

Product Specific Terms

Product	Quable PIM & DAM
Product description	SaaS PIM (Product Information Management) & DAM (Digital Asset Management) platform that helps brands and manufacturers centralize, enrich, and distribute their product information and media across every sales and communication channel.
Services provision	SaaS licence
Version	2026 Sep

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OBLIGATIONS OF THE CUSTOMER

USAGE AND LIMITATIONS

Fair use limits

To ensure performance and maintain a high level of reliability, fair use technical limits must be taken into account. These limitations are detailed in the Product documentation (<https://docs.quable.com/docs/fair-use>) and define the thresholds beyond which the Product cannot work properly.

These limits represent important recommendations points to ensure efficient and operational use of the Product. Due to production evolutions or new features, they may change over time.

It is therefore essential for the Customer to take these restrictions in consideration when configuring and using the Product.

The Customer shall respect these limits to avoid any performance degradation or operational instability.

If the Customer anticipates reaching the aforementioned thresholds, the Customer undertakes to contact the Support to discuss the available options. The Customer expressly acknowledges that under no circumstances shall this contact be deemed to result in any commitment or obligation on the part of the Provider to handle the question, to adapt its Services or to accept the situation.

CUSTOMER DATA UPON CONTRACT TERMINATION

In the event of termination of the Contract for any reason whatsoever, the Customer may notify the Provider, within a maximum period of twenty (20) business days prior to the end of the Contract, if they wish to benefit from reversibility services. This request must include a list of the items to be retrieved, as well as secure FTP access for transferring data.

At the Customer's request, the Provider then undertakes to return and/or destroy, at the Customer's discretion, the Customer Data within fifteen (15) business days following the end of the Contract.

The Customer Data restitution/destruction service includes:

- exporting the mapping file of the active data model in standard XLS format;
- exporting all references data in standard CSV format;
- exporting all assets in original format;
- exporting all catalogues in standard CSV format;
- uploading a .zip file of media to a FTP server;
- cleaning and deleting instances: histories, Customer's User accounts, databases, and assets;
- deactivation of integrations;
- deletion of all project documents/deliverables;
- closing report.

In any event, the Customer undertakes to actively cooperate with the Provider to facilitate the reversibility operations. No additional charges shall be invoiced for reversibility.

ARTIFICIAL INTELLIGENCE

SECURITY AND SAFEGUARDS

The latest and most detailed information on the security measures applicable to the AI Features is available as part of our Technical and Organisational Measures.

DESCRIPTION OF AI FEATURES

The latest and most detailed information on the AI Features included in the Product is available at [our Trust Center](#).

SERVICE LEVEL AGREEMENT

SUPPORT

Channels

The primary Support channel is the Live chat, available directly from the Product.

Hours

Support is available 24/7 with an AI bot. Human support is available during Office Hours (Monday-Friday, 09:30-18:30 CET), with the exception of French public holidays.

SERVICE LEVELS

Service uptime

Uptime target: 99.9%.

First Response Time

First Response Time is measured within Office Hours.

Priority	Estimated response time
P1	4h
P2	4h
P3	4h
P4	Best effort

Mitigation time

Mitigation times in this table are objectives. Depending on the volume and priority of requests submitted to Support, response and resolution times may vary. Mitigation times are measured within Office Hours.

Priority	Mitigation time objective
P1	8h
P2	36h
P3	Best effort
P4	Best effort

SERVICE CREDITS

Uptime	Credit
99% to < 99.9%	5%
98% to < 99%	10%
97% to < 98%	15%
96% to < 97%	20%
95% to < 96%	25%
+5% for each additional 1 percentage point decrease in uptime	
< 81%	100%

SECURITY MEASURES

For the latest version of our Technical and Organizational Measures, please visit our [Trust Center](#).