



Third-Party Software, Cloud and Licence Terms

Microsoft and other subscriptions, licences and cloud services resold by Nord Node

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This document forms part of the Agreement between Nord Node AB and the Customer. It applies where an Order Form has been signed and does not apply to use of Nord Node's website.

1. Scope

- 1.1 These terms apply when Nord Node resells, procures or administers Third-Party Services for the Customer, such as Microsoft 365, Azure, Dynamics 365, Adobe or other software licences, cloud services and telecommunications services. They form part of the Agreement and supplement the [General Terms of Service](#). Terms defined in the General Terms have the same meaning here.
- 1.2 These terms do **not** apply to the Nord Node Platforms — the endpoint management, service management, customer portal, credential and privileged access platforms that Nord Node licenses to deliver the Services. Those are Nord Node's own tools, are included in the Fees for the Managed Services, and are not resold to the Customer. The Customer receives no licence to them and no right to use them after the Services end (General Terms section 18.2). Where they process personal data on the Customer's behalf, their providers are Nord Node's sub-processors under the [Data Processing Agreement](#).

2. Vendor terms

- 2.1 Each Third-Party Service is provided by its Vendor under the Vendor's own terms, such as licence terms, product terms, service level agreements, data protection terms and acceptable use policies (the "**Vendor Terms**"). The Customer must comply with the Vendor Terms. Nord Node will provide the Customer with, or refer the Customer to, the applicable Vendor Terms before the order is placed.
- 2.2 **Microsoft.** Before Nord Node can order Microsoft cloud services for the Customer through the Microsoft Cloud Solution Provider programme, the Customer must accept the Microsoft Customer Agreement, either directly in the Microsoft 365 admin center or by authorising Nord Node to confirm the Customer's acceptance. The Customer's use of Microsoft services is governed by the Microsoft Customer Agreement, the Microsoft Product Terms and the Microsoft Products and Services Data Protection Addendum, as updated by Microsoft from time to time.
- 2.3 If Vendor Terms are changed by the Vendor, the changed terms apply to the Customer from the date the Vendor specifies. Nord Node will inform the Customer of material changes that it becomes aware of.
- 2.4 Nord Node does not give any warranty or commitment for a Third-Party Service beyond what the Vendor provides, and cannot grant the Customer any rights that the Vendor has not granted to Nord Node. Nord Node's own obligations in ordering, provisioning and administering Third-Party Services are set out in the General Terms and the Service Description.

3. Subscription terms and commitments

- 3.1 Vendors offer Subscriptions on different terms. The Order Form states, for each Subscription, the term and billing frequency selected. The main types are:

Type	Term	Billing	Price during term	Cancellation and reduction
Monthly	1 month, renewing monthly	Monthly	May change at each monthly renewal	Can be cancelled or reduced with effect from the end of the current month, subject to the Vendor's rules
Annual commitment, monthly billing	12 months	Monthly	Fixed for the 12-month term	Cannot be cancelled or reduced during the term; see section 3.2
Annual commitment, annual billing	12 months	Annually in advance	Fixed for the 12-month term	Cannot be cancelled or reduced during the term; see section 3.2
Multi-year commitment	36 months (or as stated)	As stated in the Order Form	Fixed for the term, where the Vendor offers it	Cannot be cancelled or reduced during the term; see section 3.2

- 3.2 Some Vendors, including Microsoft, allow a short period after purchase or renewal during which a Subscription can be cancelled or its quantity reduced, with a pro-rated refund (a "**cancellation window**"). For Microsoft's current commercial Subscriptions, the cancellation window is normally 7 days (168 hours). Nord Node will act on requests received within the cancellation window, provided the Customer's request reaches Nord Node early enough for Nord Node to process it with the Vendor before the window closes. After the cancellation window, the Customer is bound by the commitment for the full term.
- 3.3 Quantities can normally be increased at any time. Added licences are co-terminous with the existing Subscription, or form a new Subscription, according to the Vendor's rules, and are charged pro rata.
- 3.4 The Customer's commitment to pay for a Subscription for its full term continues even if the Managed Services or the Agreement end before the end of that term (General Terms section 8.3). If Nord Node terminates the Agreement because of the Customer's material breach, the remaining Fees for committed Subscriptions become payable immediately, unless the Subscription can be transferred to another partner chosen by the Customer and the Vendor releases Nord Node from the commitment.

