Lightning Knowledge Migration Tool Terms of Service

This agreement is legally binding. Please read it carefully.

Your use of the Lightning Knowledge Migration Tool ("the Tool") is subject to these Terms of Service and to the Master Subscription Agreement ("the MSA") between salesforce.com ("Salesforce") and the Salesforce customer you’re employed by, affiliated with, or associated with ("the Customer"). Capitalized terms used but not defined in these Terms of Service have the meanings given in the MSA.

1. The purpose and functionality of the Tool are set out in the Lightning Knowledge Migration Tool Documentation as made available to you by Salesforce. If you don’t agree to follow the Lightning Knowledge Migration Tool Documentation, do not install or use the Tool.

2. You’ll have multiple opportunities to cancel the migration while using the Tool, until you click Yes on the activation step. Clicking the Yes button on the activation step activates the Lightning Knowledge object created during the migration process and disables the previous article types. **After you click Yes, the migration is irreversible and can’t be undone by you or Salesforce.**

3. Before using the Tool in your production environment, you must complete the migration in your sandbox.

4. Changes made to Salesforce Knowledge articles while the migration is in progress won’t be retained.

5. Salesforce warrants that the Tool functions in accordance with the Lightning Knowledge Migration Tool Documentation. We provide no other warranty for the Tool, its results, or its functionality.

6. Don’t use the Tool for any purpose other than migrating your Knowledge implementation from Salesforce Classic to Lightning Experience. Any other use of the Tool is at your own risk, and Salesforce accepts no liability for other uses of the Tool.

7. Neither using the Tool nor cancelling a migration entitles the Customer to any refund, credit, or other compensation from Salesforce or any third party.

By using this Tool, you represent all of the following:

- You’ve read and agree to follow the Lightning Knowledge Migration Tool Documentation.
- You agree to these Terms of Service on behalf of the Customer.
- You have the authority to bind the Customer to these terms.
- You’re an authorized User under the MSA, and you have administrative-level access to the Customer’s Salesforce systems.
- You’ve read and agree to follow the Lightning Knowledge Migration Tool Documentation and you agree to the Terms of Service.