

Coveo for Salesforce Dreamforce 2017 Contest

“Make Your Getaway Personal”

OFFICIAL CONTEST RULES

1. NO PURCHASE OR PAYMENT NECESSARY TO ENTER. A PURCHASE OR PAYMENT WILL NOT INCREASE YOUR CHANCES OF WINNING. VOID WHERE PROHIBITED.

2. PROGRAM DESCRIPTION. The Make Your Getaway Personal (“Contest”) recognizes: The ability to install the Coveo for Salesforce Free Edition. Coveo Software Corp. (“Sponsor”) will select one winner from among all eligible entries received during the Entry Period (as defined below) for the Grand Prize (as defined below) on November 30, 2017.

3. ENTRY PERIOD: The Contest entry period will commence on October 2, 2017, 8:00:00 a.m. Pacific Time (“PT”) and ends on November 30, 2017 at 5:00:00 a.m. PT (“Entry Period”). Entries submitted before or after the Entry Period are not valid and will not be considered. Sponsor’s computer will be the official time clock for the Contest.

4. ELIGIBILITY: The Contest is open to legal residents of the fifty (50) United States; Canada or Europe (the “Eligibility Area”) who at the time of entry are (i) domiciled in the Eligibility Area, (ii) at least 18 years or older (19 or older for residents of Alabama and Nebraska) and at least the age of majority in Employee’s jurisdiction of residence to enter the Contest, (iii) must have to authority to be bound to the terms of these Official Rules, (iv) not a convicted felon or under current investigation by a government entity for criminal or civil matters and (v) in compliance with the additional requirements set forth below and the terms of the Official Rules. VOID OUTSIDE OF THE ELIGIBILITY AREA, AND WHERE PROHIBITED BY LAW.

o Additional Requirements:

The contestant that installs the Coveo for Salesforce Free Edition will receive a free Coveo hoodie, and get entered in a draw to win a \$5,000 Airbnb gift card (as defined below). To qualify as an installation of the Coveo for Salesforce Free Edition, the contestant must:

- Enter through the official contest form (on this web page: <https://pages.coveo.com/df17-contest.html>)
- Install the Coveo for Salesforce Free Edition in a Community Cloud, App Cloud, or SDO Org.
- Create and configure a Coveo Search page within that Org.

Limit of one entry per person. Limit of one hoodie per person.

Hoodies limited to the first 100 eligible entries.

Following the completed entry, delivery instruction/details of the Coveo hoodie will be captured by email.

Sponsor shall determine, in its sole and absolute discretion, whether an entry meets the eligibility criteria to participate in the Contest. Sponsor’s decisions regarding eligibility and all other aspects of the Contest are Coveo Software, Corp., all rights reserved. final and binding. Upon request the entrant must provide a (i) copy of a certificate or document issued by the appropriate government entity confirming entrant’s in compliance with the eligibility requirements; or (ii) any other document that Sponsor may determine in its discretion to be required for purposes of verifying the entrant’s eligibility to enter the Contest or win a prize.

The following people, however, are not eligible to participate: individuals who are residents of Cuba, Iran, Myanmar, North Korea, Sudan, Syria, or the region of the Crimea. Immediate family members include all persons living in the

same households of such individuals (whether related or not). All determinations of eligibility will be made by Sponsor in its sole and absolute discretion.

5. TO ENTER: Visit <https://pages.coveo.com/df17-contest.html> ("Contest Website"), complete and submit a form during the Entry Period. One entry per person. BY ENTERING THE CONTEST, YOU HEREBY AGREE TO THESE OFFICIAL RULES.

Entries will be disqualified if they are late, incomplete and/or in excess of the stated entry limits. In the event of a dispute as to any online entry, the authorized account holder of the email address associated with the entry, at time of entry, will be deemed to be the entrant. The "authorized account holder" is the natural person assigned to the email address by the email provider. Potential winner may be required to show proof of being the authorized account holder.

6. PRIZE DETAILS: There will be a total of one (1) Winner:

One (1) Grand Prize winner will be selected and will receive a \$5,000 Airbnb gift card.

The Coveo Hoodies have a value of less than US\$50 each. The maximum approximate total value of all prizes is \$8,200.

The Contest Marketing Campaign will highlight or profile the winner's success via blog articles, stories on Sponsor's website, interviews and other related campaign mediums determined by the Sponsor. The campaign may have a value of up to \$25,000, as determined by Sponsor in its sole and absolute discretion.

Entrant acknowledges and agrees that if selected as the Grand Prize Winner, entrant will be required to enter into further agreements with Sponsor relating to the marketing campaign. Failure to execute such agreements in the form presented may result in immediate forfeit of the prize.

