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Agreements and Terms

Customer Agreements and User Terms for Products and Services

Main Services Agreement ("MSA")

Main Services Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_MSA.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_MSA.pdf))

Main Services Agreement (previous versions) (</company/legal/MSA-archive/>)

Main Services Agreement (日本版)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_MSA-jp.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_MSA-jp.pdf))

Main Services Agreement (日本版) (previous versions) (</company/legal/MSA-archive/MSA-archive-jp/>)

Developer Main Services Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_Developer_MSA.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/salesforce_Developer_MSA.pdf))

Developer Main Services Agreement (previous versions) (</company/legal/MSA-developer-archive/>)

Additional Subscription and Services Agreements

Chatter.com Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/chatterdotcom-agreement-20110712.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/chatterdotcom-agreement-20110712.pdf))

Data.com MSA (previous versions) (</company/legal/MSA-datadotcom-archive/>)

Desk.com Services MSA

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/master-subscription-agreement-for-desk-com-services.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/master-subscription-agreement-for-desk-com-services.pdf))

(tel:1-800-66

ExactTarget MSA (previous versions) (</products/marketing-cloud/sfmc/marketing-cloud-legal-overview/>)

Force.com Free Edition Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/forcedotcom-free-edition-agreement.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/forcedotcom-free-edition-agreement.pdf))

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[Specific terms for selected sites \(e.g., partner\)](#)

[Marketing Cloud MSA Agreement \(previous versions\) \(/company/legal/MSA-MarketingCloud-archive/\)](#)

[Mulesoft Subscription Plans \(/company/legal/Mulesoft-Subscription-Plans/\)](#)

[My Domain TOU](#)

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[Site.com Terms of Use](#)

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[Data Processing Addendum \(to the Main Services Agreement\)](#)

[Data Processing Addendum](#)

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[Data Processing Addendum FAQ](#)

[\(/www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Salesforce-DPA-FAQs.pdf\)](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Salesforce-DPA-FAQs.pdf)

[Salesforce's Data Transfer Mechanisms FAQ](#)

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[SCC Amendment](#)

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[UK Addendum Amendment](#)

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[Trust & Compliance Documentation](#)

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[Policies](#)

[Artificial Intelligence Acceptable Use Policy](#)

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Acceptable Use and External-Facing Services Policy

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/policies/Ext](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/policies/Ext)

Acceptable Use and External-Facing Services Policy (Français)

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Beta Services Terms

Unified Pilot Research Agreement

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Data Processing Addendum to Unified Pilot Research Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/beta-agreements/sfdc-pilot-dpa.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/beta-agreements/sfdc-pilot-dpa.pdf))

Pilot DPA SPARC for all Covered Services

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/beta-agreements/pilot-dpa-sparc.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/beta-agreements/pilot-dpa-sparc.pdf))

Support and Success Plans

MuleSoft Product Support and Maintenance Terms Under Salesforce's uMSA

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-support-maintenance-terms-for-salesforce-umsa.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-support-maintenance-terms-for-salesforce-umsa.pdf))

Mulesoft Product Versioning and Back Support Policy

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/versioning-back-support-policy.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/versioning-back-support-policy.pdf))

Tableau Support Programs (<https://www.tableau.com/support/services>)

Standard, Premier, and Signature Success

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Tableau Success Plan Addendum

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Standard, Premier, and Signature Success (日本版)

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Slack Help Center (<https://slack.com/help>)

Legacy Support and Success Plans

Commerce Cloud Signature Support Plan (End of Sale February 1, 2018)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/commerce-cloud-signature-support-terms-and-conditions-nov2017.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/commerce-cloud-signature-support-terms-and-conditions-nov2017.pdf))

Marketing Cloud Standard+ Success Plan (End of Sale May 15, 2016)

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Mission Critical Support Terms and Conditions (End of Sale February 1, 2017)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-mcs-tc.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-mcs-tc.pdf))

