

Trailhead Quest and Living The Dream Sweepstakes
Official Sweepstakes Rules

1. **NO PURCHASE NECESSARY TO ENTER OR WIN. A PURCHASE OR PAYMENT WILL NOT INCREASE YOUR CHANCES OF WINNING. VOID WHERE PROHIBITED.**

2. **AGREEMENT TO OFFICIAL RULES:** Participation in the Sweepstakes constitutes entrant’s full and unconditional acceptance of these official rules (“Official Rules”) and the decisions of the judges, administrators and Sponsor, which are final and binding in all aspects.

3. **ENTRY PERIODS AND PRIZES:** The Trailhead Quest and Living the Dream Sweepstakes (“Sweepstakes”) sponsored by salesforce.com, inc., (“Sponsor”) begins at 12:00 AM on October 1st, 2018 and ends at 11:59 PM on December 31st, 2018 (“Sweepstakes Period”). All times in these Official Rules are Pacific Time. Sponsor’s computer will be the official clock for the Sweepstakes. The Sweepstakes Period consists of one (1) quarterly entry period (“Quarterly Entry Period”) and three (3) monthly entry periods (“Monthly Entry Periods”) and as follows:

Quarterly Entry Period

Start	End	Number of Potential Winners	Prize Details	Approximate Retail Value (“ARV”) per Prize	Total ARV for all Prizes in Quarterly Entry Period
12:00 AM on October 1st, 2018	11:59 PM on December 31st, 2018	3	One (1) Full Conference Pass to Dreamforce 2019	\$2,199	\$6,597

Monthly Entry Periods

Start	End	Number of Potential Winners	Prize Details	ARV per prize	Total ARV for all Prizes in each Monthly Entry Period
12:00 AM on October 1st, 2018	11:59 PM on October 31st, 2018	25	One (1) prepaid gift card in the	\$100	\$2,500

			amount of \$100.		
12:00 AM on November 1st	11:59 PM on November 30th, 2018	25	One (1) voucher for registration for one (1) Trailhead Certification exam.	\$200	\$5,000
12:00 AM on December 1st, 2018	11:59 PM on December 31st, 2018	25	One (1) voucher for registration for one (1) Trailhead Certification exam and one (1) prepaid gift card in the amount of \$50.	\$250	\$6,250

Total ARV of all Sweepstakes prizes is \$20,347.

All entries must be received during the applicable entry period to be eligible to enter the Sweepstakes or win a prize.

4. **ELIGIBILITY:** The Sweepstakes is open to individuals in the 50 United States and the District of Columbia, Canada (excluding Quebec), France, Germany, India, Ireland, Japan, Netherlands, New Zealand, Spain, and United Kingdom (collectively "Eligibility Area"); and to individuals that (i) are 18 years of age or older (20+ in Japan) or who have reached the age of majority in their jurisdiction of residence as of the date of entry, and (ii) are legal residents of the Eligibility Area. Employees, contractors, consultants, officers, directors and agents (and their immediate families and household members regardless of where they live), or members of the same households, whether related or not, of Sponsor, its parents, divisions, subsidiaries, agents, promotional partners, advertising/promotion agencies, and prize suppliers ("Sweepstakes Entities") are not eligible to participate in the Sweepstakes or win any prize. **Employees or officials of any government entity are not eligible to participate or win a prize.** If you enter this Sweepstakes on behalf of a company, you represent and warrant that you are an authorized agent with the authority to enter on its behalf and bind said company. Failure to meet the eligibility requirements will result in an entry being invalid and forfeiture of any prize. Individuals outside of the Eligibility Area are not eligible to participate or win a prize. Sponsor reserves the right to

disqualify any entrant that Sponsor determines could potentially reflect negatively on Sponsor's image. VOID OUTSIDE OF THE ELIGIBILITY AREA AND WHERE PROHIBITED OR RESTRICTED BY LAW. Sweepstakes is subject to applicable laws.

5. **HOW TO ENTER:** To enter the Sweepstakes for a prize during Monthly Entry Period earn one (1) Trailhead badge or superbadge. Community badges and in-app badges earned during the Sweepstakes Period are not valid entries. Entries submitted during one Monthly Entry Period will not roll over to the next Monthly Entry Period.

