



RIVERBED TRAINING CANCELLATION AND RESCHEDULING POLICY

This Riverbed Training Cancellation and Rescheduling Policy (“**Policy**”) applies to all Riverbed training services, courses and credits (“**Training**”) purchased directly from Riverbed or indirectly from a Riverbed authorized training partner, reseller, or other channel partner (“**Authorized Channel Partner**”) except as otherwise noted below. As used in this Policy, “**Customer**” refers to the Riverbed end customer or Authorized Channel Partner who has purchased Training for one of its personnel who will be attending the applicable Training.

1. All Training purchased directly from Riverbed is nonrefundable. If Customer purchased the Training from an Authorized Channel Partner, the purchase terms and prices for such Training will be negotiated solely between Customer and the applicable Authorized Channel Partner.

2. Unless otherwise agreed by Riverbed in writing, (a) all Training that is not completed or consumed within six (6) months after the applicable order date will be deemed completed or delivered and will expire, and (b) cancellation or rescheduling of any Training for any reason will not extend the expiration date of the applicable Training.

3. Training may not be cancelled or rescheduled by Customer except as set forth in this Policy and/or as otherwise agreed in writing by Riverbed. The cancellation and rescheduling terms in this Policy apply only to Training that is delivered by Riverbed; if Customer is attending Training that is delivered by an Authorized Channel Partner, any cancellation or rescheduling policies for such Training will be negotiated solely between Customer and the applicable Authorized Channel Partner delivering the Training.

(a) If Riverbed receives a valid request for cancellation or rescheduling of any Training (other than a dedicated Training session as described below) (i) no less than fourteen (14) days prior to the first scheduled day of such Training, Riverbed will issue to Customer the full amount of Training credits applicable to such Training; (ii) between seven (7) and thirteen (13) days prior to the first scheduled day of such Training, Riverbed will issue to Customer fifty percent (50%) of the amount of Training credits applicable to such Training; or (iii) less than seven (7) days prior to the first scheduled day of such Training, no Training credits will be issued to Customer.

(b) Dedicated Training sessions (in which a Riverbed instructor is scheduled to deliver a training session onsite at Customer’s facilities for Customer’s personnel) may not be cancelled or rescheduled by Customer unless otherwise agreed in writing by Riverbed.

(c) Riverbed reserves the right to cancel or reschedule any Training at any time. Riverbed will use commercially reasonable efforts to notify Customer of a cancellation or rescheduling at least fourteen (14) days prior to the first scheduled day of such Training; such notice will be sent to the email address provided during registration. If Riverbed cancels or reschedules a Training, Riverbed will issue to Customer the full amount of Training credits applicable to such Training. Customer is solely responsible for all travel and other costs associated with attending a Training. Notwithstanding anything to the contrary, Riverbed is not responsible for any costs, fees or penalties of any kind associated with attending a Training regardless of whether Riverbed cancels or reschedules the Training, including but not limited to any costs associated with any attendee’s travel, such as airfare, hotels, or transportation, and/or any rescheduling or cancellation fees imposed by any travel supplier.

(d) Any Training credits issued to Customer in accordance with this Policy may be applied only to another available scheduled Training selected by Customer; Training credits are not valid for use for any other products or services. Information regarding the amount of Training credits applicable to a Training is available at <https://www.riverbed.com/training/index.html>.

4. Customer may substitute a registered attendee for a Training session with a qualified replacement attendee at no additional charge prior to the start of any Training provided that the replacement attendee is also a Customer employee; Customer may not resell or transfer any Training registrations to any third party.

5. All requests to cancel or reschedule a Training or to substitute a registered attendee with a replacement must be submitted to Riverbed via email at training@riverbed.com.