Mission Critical Support Terms and Conditions (日本版) (End of Sale February 1, 2017)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-mcs-tc-jp.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-mcs-tc-jp.pdf))

Pardot Support Plan (End of Sale May 16, 2017)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/Pardot-Support.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/Pardot-Support.pdf))

Premier Priority Plan Terms & Conditions (End of Sale February 16, 2021)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/premier-priority-terms.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/premier-priority-terms.pdf))

Premier Priority Plan Terms & Conditions (日本版) (End of Sale February 16, 2021)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/premier-priority-terms-jp.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/premier-priority-terms-jp.pdf))

Signature Success Plan Terms and Conditions (End of Sale February 1, 2018)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce_ssp_tc.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce_ssp_tc.pdf))

Signature Success Plan Terms and Conditions (日本版) (End of Sale February 1, 2018)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/salesforce-ssp-tc-japanese-revised-171208.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/salesforce-ssp-tc-japanese-revised-171208.pdf)) (ref: 1-800-66

Product Terms


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Consumer Goods Cloud Retail Execution Services Contractual Restrictions

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/retail-execution-contractual-restrictions.pdf

Data.com Data Assessment Agreement

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/data-assessment-agreement.pdf

Data.com Product Field List

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/datadotcom-salesforce-product-field-list.pdf

Database.com Supplemental Terms

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-databasedotcom-terms.pdf

Digital Engagement Rate Pricing

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/digital-engagement-rate-pricing-sheet.pdf

dLite Product Terms (Non-GA)

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/dLite-product-specific-terms.pdf

Essentials Product Terms

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-essentials.pdf

Government Cloud Plus Products

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/government-cloud-plus-products.pdf

Industries - Additional Contractual Limitations for Communications

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-communications.pdf

Industries - Additional Contractual Limitations for Energy & Utilities

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-energy-utilities.pdf

Industries - Additional Contractual Limitations for Communications, Media & Entertainment, and Energy & Utilities (CME)

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-cme.pdf

Industries - Additional Contractual Limitations for Insurance

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-insurance.pdf

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Industries - Additional Contractual Limitations for Media & Entertainment

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-media-entertainment.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/additional-contractual-limitations-media-entertainment.pdf))

LiveMessage - Set Up Instructions

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/livemessage-set-up.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/livemessage-set-up.pdf))

Marketing Cloud Account Engagement Permission-Based Marketing Policy

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/mc-account-engagement_permission-based-marketing-policy.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/mc-account-engagement_permission-based-marketing-policy.pdf))

Marketing Cloud Super Message Bundles ([/products/marketing-cloud/sfmc/sms-ratio-updates/](#))

Mulesoft - Cloud offerings SLA for Salesforce uMSA

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-cloud-offerings-SLA-forSalesforce-uMSA.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-cloud-offerings-SLA-forSalesforce-uMSA.pdf))

Mulesoft - Common Public Attribution License Version 1.0 (CPAL)

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-cpal.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/mulesoft-cpal.pdf))

Mulesoft - Features & Entitlements

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Limited-Release-Features-Entitlements-New-Packaging.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Limited-Release-Features-Entitlements-New-Packaging.pdf))

Mulesoft - Dataweave Playground Commercial Free License Agreement

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Dataweave-Playground-Commercial-Free-License-Agreement.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/Dataweave-Playground-Commercial-Free-License-Agreement.pdf))

Net Promoter® and NPS®

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Public Service Solutions Services Application Credit Multipliers

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/public-sector-solutions-services-application-unit-multipliers.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/public-sector-solutions-services-application-unit-multipliers.pdf))

Quip Services Contractual Restrictions

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Sales Cloud, Service Cloud, and Sales & Service Cloud (CRM) Contractual Restrictions

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collaboration-agreement.pdf)

Supplemental Terms for Eligible Nonprofits and Educational Institutions

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Supplemental Terms for Eligible Nonprofits and Educational Institutions (日本語)