To enter the Sweepstakes for a prize during the Quarterly Entry Period, eligible participants must (i) follow the [#LivingTheDream trailmix](#) by clicking "Follow" on the trailmix page (ii) complete the [#LivingTheDream trailmix](#), and (iii) either (a) attend a [Trailhead Global Gathering](#) event, or (b) join a [Trailblazer Community Group](#). Trailhead badges earned as part of the Living The Dream trailmix will be an automatic entry for the applicable Sweepstakes during the Monthly Entry Period for which said badges were earned. Limit of one (1) entry per person during the Quarterly Entry Period, regardless of the method of entry.

Entrants may access Trailhead at <https://trailhead.salesforce.com/en>. Each entrant may only enter the Sweepstakes with one (1) Trailhead login. Entrants who have earned or earn all available Trailhead badges and superbadges before a Monthly Entry Period may receive one (1) entry in the applicable Monthly Entry Period by posting one (1) publicly visible Twitter post about their excitement for the Sweepstakes which includes both of the following hashtags: #rangerapproved and #trailheadquest. For the Sweepstakes, entry information becomes the property of Sponsor and will not be acknowledged or returned. Entries will be disqualified if they are late, incomplete and/or in excess of the stated entry limits. Any entries attempted through the use of agencies or robotic, repetitive, automatic, programmed or similar methods will be void.

6. **PRIZE DETAILS:** Sponsor will randomly select the number of winners specified in Section 3 for each Monthly Entry Period and Quarterly Period from among all eligible entries received during the applicable entry period. Any prize details not specified herein will be determined by Sponsor in its sole discretion. Prizes are not transferable, assignable or refundable and cannot be substituted for cash. Prizes must be accepted as awarded. Sponsor reserves the right to substitute prizes of equal or greater monetary value to the prizes if for any reason any prize cannot be awarded as contemplated in these Official Rules. All currency listed in these Official Rules is in USD.

7. **WINNER NOTIFICATION AND ANNOUNCEMENT:** The potential winner(s) of each Monthly Entry Period or the Quarterly Entry Period will be notified on or about seven (7) days following the end of each Monthly Entry Period or the Quarterly Entry Period, via e-mail. Sponsor will not be liable for any potential prize notification that is lost, intercepted, or not received by any potential winner for any reason. If a potential winner cannot be contacted within five (5) days after the first attempt to contact the winner, the Sponsor may select an alternate potential winner from the remaining eligible entries. If a potential winner is unable to accept the prize or any portion of

the prize for any reason, Sponsor shall have no further obligation to such potential winner. There is a limit of one (1) prize per entrant for each Monthly Entry Period. There is a limit of one (1) prize per entrant for the Quarterly Entry Period. You need not be present to win. To win a prize, entrants in Canada must correctly answer a mathematical skill-testing question to be administered in a manner to be determined by Sponsor. **In order to receive a prize, the winner may be required to sign an Affidavit of Eligibility, Liability and Publicity Release (unless prohibited by law).**

8. **PRIZE CONDITIONS:** Each voucher for a Trailhead Certification exam is issued via e-mail and expires six (6) months from the date Sponsor sends the e-mail with the voucher. Where applicable, Monthly Entry Period winners are subject to the gift card terms and conditions, including but not limited to expiration dates and associated fees. Quarterly Entry Period winners are responsible for all travel, lodging and ground transportation costs associated with attending Dreamforce 2019. Sponsor is not responsible for lost or stolen prize elements. Prizes may be reported as income to the winner and the winner will be responsible for all taxes associated with the receipt of any prize. Winners may be required to complete required tax forms or other documents requested within the time period stipulated by Sponsor. Winners may be responsible for any costs and expenses not listed herein. Winners selected at the end of each Monthly Entry Periods will receive their prizes within 45 days from the date the winner is notified, unless notified otherwise. Winners selected at the end of the Quarterly Entry Period will receive their prize on or before September 18th, 2019, unless notified otherwise. Sponsor reserves the right to cancel if the fairness of the Sweepstakes is compromised. Proof of identity, age and/or legal residence may be required to claim the prize. Failure to comply with any of the requirements set forth in the Official Rules may result in disqualification or forfeiture of the prize.