Winners are responsible for applicable federal, state, provincial, territorial and local taxes, including sales, income and any other taxes. Prizes are not transferable and cannot be substituted for cash. The prizes are subject to availability and are subject to change by Sponsor. The prizes may not be transferred or assigned. No substitutions (including for cash) are permitted, except Sponsor reserves the right to substitute prizes of equal or greater monetary value to the prizes if for any reason any prize cannot be awarded as contemplated in these Official Rules. Winners are subject to the terms and conditions of the Sponsor Marketing Campaign. Winners may be required to supply a Social Security Number prior to the award of prize. Sponsor may file an IRS Form 1099 with the Internal Revenue Service for the fair market value of any prize. All expenses not specifically booked as part of the prize, are not included as part of any prize package, and are solely the winner's responsibility, including but not limited to travel, travel insurance, room service, transportation, bag check fees, parking fees, laundry service, food, merchandise, souvenirs, telephone calls, tips, gratuities and service charges.

7. DETERMINATION OF WINNERS: Sponsor will receive forms during the Entry Period. Forms received before or after the Entry Period will NOT be considered. Odds of winning depend on the number of eligible forms received during the Entry Period. The drawing of the \$5,000 Airbnb gift card will happen at Coveo's office in San Francisco, on November 30, 2017 at 5:00:00 p.m. PT. The winner does not need to be present at the moment of the drawing to win. The winner will be announced by email to all participants and will be reached personally. Sponsor will draw three contestant's names at the drawing's moment. The first name that will be drawn will be the name of the winner. However, in the event where the initial winner officially refuses the prize, the second contestant that will have been drawn will be offered the prize. If the second winner refuses the prize, the third contestant's name that will have been

drawn will be offered the prize. Lastly, if the third winner refuses the prize, the prize will be forfeited and the Contest terminated.

All prizes will be awarded subject to the terms of these Official Rules. There is a limit of one prize per person. All winners will be required to sign and return a declaration of eligibility and compliance with these Official Rules, a publicity/liability release (unless prohibited by law), and any other requested documents within the time period stipulated in the documents. Proof of identity, age and legal residence may be required to claim a prize. Failure to comply with this requirement may result in disqualification. Any notification returned as undeliverable may result in disqualification. Winners will receive their prizes within 90 days of the winner announcements.

8. ODDS OF WINNING: Odds of winning will depend on number of valid entries received during the Entry Period and therefore cannot be determined.

9. CONDITIONS OF ENTRY: Offer is void where prohibited and subject to federal, state, provincial, territorial and local laws. Entry constitutes permission to use both the winner's and entrant's name and likeness for publicity purposes without further compensation (except where prohibited by law). Sponsor reserves the right to conduct a background check of any winner and entrant. Sponsor reserves the right to disqualify any winner if Sponsor determines in its sole and absolute discretion that the background check results are unfavorable or will that awarding a prize to such winner could potentially reflect negatively on Sponsor's image and/or reputation. By participating, you expressly acknowledge compliance with these Official Rules, including all eligibility requirements.

10. LIMITATION OF LIABILITY: Sponsor and its subsidiaries, affiliates and promotional agencies, and their respective officers, directors, employees, representatives and agents, are not responsible for lost, damaged, illegible, incomplete or incorrect entries, and shall have no liability for any damage, loss or liability to any person or property due in whole or in part, directly or indirectly, to the acceptance, possession, use or misuse of a prize or to participation in this Contest. As a condition of entering this Contest, participant agrees that under no circumstances will participant be entitled to any awards for any losses or damages, and participant hereby waives all rights to claim punitive, incidental, consequential and any other damages, and waives any and all rights to have damages multiplied or otherwise increased. Sponsor reserves the right to cancel or suspend this Contest should it determine, in its sole discretion, that the administration, security or fairness of this Contest has been compromised in any way. Should the Contest be terminated prior to its conclusion, all prizes not awarded will be donated to charity (not an entrant). Subject to applicable law, any and all disputes, claims and causes of action arising out of or related to this Contest or any prize awarded shall be resolved under California law (without reference to its conflicts of laws principles), and participant agrees to submit any dispute to the exclusive jurisdiction of the state and federal courts located in San Francisco County, California.

11. RELEASE: BY ENTERING THE CONTEST, EACH ENTRANT: (A) GRANTS TO SPONSOR, ITS PARENTS SUBSIDIARIES, AFFILIATES AND THEIR AGENTS A NON-EXCLUSIVE, WORLDWIDE, PERPETUAL, IRREVOCABLE, ROYALTY-FREE LICENSE TO EXERCISE THE COPYRIGHT AND ANY OTHER RIGHTS ENTRANT HAS IN THE ENTRY AND ALSO THE RIGHT AND PERMISSION TO EDIT, MODIFY, COPY, REPRODUCE, PUBLISH AND USE THE CONTENT AND THE ELEMENTS EMBODIED IN THE ENTRY, IN ANY MEDIA NOW KNOWN OR HEREAFTER DEvised; (B) CONSENTS TO THE USE OF THEIR NAME AND POSITION: (I) FOR THE PURPOSE OF COMPLETING THE CONTEST AND (II) IF SELECTED BY SPONSOR, FOR MARKETING COMMUNICATIONS PURPOSES BY SPONSOR OR ON SOCIAL MEDIA IN CONNECTION WITH THE CONTEST; (C) RELEASES AND AGREES TO HOLD HARMLESS SPONSOR AND ITS SUBSIDIARIES, AFFILIATES AND PROMOTIONAL AGENCIES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES AND AGENTS FROM ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, COSTS, LOSSES, OR DAMAGES OF ANY KIND (INCLUDING, WITHOUT LIMITATION, THOSE RELATED TO PERSONAL INJURY, DEATH, DAMAGE TO PROPERTY, INFRINGEMENT OF PROPRIETARY RIGHTS, RIGHTS