4. Renewal and ending of Subscriptions

- 4.1 Subscriptions renew automatically at the end of their term, on the same term length and quantity, at the Vendor's then-current prices, unless the Customer instructs Nord Node otherwise.
- 4.2 To change the term, quantity or product at renewal, or to end a Subscription at the end of its term, the Customer must notify Nord Node in writing at least 30 days before the renewal date. Nord Node will send the Customer a renewal reminder at least 60 days before the renewal date of an annual or multi-year Subscription.
- 4.3 Some Vendors, including Microsoft, may continue a Subscription that is not renewed on a month-to-month basis at a higher price (for example, Microsoft's Extended Service Term), unless it is expressly set to end. Nord Node will set Subscriptions to end in accordance with the Customer's instructions and will not allow such extended terms to apply without the Customer's consent.
- 4.4 When a Subscription ends, the Vendor may delete associated data after the Vendor's own retention period. The Customer is responsible for exporting its data before then, and Nord Node will assist in accordance with section 15 of the General Terms.

- 4.5 If the Customer changes, reduces, cancels or returns an order after Nord Node has placed it with the Vendor or distributor, section 8.6 of the General Terms applies: the Customer reimburses Nord Node for the cancellation charge, restocking fee, return fee, early-termination charge, non-refundable licence cost or currency difference that the Vendor or distributor charges Nord Node. Nord Node will provide the supporting documentation on request and take reasonable steps to reduce the charge. Returns of Hardware are governed by the Hardware Sales Terms.

5. Prices and usage-based services

- 5.1 Prices for Third-Party Services are based on the Vendor's and distributor's prices and may change as described in section 13.2 of the General Terms. Prices quoted in foreign currencies, or based on prices in foreign currencies, may be adjusted for changes in exchange rates.
- 5.2 Usage-based services, such as Azure consumption, are charged according to the Customer's actual usage as reported by the Vendor. The Customer is responsible for all usage in its tenant, including usage caused by its Users or by unauthorised access to accounts under the Customer's control. At the Customer's request, Nord Node will set up budgets and cost alerts. Nord Node is not responsible for usage costs unless they are caused by Nord Node's negligence in performing the Services.

6. Transfer to another partner

- 6.1 The Customer may move its Microsoft Subscriptions and other transferable Third-Party Services to another partner at any time, subject to the Vendor's transfer rules. Existing commitments remain in force and are transferred with the Subscription where the Vendor allows. Nord Node will cooperate with the transfer without unnecessary delay and will not charge for standard transfer activities (General Terms section 15).

7. Licence compliance

- 7.1 The Customer is responsible for using Third-Party Services within the number of licences purchased and in accordance with the Vendor Terms. Nord Node will inform the Customer if it becomes aware of under-licensing in the course of the Services. If a Vendor claims additional fees because of the Customer's non-compliance, the Customer is responsible for paying them.
- 7.2 Nord Node may verify assigned licence counts against ordered quantities as described in section 8.7 of the General Terms, and may invoice the difference for the period of excess use, for no more than the preceding three months. Nord Node uses only the administrative data available to it in the Customer Environment and in the Nord Node Platforms for this purpose, and does not carry out an audit of the Customer's premises or systems.
- 7.3 Where a Vendor exercises an audit right it has under the Vendor Terms, that audit is between the Vendor and the Customer. Nord Node will notify the Customer of any audit request it receives and will provide the Customer with the records it holds.

8. Other Vendors

- 8.1 For Vendors other than Microsoft, the term, renewal, cancellation and price rules of the relevant offer are stated in the Order Form or in the Vendor Terms. Where they are not stated, section 3 applies to the extent consistent with the Vendor Terms.

Related documents

Document	Web address
General Terms of Service	https://www.nordnode.se/en/dam/nordnode/legal/final/document/nordnode-general-terms-en.pdf

Document	Web address
Data Processing Agreement	https://www.nordnode.se/en/dam/nordnode/legal/final/document/nordnode-data-processing-agreement-en.pdf