9. **ODDS OF WINNING:** Odds of winning will depend on number of valid entries received during the Sweepstakes Period.

10. **GENERAL CONDITIONS:** Sweepstakes Entities and Internet/wireless access providers are not responsible for incomplete, late, lost, misdirected or postage-due entries or mail, or for any technical malfunction, human error, lost or delayed data transmission, omission, interruption, deletion, and defect or line failure in connection with any telephone network, computer equipment, software or any combination thereof. Entries are void if unreadable, inaccurate, and incomplete, mutilated, tampered with, forged, mechanically reproduced, irregular in any way or otherwise not in compliance with these Official Rules. Sweepstakes Entities make no warranties, and hereby disclaim any and all warranties, express or implied, concerning any prize furnished or made available in connection with the Sweepstakes. Although Sponsor attempts to ensure the integrity of the Sweepstakes, Sweepstakes Entities are not responsible for the actions of entrants or other individuals in connection with the Sweepstakes, including entrants' or other individuals' attempts to circumvent the Official Rules or otherwise interfere with the administration, security, fairness, integrity or proper conduct of the Sweepstakes. Sweepstakes Entities are not responsible for injury or damage to entrant's or to any other person's computer(s), wireless devices, other equipment or person(s), related to or resulting from participation in the Sweepstakes or downloading materials from or using any website. In the event of any conflict between any details contained in these Official Rules and details contained in any Sweepstakes advertising materials,

the details of the Sweepstakes as set forth in these Official Rules shall prevail. If, for any reason, the Sweepstakes is not capable of running as planned by reason of an insufficient number of eligible entries, damage by computer virus, worms, bugs, tampering, unauthorized intervention, fraud, technical limitations or failures, by reason of any acts of God, terrorist acts, earthquake, war, fire, flood, unusually severe weather, strikes or legal disputes (whether legal or illegal), industry conditions, bankruptcy or liquidation, marketplace demands, applicable law, unforeseen obstacles or any other causes which, in the sole opinion of Sponsor, could corrupt, compromise, undermine or otherwise affect the administration, security, fairness, integrity, viability or proper conduct of the Sweepstakes, Sponsor reserves the right in its sole and absolute discretion to cancel, terminate, modify or suspend all or any part of the Sweepstakes, and to select the prize winner from among the applicable eligible entries received up to the time of such cancellation, termination, modification or suspension, as applicable, or to proceed in such a manner as may be deemed fair and equitable by Sponsor in its sole discretion. Screen shots or any other evidence of entry submission will not be deemed receipt of any such entry. Entry must be made by the entrant and via the means described herein. You are not a winner until your entry has been verified and you have complied with these Official Rules. In the event of a dispute as to any online entry, if any, the authorized account holder of the e-mail address used to enter the Sweepstakes will be deemed to be the entrant. The "authorized account holder" is the natural person who is assigned to an email address by an internet access provider, online service provider or other organization responsible for assigning email addresses for the domain associated with the submitted email address.

11. **RIGHTS OF PUBLICITY:** By entering this Sweepstakes, unless prohibited by law, each potential winner consents to use of their respective name, voice, photograph and/or likeness for advertising or publicity purposes for this and similar promotions without compensation, and may be required to provide a signed release acknowledging such consent. Moreover, by entering this Sweepstakes, unless prohibited by law, each potential prize winner agrees to grant to Sponsor and its licensees, affiliates and assigns, the right to print, publish, broadcast and use worldwide in any media now known or hereafter developed, including without limitation the World Wide Web, at any time or times, the prize winner's respective name, likeness (actual or simulated), voice (actual or simulated) and biographical information as news or information and for advertising and promotional purposes without additional consideration; and further, without such additional compensation, appear for or provide biographical information for use in any presentation or other activity which may include filming/audio/video/electronic or other recordings and/or interviews, as may be determined from time to time by Sponsor in its sole discretion.

