



**Endorsement**  
**12 Principles for Fair Commerce in Software and Other Digital Products**

By endorsing the **12 Principles for Fair Commerce in Software and Other Digital Products**, businesses and institutions will join our collective voice for creating positive change in the digital marketplace. Endorsers support the following tenets, the **12 Principles for Fair Commerce in Software and Other Digital Products**:

- 1. Customers are entitled to readily find, review and understand proposed terms when they shop.
- 2. Customers are entitled to actively accept proposed terms before they make the deal.
- 3. Customers are entitled to information about all known defects in a product before committing to the deal.
- 4. Customers are entitled to a refund when the product is not of reasonable quality.
- 5. Customers are entitled to have their disputes settled in a local, convenient venue.
- 6. Customers are entitled to control their own computer systems.
- 7. Customers are entitled to control their own data.
- 8. Customers are entitled to fair use, including library or classroom use, of digital products to the extent permitted by the federal copyright law.
- 9. Customers are entitled to study how a product works.
- 10. Customers are entitled to express their opinions about products and report their experiences with them.
- 11. Customers are entitled to the free use of public domain information.
- 12. Customers are entitled to transfer products as long as they do not retain access to them.

We \_\_\_\_\_  
Company or Organization name

endorse the **12 Principles for Fair Commerce in Software and Other Digital Products** that promote a fair playing field that protects the legitimate intellectual property rights of vendors and the fair expectations of quality, privacy and reasonable use of purchasers. We authorize the use of the company or organization name on the [www.fairterms.org](http://www.fairterms.org) website.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date