OF PUBLICITY OR PRIVACY OR DEFAMATION) ARISING OUT OF OR IN CONNECTION WITH: (I) ENTERING THE CONTEST; (II) ACCEPTANCE OR USE OF ANY PRIZE; AND (III) OTHERWISE ARISING OUT OF DIRECTLY OR INDIRECTLY OR RELATING TO THE CONTEST, INCLUDING BUT NOT LIMITED TO ATTENDANCE OR PARTICIPATION IN THE CONTEST, CONTEST RELATED ACTIVITY, FROM THE ACCEPTANCE OR POSSESSION, USE OR MISUSE OF ANY PRIZE AWARDED.

12. FORCE MAJEURE: If someone cheats, or a virus, bug, catastrophic event, or any other unforeseen or unexpected event that cannot be reasonably anticipated or controlled, affects the fairness and/or integrity of this Contest, we reserve the right to cancel, change, or suspend this Contest without further notice. This right is reserved whether the event is due to human or technical error. If a solution cannot be found to restore the integrity of the Contest, we reserve the right to select winners from among all eligible entries received before we cancel, change, or suspend the Contest. Hacking is a crime. If you attempt to compromise the integrity or the legitimate operation of this Contest by hacking or by cheating or committing fraud in any way, we may seek damages from you to the fullest extent permitted by law and you may be prohibited from participating in any future contests.

13. CONDUCT: BY ENTERING AND PARTICIPATING IN THIS CONTEST, ENTRANTS: (A) FULLY AND UNCONDITIONALLY AGREE TO BE BOUND BY THESE OFFICIAL RULES AND BY ALL DECISIONS OF SPONSOR (WHICH DECISIONS SHALL BE FINAL AND BINDING IN ALL RESPECTS), INCLUDING WITHOUT LIMITATION DECISIONS REGARDING ELIGIBILITY, WINNERS AND THE INTERPRETATION OF TERMS USED IN THESE OFFICIAL RULES; (B) REPRESENT AND WARRANT THAT ALL INFORMATION PROVIDED BY ENTRANT IN CONNECTION WITH THE CONTEST IS TRUE, ACCURATE AND COMPLETE; AND (C) AGREE TO COMPLY WITH ALL LAWS. SPONSOR RESERVES THE RIGHT, AT ANY TIME AND AT ITS SOLE DISCRETION, TO DISQUALIFY AND/OR DEEM INELIGIBLE TO PARTICIPATE IN THIS CONTEST OR ANY FUTURE SPONSOR PROMOTIONS, ANY INDIVIDUAL IT SUSPECTS: (A) TO BE TAMPERING WITH THE ENTRY PROCESS OR THE OPERATION OF THE CONTEST OR ANY WEBSITE; (B) TO BE ACTING IN VIOLATION OF THE OFFICIAL RULES OR SPONSOR'S PRIVACY POLICY OR OTHER TERMS, CONDITIONS OR GUIDELINES; (C) TO BE ACTING IN BAD FAITH OR IN A DISRUPTIVE MANNER, OR WITH THE INTENT TO ANNOY, ABUSE, THREATEN OR HARASS ANY OTHER PERSON; (D) TO HAVE FAILED TO AGREE TO THESE OFFICIAL RULES; OR (E) TO BE IN VIOLATION OF THESE OFFICIAL RULES. ANY ATTEMPT BY AN ENTRANT OR ANY OTHER INDIVIDUAL TO DELIBERATELY DAMAGE ANY INTERNET SITE OR UNDERMINE THE LEGITIMATE OPERATION OF THE CONTEST IS A VIOLATION OF THESE OFFICIAL RULES AS WELL AS CRIMINAL AND CIVIL LAWS. SHOULD SPONSOR BELIEVE OR BECOME AWARE THAT SUCH AN ATTEMPT HAS BEEN, IS BEING, OR WILL BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES FROM ANY RESPONSIBLE ENTRANT(S) AND OTHER RESPONSIBLE INDIVIDUAL(S) IN THE ATTEMPTED DAMAGE TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING WITHOUT LIMITATION CRIMINAL PROSECUTION.

14. PRIVACY: Entrant information submitted will be collected in accordance with Sponsor's Privacy Policy, which can be found at <http://www.coveo.com/en/privacy>.

15. SPONSOR CONTACT: Legal Department, Coveo Software Corp., 620 Davis Street, San Francisco, CA, 94111, United States. All rights reserved.

16. The Official Rules were last updated September 29 2017.