12. **CONDUCT:** BY ENTERING AND PARTICIPATING IN THIS SWEEPSTAKES, YOU: (A) FULLY AND UNCONDITIONALLY AGREE TO BE BOUND BY THESE OFFICIAL RULES AND BY ALL DECISIONS OF SPONSOR (WHICH DECISIONS SHALL BE FINAL AND BINDING IN ALL RESPECTS), INCLUDING WITHOUT LIMITATION DECISIONS REGARDING ELIGIBILITY, WINNERS AND THE INTERPRETATION OF TERMS USED IN THESE OFFICIAL RULES; (B) REPRESENT AND WARRANT THAT ALL INFORMATION PROVIDED BY YOU IN CONNECTION WITH THE SWEEPSTAKES IS TRUE, ACCURATE AND COMPLETE; AND (C) AGREE TO COMPLY WITH ALL FEDERAL, STATE, LOCAL, TERRITORIAL, AND PROVINCIAL

LAWS AND REGULATIONS. SPONSOR RESERVES THE RIGHT, AT ANY TIME AND AT ITS SOLE DISCRETION, TO DISQUALIFY AND/OR DEEM INELIGIBLE TO PARTICIPATE IN THIS SWEEPSTAKES OR ANY FUTURE SPONSOR PROMOTIONS, ANY INDIVIDUAL IT SUSPECTS: (A) TO BE TAMPERING WITH THE ENTRY PROCESS OR THE OPERATION OF THE SWEEPSTAKES OR ANY WEBSITE; (B) TO BE ACTING IN VIOLATION OF THE OFFICIAL RULES OR SPONSOR'S PRIVACY POLICY OR OTHER TERMS, CONDITIONS OR GUIDELINES; (C) TO BE ACTING IN BAD FAITH OR IN A DISRUPTIVE MANNER, OR WITH THE INTENT TO ANNOY, ABUSE, THREATEN OR HARASS ANY OTHER PERSON; (D) TO HAVE FAILED TO AGREE TO THESE OFFICIAL RULES; OR (E) TO BE IN VIOLATION OF THESE OFFICIAL RULES. ANY ATTEMPT BY AN ENTRANT OR ANY OTHER INDIVIDUAL TO DELIBERATELY DAMAGE ANY INTERNET SITE OR UNDERMINE THE LEGITIMATE OPERATION OF THE SWEEPSTAKES IS A VIOLATION OF THESE OFFICIAL RULES AS WELL AS CRIMINAL AND CIVIL LAWS. SHOULD SPONSOR BELIEVE OR BECOME AWARE THAT SUCH AN ATTEMPT HAS BEEN, IS BEING, OR WILL BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES FROM ANY RESPONSIBLE ENTRANT(S) AND OTHER RESPONSIBLE INDIVIDUAL(S) IN THE ATTEMPTED DAMAGE TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING WITHOUT LIMITATION CRIMINAL PROSECUTION.

13. **RELEASE AND INDEMNIFICATION:** BY ENTERING THE SWEEPSTAKES, EACH ENTRANT, FOR ENTRANT AND FOR ENTRANT'S HEIRS, EXECUTORS, ADMINISTRATORS, SUCCESSORS, AND ASSIGNS FOREVER AND IRREVOCABLY RELEASE AND AGREE TO INDEMNIFY AND HOLD THE SWEEPSTAKES ENTITIES, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES, AGENTS, SHAREHOLDERS, SUCCESSORS AND ASSIGNS (AFOREMENTIONED INDIVIDUALS AND ORGANIZATIONS COLLECTIVELY, "RELEASEES") HARMLESS FROM AND AGAINST ANY AND ALL LOSSES, DAMAGES, RIGHTS, CLAIMS AND ACTIONS OF ANY KIND ARISING IN WHOLE OR IN PART, DIRECTLY OR INDIRECTLY, FROM THE SWEEPSTAKES, ATTENDANCE OR PARTICIPATION IN ANY SWEEPSTAKES-RELATED ACTIVITY, OR RESULTING DIRECTLY OR INDIRECTLY FROM THE ACCEPTANCE, POSSESSION, USE OR MISUSE OF ANY PRIZE AWARDED IN CONNECTION WITH THE SWEEPSTAKES, INCLUDING WITHOUT LIMITATION PERSONAL INJURY, DEATH AND/OR PROPERTY DAMAGE, AS WELL AS CLAIMS BASED ON PUBLICITY RIGHTS, DEFAMATION AND/OR INVASION OF PRIVACY AND THE COLLECTION, USE AND/OR SHARING BY SPONSOR OF PERSONALLY IDENTIFIABLE INFORMATION OF THE ENTRANTS, OR FOR ANY PRINTING, PRODUCTION, TYPOGRAPHICAL, OR HUMAN ERROR.

