited security framework. You control access, and we ensure privacy. For more detail see our <a href="#">Security Terms</a> , and <a href="#">Data Processing Agreement</a> .	We can't customize individual security policies; a true one-to-many offering runs consistently across the entire customer base and it is not possible track varying requirements from one customer to the next.