

Order and Delivery Policies

Effective Date: 1-Dec-2024

(formerly known as the Country Delivery Terms Table)

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OVERVIEW

Unless otherwise stated in your Order, these Order and Delivery Policies apply to orders for hardware from Oracle. The applicable Order and Delivery Policies are the policies in effect on the date that your order is placed with Oracle. This policy is applicable in all countries where Oracle conducts business, regardless of the entity you place your order with.

"You" and "your" refers to the individual or entity that has ordered hardware from Oracle.

These Order and Delivery Policies are subject to change at Oracle discretion.

CHANGE ORDER POLICY

A change order is any alteration to an order after the final order documentation has been executed and submitted to Oracle for booking; at this time, the order is considered final. Requests for change must come from the party that placed the order with Oracle. Changes will not be implemented until authorized by you on a Change Authorization Form. Any alteration to an order after this date is subject to a change order fee as described herein.

The following changes are allowed with no change order fee:

- Change to billing address and/or billing contact, provided the change is within the same country as the original order.
- Change to purchase order number

The following changes are not allowed after the final order documentation has been executed and submitted to Oracle for booking:

- Change to the Customer on the order
- Change in payment terms
- Change ship to location to a different country

Any other changes requested are subject to Oracle's discretion and if we agree to make a change, we will charge you a fee equal to a minimum of 3% of the net charges for the hardware that is being modified, plus any incremental charges based on the modified part(s). Changes will not be implemented until authorized by you on a Change Authorization Form and accepted by Oracle.

Additions to your order, e.g., ordering a new item, shall be done on a separate order.

ORDERS ARE NON-CANCELLABLE

Oracle's standard policy is that orders placed are non-cancellable and the fees paid are non-refundable, unless otherwise stated in your agreement. In the event you refuse to accept delivery of an order, we will invoice you the fees due for that order as this does not constitute cancellation.

FREIGHT CHARGING POLICY

Oracle charges for freight separate from the price of the product unless otherwise specified on your order. Oracle will coordinate the delivery, as defined in the country delivery terms table below, and will charge you for the freight fees.



COUNTRY DELIVERY TERMS TABLE – FOR ORDERS QUOTED AFTER 7 JANUARY 2011

These delivery terms are in accordance with Incoterms 2010 and apply to deliveries to the country specified as the “deliver to” country on the order placed with Oracle, unless otherwise specified in your order.

- DAP: Ordering entity is responsible for import
- DDP: Oracle is responsible for import
- CPT: Ordering entity is responsible for import

When placing an order for delivery to a country other than the country in which the order is placed, the order will be subject to Oracle’s acceptance and determination of the delivery terms that will apply.

Please note the DDU delivery term has been replaced by the DAP (Delivered at Place) delivery term in conformance with Incoterms 2010.

Country	Delivery Terms
Afghanistan	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Aland Islands	DDP; Destination Airport Hub, Freight prepaid and charged back
Albania	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Algeria	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Andorra	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Angola	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Anguilla	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Antigua	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Antilles Dutch (Aruba, Curacao, Saint Martin)	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Antilles French	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Argentina	DDP; Freight prepaid and charged back
Armenia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Australia	DDP; Freight prepaid and charged back
Austria	DDP; Freight prepaid and charged back



Country	Delivery Terms
Azerbaijan	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bahamas	DDP; Freight prepaid and charged back
Bahrain	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bangladesh	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Barbados	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Barbuda	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Belarus	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Belgium	DDP; Freight prepaid and charged back
Belize	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Benin	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bermuda	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bhutan	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bolivia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bonaire	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bosnia	DDP; Freight prepaid and charged back
Botswana	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Brazil	DDP; Freight prepaid and charged back
Brunei	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Bulgaria	DDP; Freight prepaid and charged back
Burkina Faso	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Burma	DAP; Not unloaded Destination Airport, freight prepaid and charged back



Country	Delivery Terms
Burundi	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Cambodia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Cameroon	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Canada	DDP; Freight prepaid and charged back
Canary Islands	DDP; Freight prepaid and charged back
Cape Verde	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Cayman Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Central African Republic	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Chad	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Chile	DDP; Freight prepaid and charged back
China, People's Republic	DDP; freight prepaid and charged back
Christmas Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Cocos Island	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Colombia	DDP; Freight prepaid and charged back
Comoro Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Congo	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Cook Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Costa Rica	DDP; Freight prepaid and charged back
Corsica	DDP; Freight prepaid and charged back
Croatia	DDP; Freight prepaid and charged back
Cuba	No business permitted due to the embargo per US export control regulations.



