RelationalAI Snowflake Marketplace Supplement

Version: November 16, 2026 | Prior versions: https://relational.ai/legal/

This Snowflake Marketplace Supplement (this "**Supplement**") applies when Customer acquires the Product through the Snowflake Marketplace, including through a public listing, private listing or private offer (a "**Marketplace Purchase**"). It supplements the RelationalAI Customer Terms of Service (the "**Terms**") and, for Marketplace Purchases, prevails over the Terms if they conflict. Together, the Terms and this Supplement are RelationalAI's listing terms for the Product. Capitalized terms not defined in this Supplement have the meanings given in the Terms.

1. Parties and Responsibility. The Agreement is solely between Customer and RelationalAI. Snowflake is not a party to the Agreement and has no liability or obligation under it, and Customer's use of the Snowflake Service is governed solely by Customer's agreement with Snowflake. As between RelationalAI and Snowflake, RelationalAI (and not Snowflake) is solely responsible for the Product and the other materials RelationalAI makes available through the Snowflake Marketplace, and for its obligations under the Agreement, including with respect to data processing, completeness, accuracy, reliability, validity, availability, security, timeliness, and maintenance and support, and for addressing any related inquiries, complaints or claims. This Section 1 allocates responsibility between RelationalAI and Snowflake and does not expand RelationalAI's warranties or obligations to Customer under the Terms.

2. Ordering. Customer's acceptance of a Snowflake Marketplace listing or private offer for the Product is an Order Form under the Terms, whether or not the parties also sign an Order Form. If the parties sign an Order Form for the same Marketplace Purchase, the signed Order Form states the commercial terms, and the Marketplace transaction implements it.

3. Billing and Payment. RelationalAI is the seller of record for Marketplace Purchases, and Snowflake acts as RelationalAI's agent solely to invoice and collect Fees. Customer will pay Fees to Snowflake as stated on Snowflake's invoice and under Customer's agreement with Snowflake. Payment to Snowflake discharges Customer's obligation to pay RelationalAI to the extent of the amount paid. Any refund RelationalAI owes under the Agreement will be processed through Snowflake where Snowflake supports it. Taxes on Marketplace Purchases are calculated, invoiced and collected as described in Snowflake's marketplace documentation. Amounts paid for the Product through the Snowflake Marketplace, including by drawdown of a Snowflake capacity commitment, are Fees paid by Customer for purposes of Section 9.2 of the Terms.

4. Snowflake Terms Do Not Bind RelationalAI. Customer's agreement with Snowflake, Snowflake's marketplace terms and any other terms Snowflake presents to Customer do not bind RelationalAI or modify the Agreement.

5. Snowflake Actions. Section 2.3 of the Terms (Platform Unavailability) applies if Snowflake reviews, suspends, limits or removes the Product or its listing.

6. Listing Retirement. If RelationalAI retires a Snowflake Marketplace listing, Customer may continue to use the Product it has already acquired for the longer of (a) the remainder of its then-current paid Subscription Term and (b) any retirement period Snowflake requires, unless the Agreement or the applicable Order Form ends earlier under the Terms.

7. Information from Snowflake. RelationalAI may receive Customer's contact information, account details, and information about Customer's Marketplace Purchases and use of the Product from Snowflake. RelationalAI will use that information only to perform the Agreement, to administer and support Customer's Marketplace Purchases, and as described in RelationalAI's Privacy Notice, which is included in the Product's listing. RelationalAI will not sell that information or combine it with other data except as Snowflake's requirements for marketplace providers permit.

8. Snowflake Preview Dependencies. Any feature of the Product that depends on a Snowflake Service feature that Snowflake designates as preview, beta or similar is a Preview Feature under the Trial and Preview Terms for as long as Snowflake's designation applies. RelationalAI will identify those features in the Documentation.

9. Support. RelationalAI provides support for Marketplace Purchases under the Support Policy. Snowflake does not provide support for the Product, and issues within the Snowflake Service are handled under Customer's agreement with Snowflake.

10. Marketplace Notices. Where the Snowflake Marketplace provides a mechanism for it, either party may also give notice of non-renewal or termination of a Marketplace Purchase through that mechanism.