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Service Cloud Voice with Amazon Connect Contractual Limitations

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WhatsApp Chat Messages Rate Pricing

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WhatsApp Conversations Rate Card

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/whatsapp-conversations-rate-card.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/whatsapp-conversations-rate-card.pdf))

Work.com Trial Product Terms

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Communications Services - Additional Terms and Taxes

Telecom Taxes and Fees List for Customer

([//www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/telecommunications/telecom-taxes-and-fees-list.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/telecommunications/telecom-taxes-and-fees-list.pdf))

Country Specific Communications Services Terms

(https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/telecommunications/country-specific-communications-services-terms.pdf)

Order Form Supplements and End User License Agreements

Chatter Desktop - Order Form Supplement

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Consumer Goods Cloud Package, Mobile Sync Package & Modeler - End User License Agreement / Order Form Supplement

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Consumer Goods Cloud Mobile App for iOS - End User License Agreement / Order Form Supplement

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CRM Analytics for Android - Order Form Supplement

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CRM Analytics for iOS - Order Form Supplement

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Data.com - Order Form Supplement for Dun & Bradstreet

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/product-specific-terms/salesforce-dun-bradstreet-order-form-supp.pdf

Data.com - Order Form Supplement for Dun & Bradstreet (previous versions) ([/company/legal/DB-supplement-archive/](#))

Desk.com for Android - Order Form Supplement

https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/software-order-form-supplements/desk-com-for-android-order-form-supplement.pdf

Desk.com for iOS - Order Form Supplement

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Einstein Features - Order Form Supplement

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Events Mobile App for Android - End User License Agreement

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Events Mobile App for iOS - End User License Agreement

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Field Service Mobile App for Android - Order Form Supplement

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Field Service Mobile App for iOS - Order Form Supplement

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Insights - Order Form Supplement (/company/legal/insights-faq/)

Lightning Extension - End User License Agreement

(https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/end-user-license-agreements/lightning-chrome-extension.pdf)

Lightning Knowledge Migration Tool - Terms of Service

(https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/end-user-license-agreements/terms-of-service-for-the-lightning-knowledge-migration-tool.pdf)

Limits Monitor for iOS - End User License Agreement

(https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/end-user-license-agreements/sfdc-limits-monitor-EULA.pdf)

Marketing Cloud Collect Console - Order Form Supplement

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Mobile Publisher - Order Form Supplement

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Mobile Publisher Delegated Distribution (Delegate Model) - Order Form Supplement

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Salesforce Chatter for BlackBerry - Order Form Supplement
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Salesforce Inbox Desktop App - End User License Agreement / Order Form Supplement
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Social Customer Service - Order Form Supplement

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Social Studio - Order Form Supplement for Agencies and Resellers

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Tableau Products - Order Form Supplement

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Trailhead GO for Android - End User License Agreement / Order Form Supplement

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Vlocity OmniStudio Project Explorer Chrome Extension - End User License Agreement / Order Form Supplement

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Professional Services Agreements and Terms

Professional Services Agreement

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Professional Services Agreement (previous versions) (/company/legal/PSA-archive/)

Professional Services Agreement (日本版)

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Professional Services Agreement (日本版) (previous versions) (/company/legal/PSA-archive/PSA-archive-jp/)

Limited Engagement Professional Services Terms

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Pro Bono Professional Services Agreement

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Professional Services Agreement Data Processing Addendum

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UK Addendum Amendment to the Professional Services Data Processing Addendum

(https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/professional-service-agreements-and-terms/psa-dpa-uk-addendum-amendment.pdf)

Professional Services Agreement Security, Privacy, and Architecture

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Professional Services Agreement Infrastructure and Subprocessors

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Agreements and Terms

AppExchange User Agreement

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Mulesoft Partner Program

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Policies and Guidelines

AppExchange Program ISV Partner Requirements

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Partner Branding and Logo Guidelines

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