Country	Delivery Terms
Cyprus	DDP Destination Airport Hub; Freight prepaid and charged back
Czech Republic	DDP; Freight prepaid and charged back
Denmark	DDP; Freight prepaid and charged back
Djibouti	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Dominica	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Dominican Republic	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Ecuador	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Egypt	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
El Salvador	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Equatorial Guinea	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Eritrea	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Estonia	DDP; Freight prepaid and charged back
Ethiopia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Faroe Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Federated States of Micronesia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Fiji	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Finland	DDP; Freight prepaid and charged back
France	DDP; Freight prepaid and charged back
French Guiana	DAP; Destination Airport; Freight prepaid and charged back
French Polynesia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Gabon	DAP; Not Unloaded Destination Airport, freight prepaid and charged back



Country	Delivery Terms
Gambia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Georgia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Germany	DDP; Freight prepaid and charged back
Ghana	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Gibraltar	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Greece	DDP; Freight prepaid and charged back
Greenland	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Grenada	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Guadeloupe	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Guam	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Guatemala	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Guinea	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Guinea – Bissau	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Guyana	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Haiti	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Honduras	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Hong Kong	DDP; Freight prepaid and charged back
Hungary	DDP; Freight prepaid and charged back
Iceland	DAP; Not unloaded Destination Airport, freight prepaid and charged back
India	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Indonesia	DDP; Freight prepaid and charged back

Country	Delivery Terms
Iran	No business permitted due to the embargo per US export control regulations.
Iraq	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Ireland	DDP; Freight prepaid and charged back
Isle of Man	DDP; Freight prepaid and charged back
Israel	DDP; Freight prepaid and charged back
Italy	DDP; Freight prepaid and charged back
Ivory Coast	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Jamaica	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Japan	DDP; Freight prepaid and charged back
Jordan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Kazakhstan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Kenya	DDP Destination Airport, freight prepaid and charged back
Kiribati	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Korea, North	No business permitted due to the embargo per US export control regulations.
Korea, South	DDP; Freight prepaid and charged back
Kosovo	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Kuwait	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Kyrgyzstan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Laos	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Latvia	DDP; Freight prepaid and charged back
Lebanon	DAP; Not Unloaded Destination Airport, freight prepaid and charged back

Country	Delivery Terms
Lesotho	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Lesser Antilles	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Liberia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Libya	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Lichtenstein	DDP; freight prepaid and charged back
Lithuania	DDP; Freight prepaid and charged back
Luxembourg	DDP; Freight prepaid and charged back
Macau SAR	DDP; Freight prepaid and charged back
Macedonia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Madagascar	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Malawi	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Malaysia	DDP; Freight prepaid and charged back
Maldives	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Mali	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Malta	DDP Destination Airport Hub; Freight prepaid and charged back
Marshall Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Martinique	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Mauritania	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Mauritius	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Mexico	DDP; Freight prepaid and charged back
Moldova	DAP; Not Unloaded Destination Airport, freight prepaid and charged back

Country	Delivery Terms
Monaco	DDP; Freight prepaid and charged back
Mongolia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Monte Carlo	DDP; Freight prepaid and charged back
Montenegro	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Montserrat	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Morocco	DDP; Freight prepaid and charged back
Mozambique	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Myanmar (Burma)	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Namibia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Nauru	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Nepal	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Netherlands	DDP; Freight prepaid and charged back
New Caledonia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
New Zealand	DDP; Freight prepaid and charged back
Nicaragua	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Niger	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Nigeria	CPT Nigeria Airport; Freight prepaid and charged back
Niue Island	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Norfolk Island	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Northern Cyprus	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Norway	DDP; Freight prepaid and charged back