14. **LIMITATION OF LIABILITY:** IN NO EVENT WILL RELEASEES BE RESPONSIBLE OR LIABLE FOR ANY DAMAGES OR LOSSES OF ANY KIND, INCLUDING WITHOUT LIMITATION, ATTORNEYS FEES, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF OR RELATED TO ANY ACCESS TO AND/OR USE OF ANY WEBSITE, THE DOWNLOADING FROM AND/OR PRINTING MATERIAL DOWNLOADED FROM ANY WEBSITE, THE REMOVAL FROM ANY WEBSITE OF, OR DISCONTINUATION OF ACCESS TO, ANY MATERIALS, OR ANY HARM RESULTING FROM

THE ACCEPTANCE, POSSESSION, USE OR MISUSE OF, OR ATTENDANCE OR PARTICIPATION IN, ANY PRIZE AWARDED IN CONNECTION WITH THE SWEEPSTAKES. THE SWEEPSTAKES, ALL PRIZES AND ALL MATERIALS PROVIDED ON OR THROUGH THE SITE ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. ENTRANT AGREES THAT IN ANY CAUSE OF ACTION, THE RELEASEES' LIABILITY WILL BE LIMITED TO THE COST OF ENTERING AND PARTICIPATING IN THE SWEEPSTAKES.

15. **PRIVACY:** Information submitted in connection with the Sweepstakes will be treated in accordance with these Official Rules and Sponsor's Privacy Policy (as may be amended from time to time), currently located at <http://www.salesforce.com/company/privacy>; provided that in the event of any conflict between these Official Rules and such Privacy Policy, the terms and conditions of these Official Rules shall prevail. By entering this Sweepstakes, you agree that Sponsor may share your personal information with Sweepstakes Entities for the purpose of verification and prize fulfillments in the event that you are chosen as a potential winner.

16. **SEVERABILITY:** If any provision of these Official Rules is found to be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from these Official Rules and shall not affect the validity and enforceability of any remaining provisions. Headings and captions are used in these Official Rules solely for convenience of reference and shall not be deemed to affect in any manner the meaning or intent of these Official Rules or any provision thereof.

17. **DISPUTES:** Except where prohibited, entrant agrees that any and all disputes, actual or alleged claims, and causes of action at law or in equity, ("Claims") will be resolved individually, without resort to any form of class action. Claims arising out of or relating to this Sweepstakes, including without limitation, the interpretation of the Official rules or any prize awarded will be resolved by applying the laws of California, without regard to conflict of laws. Claims will be solely and exclusively brought in the state or federal courts located in San Francisco, California.

18. **SWEEPSTAKES RESULTS:** To receive the name, city and state of the winner, you can send an email to ahazen@salesforce.com with the subject, "Trailhead Quest and Living The Dream Sweepstakes" or send a self-addressed, stamped envelope to salesforce.com, inc., Attn: Aaron Hazen, Trailhead Quests and Living The Dream Sweepstakes, The Landmark @ One Market, Suite 300, San Francisco, CA 94105. Requests must be received within four (4) weeks of the end of each Monthly Entry Period or the Quarterly Entry Period.

19. **NO TWITTER ENDORSEMENT:** This Sweepstakes is in no way sponsored, endorsed or administered by, or associated with Twitter Inc. Any information you provide in connection with the Sweepstakes is to the Sweepstakes Entities and not to Twitter. You understand that by using and interacting with <https://twitter.com>, you are subject to the terms, conditions, and policies that govern the use of that site. You should therefore review the applicable terms and policies for Twitter, including privacy and data gathering practices, before using or interacting

with Twitter.

20. **SPONSOR CONTACT:** salesforce.com, inc., The Landmark @ One Market, Suite 300, San Francisco, CA, 94105, United States. All rights reserved.