

Product Specific Terms (PST)

Reviews



Last Updated: October 11th, 2023

Insofar as and to the extent that the subject matter of an Order includes the use of the SaaS Product **Reviews**, such use shall be subject to these PST which are deemed an integral part of such Order.

Capitalized terms used but not defined in this PST have the meanings given to them in the Agreement.

- 1. PRODUCT-SPECIFIC RIGHTS & OBLIGATIONS**
 - 1.1. **Reviews** within the meaning of these PST means the SaaS Product “Reviews” as described in the Agreement.
 - 1.2. **Synchronisation.** In the event and to the extent Customer grants and maintains any authorizations required for this purpose, reviews submitted to applicable Publication Partners by third parties for locations of Customer (“**End Customer Reviews**”) under Review or Engage will be automatically displayed and filterable in the SaaS Product. The Parties acknowledge that the automatic display of End Customer Reviews may be subject to technical or third-party-caused delays and may not be in real time.
 - 1.3. **Notifications.** Customer and/or Authorized Users may choose to be notified about new End Customer Reviews via a channel supported by Uberall (“**Notification Channel**”). In this event, the Customer will ensure that a) the respective Notification Channel is at all times available and fit to receive such notifications; b) the Notification Channel is checked in appropriate intervals and c) that any access to such Notification Channel is sufficiently protected.
 - 1.4. **Review Responses.** Customer may submit a response to an End Customers Review (“**Review Response**”) on Publication Partners, for which Review Responses are available, through the Saas Products. In the event and to the extent Customer submits a Review Response, Customer is solely responsible and liable for any content of a Review Response. Uberall will transmit the Review Response to the respective Publication Partner. Uberall does not warrant or guarantee any publication of the Review Response through the Publication Partner.
 - 1.5. **Automated Responses.** In the event that Reviews, as agreed upon in the Order, includes the functionality “Automated Responses”, Customer acknowledges that only allows Customer to set up automatic Review Responses
 - a) for Publication Partners for which the functionality “Automated Responses” is available and;
 - b) to End Customer Reviews that do solely include a review rating, but no other review element, in particular any review text.
 - 1.6. **AI Responses.** In the event and to the extent the feature(s) “AI Responses” and/or “AI-Generated Auto Responses” is/are activated for Reviews, the SaaS Product may suggest AI-generated suggestions (“**Response Suggestions**”) for Review Responses. Customer can change or edit such Response Suggestions and is exclusively responsible for the content, language and lawfulness of Response Suggestions used and/or edited and/or submitted through Reviews and any requirements set forth by applicable Law thereto. Customer shall carefully review each Response Suggestion suggested or edited before submitting it to a Publication Partner.
- 2. MISCELLANEOUS**
 - 2.1. Hierarchy.** In any event of a conflict between the provisions of these PST and any part of the Agreement directly referenced in the Order other than the Order itself, these PST shall prevail but only with respect to the respective conflict.
 - 2.2. Changes.** Subject to and in compliance with the respective provisions of the Agreement, this PST, either individually or together with other parts of the Agreement, may be updated or amended by Uberall at any time.