Country	Delivery Terms
Oman	DDP; Freight prepaid and charged back
Pakistan	DDP; Freight prepaid and charged back
Palau	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Panama	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Papua New Guinea	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Paraguay	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Peru	DDP; Freight prepaid and charged back
Philippines	DDP; Freight prepaid and charged back
Pitcairn Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Poland	DDP; Freight prepaid and charged back
Portugal	DDP; Freight prepaid and charged back
Puerto Rico	DDP; Freight prepaid and charged back
Qatar	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Reunion	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Romania	DDP; Freight prepaid and charged back
Russia (Note: for Crimea, see Ukraine)	DDP Destination Airport; Freight prepaid and charged back
Rwanda	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Saint Helena	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Saint Kitts-Nevis	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Saint Lucia	DAP; Not unloaded Destination Airport, freight prepaid and charged back

Country	Delivery Terms
Saint Vincent/Grenadines	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Samoa	DAP; Not unloaded Destination Airport, freight prepaid and charged back
San Marino	DAP; Not unloaded Destination Airport, freight prepaid and charged back
San Tome and Principe	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Sardinia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Saudi Arabia	DDP; Freight prepaid and charged back
Senegal	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Serbia	DDP; Freight prepaid and charged back
Seychelles	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Sierra Leone	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Singapore	DDP; Freight prepaid and charged back
Slovakia	DDP; Freight prepaid and charged back
Slovenia	DDP; Freight prepaid and charged back
Solomon Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Somalia	DAP; Not unloaded Destination Airport, freight prepaid and charged back
South Africa	DDP Destination Airport; Freight prepaid and charged back
Spain	DDP; Freight prepaid and charged back
Sri Lanka	DAP; Not unloaded Destination Airport, freight prepaid and charged back
St. Pierre & Miquelon	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Sudan	No business permitted due to the embargo per US export control regulations.
Sudan, South	DAP; Not unloaded Destination Airport, freight prepaid and charged back

Country	Delivery Terms
Suriname	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Swaziland	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Sweden	DDP; Freight prepaid and charged back
Switzerland	DDP; Freight prepaid and charged back
Syria	No business permitted due to the embargo per US export control regulations.
Tahiti	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Taiwan	DDP; Freight prepaid and charged back
Tajikistan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Tanzania	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Thailand	DDP; Freight prepaid and charged back
Timor-Leste	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Togo	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Tonga	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Torres Strait Islands	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Trinidad/Tobago	DDP; Freight prepaid and charged back
Tunisia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Turkey	DDP; Freight prepaid and charged back
Turkmenistan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Turks and Caicos	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Tuvalu	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Uganda	DAP; Not Unloaded Destination Airport, freight prepaid and charged back



Country	Delivery Terms
Ukraine (Note: excluding the Crimea region)	DAP; Not Unloaded Destination Airport, freight prepaid and charged back (Note: the Crimea region is under embargo per US export control regulations. No business permitted.)
United Arab Emirates (UAE)	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
United Kingdom	DDP; Freight prepaid and charged back
United States	DDP; Freight prepaid and charged back
Uruguay	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Uzbekistan	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Vanuatu	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Vatican City, State	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Venezuela	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Vietnam	DAP; Not unloaded Destination Airport freight prepaid and charged back
Virgin Islands (BVI)	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Virgin Islands (US)	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Wallis and Futuna	DAP; Not unloaded Destination Airport, freight prepaid and charged back
Wake Island	DAP; Not unloaded Destination Airport, freight prepaid and charged back
West Sahara	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Yemen	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Zaire	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Zambia	DAP; Not Unloaded Destination Airport, freight prepaid and charged back
Zimbabwe	DAP; Not Unloaded Destination Airport, freight prepaid and charged back