



Neubus DIR Contract DIR-CPO-5414 Warranty and Return Policy

A. Purchased MFP Hardware

1) Maintenance

Client-purchased hardware maintenance will be managed and monitored according to the SLA negotiated and agreed upon with the client.

When a hardware issue is discovered, Neubus Support will review the hardware's statistics and try to troubleshoot the problem.

- If the replacement of a part(s) is the diagnosis, the part will be shipped directly to the client's site for replacement by a Neubus technician.
- If Neubus determines the hardware cannot be repaired with replacement parts, Neubus will coordinate with the client for the return of the hardware to the manufacturer and replacement as applicable.

Clients who have purchased hardware from Neubus will be trained on how to use the hardware, including how to perform basic maintenance tasks on a daily basis to ensure continued, optimal hardware performance. For example, for scanners, clients will be trained on how to clean the rollers, lens, scanner glass, etc. using appropriate cleaning materials. Clients are responsible for supplying such standard consumables such as compressed air and alcohol pads to sufficiently clean the hardware.

2) Warranty

For one (1) year following the delivery of the MFP hardware (Product) by Neubus to the client (the "Warranty Period"), manufacturer will warrant that the Product will perform in material accordance with the then-current Documentation in all material aspects for such client (the "Product Warranty"). Neubus' remedy for any breach of the Product Warranty shall be to have manufacturer or its representatives, at their option, use commercially reasonable efforts to modify the Product to correct the defect, including but not limited to any manufacturing defects, giving rise to such breach within a reasonable period, not to exceed thirty (30) days from manufacturer's receipt of written notification of such defect from Neubus (the "Cure Period"). If, within the Cure Period as defined above, the manufacturer is unable or unwilling to modify the defective Product in such a way as to correct the said defect, then, manufacturer shall within ten (10) days following the end of the Cure Period provide a refund of any fees paid for that particular defective Product (and solely for that particular order) together with



any unused, prepaid Maintenance and Support Services fees paid by Neubus to the manufacturer for such order.

B. MPS (AV-6000) Hardware

For clients who opt to utilize Neubus' MPS offering (AV-6000 cloud scanning hardware as a service), Neubus will provide all required hardware monitoring and maintenance. Maintenance of the AV-6000 cloud scanners deployed to clients' sites covers the monitoring of the replacement of the rollers once they have reached their recommended usage limit (based on the page counts tracked for each scanner), and all other major components of the AV-6000 cloud scanning hardware.

Clients utilizing Neubus' AV-6000 cloud scanning hardware as a service will be trained on how to use the hardware, including how to perform basic maintenance tasks on a daily basis to ensure continued, optimal hardware performance. For example, clients will be trained on how to clean the rollers, lens, scanner glass, etc. using appropriate cleaning materials. Clients are responsible for supplying such standard consumables such as compressed air and alcohol pads to sufficiently clean the hardware.

Should an issue arise with the AV-6000 cloud scanner that requires hardware parts replacement, the defective unit will be replaced with a new unit instead of replacing the parts.