

ADOBE COMMERCE SOFTWARE LIFECYCLE POLICY

1. Overview

This Adobe Commerce Software Lifecycle Policy (this “Policy”) governs the Adobe Commerce software licensed as part of the Adobe Commerce Products and Services in Customer’s agreement with Adobe Inc. and/or its Affiliates (the “Agreement”). This Policy does not apply to any content, software, services, modifications or other materials provided by Customer or a third party, any implementation or other maintenance-related services for which Customer is responsible, or any material other than On-premise Software provided to Customer by Adobe under the Agreement. Specifically, this Policy does not apply to Magento Open Source, Modifications/Customer Customizations, Customer Data, Customer Content, Third-Party Services, Third-Party Content (including system and software dependencies), and third-party extensions and customizations. All maintenance and support outside of this policy, including security and compliance (PCI, ISO, SOC, etc.), is the express responsibility of the Customer.

2. Software Support Periods

Adobe will provide software support for the applicable release version of Adobe Commerce (“Software Support Period”) for the duration indicated at: <https://experienceleague.adobe.com/docs/commerce-operations/release/versions.html> (or its successor location).

For Adobe Commerce 2.4.4 and subsequent releases, the Software Support Period will be three (3) years following a specific version’s release date.

When a version or line reaches the end of its Software Support Period, Adobe will no longer provide or release quality and security patches, and Adobe Support Services may have limited means to help resolve any issues related to versions of Adobe Commerce that are used beyond the Software Support Period. Customers will have to upgrade to a supported version to continue receiving support services.

3. Software Support

Adobe will provide quality and security patches for the applicable release of Adobe Commerce until the end of its Software Support Period. Customers can obtain: (A) quality patches by contacting Adobe Support Services or through the Adobe Commerce Quality Patch Tool; and (B) security patches through Adobe Security Bulletins and Advisories or by contacting Adobe Support Services.

4. Alpha and Beta Releases

For Adobe Commerce 2.4.7 and subsequent releases, Adobe will be making upcoming new product features available for download pre-general availability for all Adobe Commerce customers (“Alpha Releases” and “Beta Releases”), which are intended for testing and development purposes. Alpha and Beta Releases may contain defects and are provided “AS IS” and Adobe will have no obligation to provide support services for the Alpha or Beta Releases.

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