

Summary of Changes to Avalara Service Terms and Conditions

Except as described below, this summary applies to changes launched on January 1, 2021, only.

Avalara has revised its Service Terms and Conditions, effective upon any renewal, upgrade, or service purchase on or after January 1, 2021. Below is a high-level summary of changes. Please note the below summary is provided for reference purposes only and is not a complete list of changes. You should review the updated Avalara Service Terms and Conditions and any Supplemental Terms identified below that are applicable to your Service.

Avalara Service Terms and Conditions

- Addition of language addressing the different data privacy laws applicable as a result of the UK's exit from the EU
- Changes reflecting updates to names of services
- Language added to address Customer's use of a sandbox account
- Revised warranty section so that both parties (not just Customer) warrant they are not on any sanctions or embargo lists
- Each Party agrees to comply with all applicable anti-corruption laws
- Reorganized and revised provisions regarding the return, retention, and deletion of Customer Data and Customer's Confidential Information to make them easier to read and to address permanent deletion of Customer Data
- Reorganized and revised the modification provision to make it easier to read and understand
- We revised the definition of Avalara so it means Avalara, Inc. unless otherwise indicated on our Affiliate schedule.

Supplemental Terms and Acceptable Use Policy

- **Acceptable Use Policy.** Updated to make the language more precise and to consolidate certain provisions and make them easier to read. Revised to apply the AUP to professional services engagements and other services not offered under standard Avalara Service Terms and Conditions, such as MyLodgeTax.
- **Avalara for Beverage Alcohol.** These terms were added on September 30, 2020. These terms govern the purchase and use of Avalara Licensing for Beverage Alcohol, Avalara Product Registration for Beverage Alcohol, Avalara Returns for Beverage Alcohol, and other Beverage Alcohol services.
- **Avalara for Communications.** These terms were updated on October 1, 2020. Definitions were added relating to a new pricing model (to support usage fees described in customers' sales orders).

- **Avalara Returns (US and Canada).** Termination for Cause section added to reflect that if the financial institution used by Customer instructs Avalara that Avalara must terminate the Agreement (for example, because Customer is conducting its business in violation of Applicable Law), Avalara may immediately terminate upon written notice.
- **AvaTax.** Added language for Avalara Shipping Verification for AvaTax for Beverage Alcohol.
- **Avalara Data Processing Addendum.** Updated to reflect the UK's exit from the EU, and the application of UK data privacy laws.
- **Avalara Data Transfer Addendum.** Updated to reflect the UK's exit from the EU, and the application of UK data privacy laws.
- **Excise and Excise Pro.** Updated to reflect product name changes across this suite of products. The Excise Supplemental Terms are now called Avalara for Energy and Avalara for Tobacco Supplemental Terms, and the Excise Pro Supplemental Terms are now called Avalara for Energy Pro Supplemental Terms. Product names have changed as follows:
 - AvaTax Excise has split into two products: Avalara AvaTax for Energy and Avalara AvaTax for Tobacco. Transaction pricing for these products is not available for purchases made after January 1, 2021.
 - Avalara Returns Excise Enterprise has also split into two products: Avalara Returns for Energy and Avalara Returns for Tobacco.
 - AvaTax Excise Pro is now AvaTax for Energy.
 - Avalara Returns Excise Pro is now Avalara Returns for Energy Pro
- **MatrixMaster.** Added language to address customer support hours and mapping for items other than universal product codes.
- **Streamlined Sales Tax & Certified Service Provider Program.** Added terms to address state challenges to Customer's volunteer status in the SST program.