

Dear Customer, you will find here all the legal documents that may apply to your subscription to the Mirakl Cloud Services and Customer Support Services, as referenced in the applicable Order Form entered into between you and Mirakl (see p.1).

*Cher Client, Vous trouverez ici l'ensemble des documents juridiques pouvant s'appliquer à votre souscription aux Services Cloud et aux Prestations d'Expertise de Mirakl, tels que référencés dans le Bon de Commande signé entre vous et Mirakl (voir p.2).*

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## MIRAKL CLOUD & CUSTOMER SUPPORT SERVICES

### 1. ENGLISH VERSIONS

#### 1.1) CLOUD SERVICES AGREEMENT

1. **Cloud Services Descriptions & Usage Metrics:** <https://legal.mirakl.com/#cloud-services-definitions-usage-metrics>
2. **Supplemental Terms for Mirakl Cloud Services:**
  - Supplemental Terms for Mirakl Platform: <https://legal.mirakl.com/#supplement-mirakl-platform>
  - Supplement Terms for Mirakl Ads Platform: <https://legal.mirakl.com/#supplement-ads-platform>
  - Supplemental Terms for Mirakl Payout:
    - For EEA operators (PSP Mangopay):
      - Direct settlement: [here](#)
      - Indirect settlement: [here](#)
    - For UK operators (PSP Mangopay):
      - Mirakl acting as TSP: [here](#)
    - For USA/Australian operators (PSP: Payoneer): <https://legal.mirakl.com/#supplement-payout>
  - Supplemental Terms for Mirakl Target2Sell: <https://legal.mirakl.com/#supplement-t2s-en>
3. **Service Levels & Support Schedule for Mirakl Cloud Services:** <https://legal.mirakl.com/#annexe-support-en>
4. **Data Processing Agreement:** <https://legal.mirakl.com/#dpa-en>
5. **General Terms of Use for Mirakl Cloud Services:** <https://legal.mirakl.com/#tou-mirakl-cloud-services>

#### 1.2) CUSTOMER SUPPORT SERVICES AGREEMENT

1. **Supplemental Terms for Customer Support Services:**
  - Supplemental Terms for Customer Support Packages: <https://legal.mirakl.com/#supplement-customer-success>
  - Supplemental Terms for Mirakl Sales House: <https://legal.mirakl.com/#supplement-sales-house>
  - Supplemental Terms for Mirakl Connect Seller as a Service: <https://legal.mirakl.com/#supplement-mcsaas>
2. **General Terms & Conditions for Customer Support Services:** <https://legal.mirakl.com/#gtc-customer-support>

## 2. VERSIONS FRANÇAISES

### 2.1) CONTRAT POUR LES SERVICES CLOUD

1. **Définitions & métriques d'utilisation des Services Cloud de Mirakl** : <https://legal.mirakl.com/#descriptions-et-metriques-utilisation-services-cloud>
2. **Conditions Particulières pour les Services Cloud** :
  - Conditions Particulières pour Mirakl Platform : <https://legal.mirakl.com/#cp-mirakl-platform>
  - Conditions Particulières pour Mirakl Ads Platform : <https://legal.mirakl.com/#cp-ads-platform>
  - Conditions Particulières pour Mirakl Payout (PSP Mangopay):
    - Direct settlement: [ici](#)
    - Indirect settlement: [ici](#)
  - Conditions Particulières pour Mirakl Target2Sell : <https://legal.mirakl.com/#supplement-t2s-fr>
3. **Niveaux de Service et Politique de Maintenance des Services Cloud de Mirakl** : <https://legal.mirakl.com/#annexe-support-fr>
4. **Accord de Traitement des Données Personnelles** : <https://legal.mirakl.com/#accord-traitement-des-donnees-personnelles>
5. **Conditions Générales d'Utilisation des Services Cloud de Mirakl** : <https://legal.mirakl.com/#cgu-cloud>

### 2.1) CONTRAT POUR LES PRESTATIONS D'EXPERTISE DE MIRAKL

1. **Conditions Particulières pour les Prestations d'Expertise de Mirakl** :
  - Conditions Particulières pour la Régie publicitaire Mirakl : <https://legal.mirakl.com/#cp-regie-pub>
  - Conditions Particulières pour les Packages Customer Support : <https://legal.mirakl.com/#cp-package-customer-support>
  - Conditions Particulières pour Mirakl Connect Seller as a Service : <https://legal.mirakl.com/#cp-mcsaas>
2. **Conditions Générales des Prestations d'Expertise de Mirakl** : <https://legal.mirakl.com/#cg-prestations-expertise-mirakl>

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## MIRAKL CONNECT

### ENGLISH VERSIONS ONLY

1. **Mirakl Connect - Terms of Services**: <https://legal.mirakl.com/#contract-hyqcx62xx>
2. **Mirakl Connect - Seller's Additional Terms of Services**: <https://legal.mirakl.com/#contract-bktfgh62xg>