

SERVICE TERMS – SSL CERTIFICATE MANAGEMENT

These Service Terms – SSL Certificate Management (**SSL Service Terms**) are between the Com Laude Group entity identified in your Order Form (and, where applicable, its affiliate(s)) (**we, our, us** and **Com Laude**) and the client entity named in your Order Form (**you, your, Client**).

1. **Definitions.** Where capitalised terms are used but not defined below, they shall carry the meaning given to them in your Order Form or General Terms.
2. **SSL Services.** We will provide you with SSL digital security certificates (**SSL Services**) as set out in your Order Form. SSL Services are subcontracted to a third-party SSL services provider and are fulfilled by the issuance of digital security certificates through its Certificate Authority partners, as ordered by Client. SSL Services are subject to the SSL provider's [Terms and Conditions](#) (references to "Customer" or "Subscriber" under such terms shall mean you, the Client, and references to "Partner" or "Procuring Party" mean Com Laude). We reserve the right to replace our SSL services provider with an alternative provider which we determine to have substantially similar capabilities, at any time upon thirty (30) days' written notice to you.
3. **Placing orders.** You request additional SSL Services by placing an order in one of the following ways:
 - (a) through Com Laude's portal for SSL Services, as made available to Client from time to time; or
 - (b) by emailing your named Domain Strategist and copying in admin@comlaude.com, using the email subject line 'Order'.
4. **Processing orders.**
 - (a) On receipt of your order, we will send you an order confirmation. If you do not receive an order confirmation, the order may not have gone through and you should confirm the position by sending an email to admin@comlaude.com.
 - (b) Com Laude reserves the right not to process your order and will notify you promptly by email in this case.
5. **Modifying or cancelling an order.**

You may modify or cancel an order before it has been activated provided that we have not already incurred third party fees.
6. **Termination.** SSL certificates are issued for fixed terms (usually one year). You may terminate the SSL Services at any time on written notice, but there is no pro-rata refund for termination part-way through a registration period.