

Terms with Customers

General Terms

These terms apply to a customer's purchase of NetApp products and services directly from NetApp.

- [Worldwide](#) (excluding Germany)
- [Germany](#)

Channel End User Terms

These terms are provided by NetApp directly to customers who NetApp purchase products and services from a NetApp authorized reseller.

- [Worldwide](#) (excluding Germany)
- [Germany](#)

Professional Services Terms

These terms apply to a customer's purchase of professional services directly from NetApp or from a NetApp authorized reseller. For customers purchasing professional services directly from NetApp, these terms supplement the General Terms. For Customers purchasing professional services from a NetApp authorized reseller, these terms supplement the Channel End User Terms.

- [Worldwide](#)

Support Services Terms

These terms apply to a customer's purchase of support services directly from NetApp or from a NetApp authorized reseller. For customers purchasing support services directly from NetApp, these terms supplement the General Terms. For customers purchasing support services from a NetApp authorized reseller, these terms supplement the Channel End User Terms.

- [Worldwide](#)

Cloud Data Services Terms

These terms apply to a customer's access and use of NetApp's cloud data services.

- [Worldwide](#)

Cloud Data Services – SLAs

These are the service level agreements (SLAs) that NetApp offers to customers who use NetApp's cloud data services.

- [Astra by NetApp](#)
- [Cloud Volumes Service for AWS](#)
- [Cloud Volumes Service for GCP](#)
- [Virtual Desktop Service](#)
- [Virtual Desktop Managed Service](#)

End User License Agreement

This agreement provides the terms that apply to a customer's use of NetApp software and documentation.

- [Worldwide](#)

Customer Data Processing Addendum

NetApp offers these terms to customers whose personal data NetApp processes while providing services.

- [Worldwide](#)

Terms with Resellers

Indirect Channel Partner Terms

The terms govern the relationship between NetApp and a NetApp authorized reseller for the resale and distribution of products and services to end users.

- [Indirect Channel Partner Terms - Worldwide](#) (excluding Japan)
- [Indirect Channel Partner Terms - Japan](#)

State, Local Government and Higher Education (SLED) Supplemental Terms

Supplemental to the Indirect Channel Partner Terms, the SLED terms apply to NetApp authorized resellers who resell NetApp products and services to SLED end user customers, as well as to prime contractors for resale to SLED end user customers under a valid prime contract.

- [State, Local Government and Higher Education \(SLED\) Supplemental Terms](#)

US Federal Government (FED) Supplemental Terms

Supplemental to the Indirect Channel Partner Terms, the FED terms apply to NetApp authorized resellers who resell NetApp products and services to US federal government customers, as well as to prime contractors for resale to US federal government customers under a valid prime contract.

- [US Federal Government \(FED\) Supplemental Terms](#)

Please Note: All price quotes are based on the above Terms. Changes to these Terms may affect pricing.

Cloud Data Services Note: A list of Cloud Data Services which are governed by the Cloud Data Services Terms is available [here](#)

Country-Specific Product Restrictions: Hardware and software for at-rest data encryption is not available in certain countries including Russia, Belarus, Kazakhstan and other Eurasian Customs Union countries.