

### **Eligibility - Ransomware Warranty and Efficiency Warranty**

This document describes Deep Instinct's Ransomware Warranty and Efficiency Warranty (the "Deep Instinct Warranties") and certain eligibility requirements.

***Important: Please note that not all resellers or distributors of Deep Instinct's products or services are permitted to offer the Deep Instinct Warranties. If you purchase Deep Instinct's products or services through a distributor, reseller, or third party, and wish to see if you are eligible for the Deep Instinct Warranties, please contact Deep Instinct prior to the time of purchase. In order to be eligible for the Deep Instinct Warranties, a customer must receive written confirmation from Deep Instinct that the warranty applies to them and a signed copy of the Deep Instinct Warranties. Otherwise, the Deep Instinct Warranties do not apply.***

The Deep Instinct Warranties will be included in the Premium Support only to eligible customers that are:

Purchasing a subscription for two (2) or more years of at least 5,000 licenses within the Territory.

The warranties will be granted to customers only upon purchasing or renewing Deep Instinct's products (for removal of doubt, the warranties will not be granted to current customers of Deep Instinct who purchased the Premium Support).

Territory – means United States of America, United Kingdom, Germany, and France.

The following customers are not eligible, in any event, for the Deep Instinct Warranties:

1. Managed Services Provider or Master Managed Services Provider;
2. Software Vendors (a customer in which the share of potential eligible devices where IDEs (Integrated Development Environment) and/or code compilers are installed and used exceeds 20% of the total number of potential eligible devices), unless customer received prior written approval from Deep Instinct.

The Deep Instinct Warranties can be found on the following links:

False Positive Warranty: [Deep Instinct Limited Efficiency Warranty](#)

Ransomware: [Deep Instinct Limited Ransomware Warranty](#)

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