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Salesforce Tower  
415 Mission Street, 3rd Floor  
San Francisco, CA 94105  
United States

ORDER FORM for MasterCare, Inc.  
Offer Valid Through: 12/16/2021  
Proposed by:Blair Hurlock  
Quote Number: Q-05231139

ORDER FORM

Address Information

Bill To:  
1024 Iron Point Road  
Folsom  
CA, 95630  
US - United States

Ship To:  
1024 Iron Point Road  
Folsom  
CA, 95630  
US - United States

Billing Company Name: MasterCare, Inc.  
Billing Contact Name: Debra Draves  
Billing Email Address: d.draves@mastercareplan.com

Billing Phone: (415) 722-6739  
Billing Fax:  
Billing Language: English

Terms and Conditions

Contract Start Date\*: 12/16/2021  
Contract End Date\*: 12/15/2024  
Billing Frequency: Quarterly

Payment Method: Check  
Payment Terms: Net 30  
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Sales Cloud - Enterprise Edition	12/16/2021	12/15/2024	36	USD 100.50	30	USD 108,540.00
Jump Start - Growth				USD 0.00	1	USD 0.00
						Total: USD 108,540.00

\*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

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## Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Sales Cloud - Enterprise Edition	USD 100.50	30+

The pricing in the Pricing Schedule above ("Pricing Schedule") reflects the monthly per-subscription fees for the applicable Service. In the event the Pricing Schedule sets forth tiered pricing, any such tiered pricing levels are based upon the Aggregate Total Number of active subscriptions of the relevant Service purchased. "Aggregate Total Number" as it relates to a subscription, is the aggregate total number of active subscriptions, purchased by the Customer executing this Order Form, commencing on the Contract Start Date of this Order Form, as measured at the time of execution of the applicable Order Form. If a single additional order raises the aggregate number of subscriptions for any Service listed in the Pricing Schedule above the threshold limits specified therein, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Only additional orders by Customer that are associated with this Order Form, for purchase of subscriptions to the same Service and edition as set forth in the Pricing Schedule, during the period commencing on the Contract Start Date and ending on the Contract End Date of this Order Form, are eligible for the applicable volume pricing levels under the Pricing Schedule. For clarity, restricted use subscriptions (those subscriptions that either have the term "Restricted Use" in the Service name, or are indicated as a Restricted Use Subscription in a Quote Special Term) are not included when determining the Aggregate Total Number of a full use subscription, and full use subscriptions are not included when determining the Aggregate Total Number of a restricted use subscription. Any price decreases shall have no effect on previously purchased subscriptions. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for the Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

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## Quote Special Terms

Notwithstanding anything to the contrary in the Master Subscription Agreement or any other Order Form, Customer agrees that SFDC will invoice Customer under this Order Form as follows based on the Contract Start Date: Quarterly invoicing for months 0 through 24 of the Order Term, Annual invoicing for months 25 through 36 of the Order Term. Any additional purchases during the Order Term shall be subject to the above invoicing terms. Thereafter, any renewals of subscriptions ordered under this Order Form shall be invoiced annually

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## Product Special Terms

### Jump Start

Notwithstanding anything to the contrary, the Jump Start Implementation services are subject to the terms and conditions of the Professional Services Agreement found at <https://www.salesforce.com/company/psa.jsp>.

The Jump Start Implementation shall begin and be completed in twenty (20) business days from the Order Start Date. The Jump Start Implementation services will be provided Monday through Friday, during the hours of 9 a.m. to 5 p.m. in the time zone where the Jump Start Configuration Expert is located for a maximum of twenty (20) hours for the duration of engagement, except for designated non-attendance days. Non-attendance days consist of eight (8) administrative days plus the regional public holidays and paid time off (e.g. vacation, sick time). Administrative days consist of such things as training days, volunteer time off and required attendance at company events. Customer acknowledges that Jump Start Configuration Expert resources will not be available on administrative days, regional public holidays and paid time off. Jump Start Implementation subscriptions may be applied only to Jump Start Implementation activities and not toward the purchase of any other SFDC product or service (including without limitation product subscriptions, support or professional services).

The Jump Start Configuration Expert will assist Customer with their core configuration by performing configuration services in tandem with the Customer's Designated Contact and based on Customer's specifications. Customer is responsible for gathering business and functional requirements, preparing design specifications, securing change management approvals, completing required prework, documenting the configuration, and for designing and/or delivering training materials.

Jump Start Implementation will be provided on a remote basis. In the event a travel event is mutually agreed upon, any such expenses incurred by the Jump Start Configuration Expert in performing services for Customer will be separately invoiced to and reimbursed by Customer in accordance with the SFDC Travel and Expense policy. Jump Start Implementation services are non-cancelable, non-renewable and fees paid are nonrefundable. If Customer does not use the potential amount of Jump Start Implementation services purchased during the applicable subscription term, fees paid by Customer may not be refunded, extended, rolled over to another subscription period, or applied to another account or SFDC product or service.

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## Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

X

[       ] No

[       ] Yes - Please complete below

PO Number:

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PO Amount:

\_\_\_\_\_



Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at <https://www.salesforce.com/company/msa.jsp>, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein. Additional information related to the Services may be found in the Documentation at <https://sfdc.co/ptd>. For the avoidance of doubt, the applicable master subscription agreement takes precedence over the Documentation.

Customer: **MasterCare, Inc.**

Signature: **36905FBA9C224FB**

Name **Debra Draves**

Business Title **CEO**

**C Level Executive**

Authority Level

Date **December 16, 2021 | 16:12 PST**

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