



PIMCORE STORE TERMS & CONDITIONS (PSTC)

Last Update: December 2025

These Pimcore Store Terms & Conditions (“**PSTC**”) govern all purchases made via the Pimcore Store (store.pimcore.com). Purchases via the Pimcore Store are available exclusively to business customers. A business customer (“**Customer**”) is any natural or legal person acting for commercial or professional purposes. Consumer purchases within the meaning of § 1 KSchG are not permitted.

The contract is concluded with: Pimcore GmbH, Söllheimer Straße 16, 5020 Salzburg, Austria, FN 398049t, (“**Pimcore**”)

1. SCOPE & RELATIONSHIP TO OTHER TERMS

1.1. These Store GTC apply to all purchases made via the Pimcore Store, including:

- (a) event tickets,
- (b) annual subscriptions (licenses, extensions, partnership, Academy access),
- (c) digital deliveries such as activation keys, access credentials, or repository access.

1.2. Certain products are subject to special terms, such as:

- (a) Pimcore Event Terms & Conditions (PETC),
- (b) Pimcore Extension Subscription Agreement (PESA),
- (c) Pimcore Academy Subscription Agreement (PESA),
- (d) Pimcore Open Core License (POCL).

1.3. In case of conflict between these Store GTC and product-specific special terms, the special terms prevail.

1.4. For certain products (e.g., Extensions), the Customer must hold a valid Pimcore Commercial License (Professional, Enterprise, PaaS, or Unlimited Edition) as a prerequisite. The Customer is responsible for ensuring that such prerequisites are fulfilled.

1.5. No physical goods are sold via the Pimcore Store.

2. B2B PURCHASES ONLY

2.1. The Pimcore Store is exclusively for business customers. A valid VAT number is required for all EU-based buyers.

2.2. By placing an order, the Customer confirms that it is not a consumer (§ 1 KSchG). Pimcore may cancel orders placed by consumers.

3. ACCOUNT & GUEST CHECKOUT

3.1. Customers may purchase with or without creating a Pimcore Store account.

3.2. Account creation enables additional functions such as:

- (a) viewing order history,
- (b) managing subscriptions,
- (c) accessing invoices.

3.3. Guest checkout remains available; account creation is optional.

4. CONCLUSION OF CONTRACT

- 4.1. Product listings in the Pimcore Store are invitations to order.
- 4.2. By completing the checkout, the Customer submits a binding purchase offer.
- 4.3. The contract is concluded when Pimcore sends an order confirmation email after payment has been received.
- 4.4. Pimcore may reject orders—for example, incorrect data, failed payment, or violation of the B2B requirement.

5. PRICES; TAXES & PAYMENT

- 5.1. Prices are net EUR amounts and exclude applicable taxes and duties.
- 5.2. VAT is calculated automatically based on customer location and VAT ID.
- 5.3. Accepted payment methods currently include:
 - (a) Stripe card payments,
 - (b) manual wire transfer (prepayment).
- 5.4. Pimcore may add or remove payment methods at any time.
- 5.5. Payment must be completed before any product (license, access, subscription, or ticket) is delivered.
- 5.6. Invoices are generated automatically as soon as payment is processed.

6. DELIVERY & ACCESS

- 6.1. Delivery occurs electronically via:
 - (a) email (tickets, academy invitations, license keys),
 - (b) repository access (extensions),
 - (c) digital activation credentials.
- 6.2. Delivery occurs only after payment is received.
- 6.3. Customers must ensure the accuracy of their email address and business information. Changes to the billing address or company name after purchase are not permitted.

7. NO WITHDRAWAL, NO REFUNDS (B2B)

- 7.1. As the Customer is a business customer, no statutory withdrawal rights apply.
- 7.2. All purchases via the Pimcore Store are final and non-refundable, unless explicitly provided in special terms.
- 7.3. Refunds for digital services or subscriptions are only possible in case of technical failure attributable to Pimcore.

8. SUBSCRIPTIONS & AUTO-RENEWAL

- 8.1. Subscription products renew automatically for successive 12-month periods without prior reminder.
- 8.2. The Customer authorizes Pimcore to charge the applicable annual subscription fee using:
 - (a) the stored payment token generated by Stripe during initial payment, or
 - (b) another valid payment method provided by the Customer.
- 8.3. Stripe stores payment tokens; Pimcore does not store card data. All payment processing is subject to Stripe's terms and PCI-DSS compliance.
- 8.4. Customers may manage and cancel their subscriptions in the Pimcore Store account dashboard.

- 8.5. Cancellation notice period: Cancellations must be made at least 90 days before the renewal date. Cancellations made later will take effect at the end of the following subscription year.
- 8.6. If product-specific terms define additional suspension or termination rules (e.g., PESA), such rules apply in addition to this section.

9. FAILED RECURRING PAYMENTS

- 9.1. If a recurring payment fails, Stripe will automatically attempt retries.
- 9.2. Pimcore may notify the Customer and request an updated payment method.
- 9.3. If payment remains outstanding:
 - (a) Pimcore may temporarily suspend access to the purchased product or service,
 - (b) Pimcore may charge statutory late payment interest,
 - (c) Pimcore may switch to manual wire transfer for future renewals.
- 9.4. If payment is not made within a reasonable period after reminder, Pimcore may terminate the subscription and invoice outstanding amounts.

10. CUSTOMER OBLIGATIONS

- 10.1. The Customer must ensure all data provided during checkout is truthful and accurate.
- 10.2. The Customer must comply with all product-specific usage rules and licenses (e.g., PDLA, PESA).
- 10.3. Unauthorized use, sharing, or resale of licenses, access credentials, or digital products is prohibited.
- 10.4. For products requiring a Pimcore Commercial License, the Customer must ensure that such prerequisite licenses remain valid for the entire subscription term.

11. WARRANTY & LIABILITY

- 11.1. Pimcore warrants delivery in accordance with the applicable product description and special terms.
- 11.2. Pimcore is liable only for damages caused by intent or gross negligence.
- 11.3. Liability for indirect damages, consequential damages, loss of profit, and third-party claims is excluded.
- 11.4. Mandatory statutory liability (e.g., personal injury) remains unaffected.

12. DATA PROTECTION

- 12.1. Pimcore processes Customer data in accordance with the Pimcore Privacy Statement (PPS).
- 12.2. Additional data processing terms (e.g., PDPA) may apply depending on the purchased product.

13. GOVERNING LAW & JURISDICTION

- 13.1. All contracts concluded via the Pimcore Store are governed exclusively by Austrian law, excluding its conflict-of-law rules and the UN CISG.
- 13.2. The exclusive place of jurisdiction for all disputes is Salzburg, Austria.

14. FINAL PROVISIONS

- 14.1. Amendments to these Store GTC must be made in text form.
- 14.2. If any provision is invalid, the remaining provisions remain valid.
- 14.3. Pimcore may update these Store GTC at any time. The version applicable at the time of purchase applies.
