

PRODUCT SPECIFIC TERMS & CONDITIONS**ADDOVA® NERP (National Emergency Replacement Program)**

In addition to the Service Agreement between Addova and Customer, including any document incorporated by reference therein (collectively the "Agreement"), of which this Schedule is a part, Customer agrees that the following terms and conditions apply to Addova's National Emergency Replacement Program, designated in the work order as ("NERP"). Unless otherwise defined herein, capitalized terms shall have the same meaning as defined in the Agreement. In the event of a conflict between this Schedule and the Agreement, the Agreement shall control with respect to the NERP Services. The parties agree as follows:

An Appliance is an NERP (Eligible Product) which is any combination of Program Components, Machine Components (MCs) or Hardware Parts, and any applicable Machine Code Components offered together as a single offering and designed for a particular function. As this definition shows, an appliance is comprised of hardware components ("Machine") and software components ("Program") under a single part number. Subscription for your appliance is purchased and renewed under a single part number. NERP is transacted and effective for the country in which your appliance is purchased.

Please review this program guide carefully as it contains important information regarding the NERP service of your protected NERP appliances.

APPLIANCE NERP consists of providing electronic and/or telephone access to Addova for rapid product replacement within the same or next business day subject to courier and delivery services available to your area and time of placed call in the event of a hardware failure disabling the appliance from the normal use at no cost to the Customer.

Customers using NERP are expected to determine a hardware failure has occurred. Addova will not make a determination of component failure or diagnosis unless provided in a separate End-Point ("Support") work order.

- Replacement or repair hardware components is available 5 days a week, during normal country business hours.
- Unless otherwise stated, the entire appliance may NOT be replaced, just failing components at the option of Customer and Addova.
- Appliances and parts may be new or certified renewed.

APPLIANCE ALTERATIONS

The only modifications that may be made to your Addova appliance are those that are Addova approved for your appliance. Any other appliance modifications (hardware or software) or usage for which the product was not originally designed could cause delays in replacement.

MOVING APPLIANCES

Addova service for NERP appliances is provided only at the original address on record. Addova can provide a fee-based service to work with your team to prepare the IBI/Rack appliance to be moved and reinstalled by trained installers and technicians. For transit service within US, Addova can provide fee-based service, for all other countries' customer will be responsible for transit service. This process will protect and secures the operation and avoid voiding maintenance/service agreements within Addova.

For Client Set Up (CSU) machines, customers can move within their

own data center. For Addova installed equipment, Addova must move and install. Contact your Addova representative for details. If you are considering relocating your appliance to another country (cross border move), contact your Addova representative to discuss how to execute a Local Transaction Document in the country to which you want to move your appliances.

Please be aware that hardware support is per country. If an appliance is moved between countries without coordinating with Addova, you can expect a significant delay in receiving hardware replacement.

Addova recommends the installation of preventive service packages to proactively avoid impacting problems caused by defects already known and corrected by appliance manufacturer.

CONTACTING ADDOVA FOR REPLACEMENT

Information for contracting Addova NERP is found at Addova's site for opening and manages cases and Addova portal. Contact Addova by Phone to start the process immediately always select the NERP option and be prepared to provide the following:

- Your work order number
- Addova appliance serial number
- Appliance machine type
- Define the Problem
- Background Information

Note: Addova Appliances have a unique Appliance Serial Number, separate from the hardware manufacturers.

BUSINESS HOURS REPLACEMENT PROCESS

Addova NERP and onsite service business hours reflect normal country business hours in the time zone where your Addova appliance is installed. For example, 8:00 AM to 5:00 PM in North America or 9:00 AM to 6:00 PM in some parts of Asia and Europe, Monday through Friday, excluding national or statutory holidays. Off shift hours (for eligible offerings with 24x7 response) are defined as all other hours outside of normal country business hours.

The replacement appliance is yours to keep. It is not a temporary loaner. You should typically receive it one business day after the ship date, unless there is a weather or carrier related delay. Please use the tracking information supplied by Addova to track your shipment. We will not start the "return clock" until your appliance is delivered. If you receive anything other than your replacement appliance, please contact support immediately.

Note: If you receive a second, empty, box along with your NERP replacement, please discard it and use only the NERP box for return of your broken machine. This will help avoid damage that could incur fees for damage during shipment

If this shipment is going to your business location, please contact your receiving department to expedite delivery. If this is going to your home, make sure someone is home to sign for it.

Unpack your replacement appliance and save all packing materials.

Remove any Power-on or Supervisor passwords from your broken appliance. If you are unable to turn your appliance on, go to the next step.

Follow the instructions included in the box, to transfer the following hardware, if present, to the replacement appliance:

- additional or optional memory, over the amount supplied in the replacement. View hardware removal instructions and installation videos to assist you as needed. Do not swap more than what is needed to bring your replacement to the same memory level as your broken machine. Do not remove any of the factory installed memory from your machine.
- Ultra Bay devices (CD-ROM, DVD, diskette drive, etc.)
- hard disk
- battery
- PCMCIA Network Interface Cards (NICs) Do not remove/swap any internal cards, e.g., Wireless Network Card.
- Any other option or upgrade that you have added to your old appliance.

Turn on your replacement appliance and confirm proper operation and connectivity to the network if applicable.

There is no power-on password on your replacement appliance. If it asks for a password at start-up, it is asking for your hard drive password. Enter the password you used on your broken laptop.

Reset your System Time (Start> Control Panel> Time/Date) to your local time and date.

After the NERP replacement is assigned to you in eAMT (you will receive a notice to that effect)

Securely pack your broken appliance (without external accessories) in the box that came with your replacement. Seal it well with packing tape (Check with your internal shipping department if in doubt of their taping requirements)

Refer to your ticket for Return sender and address. Write down the waybill number for your records or keep top copy of waybill if your internal shipping department allows. Use your internal shipping department (Please contact them for your locally approved procedure if you are not familiar with shipping) or If we supplied you with a preaddressed UPS return shipping label, call UPS at 1-800-823-7459. If we supplied you with a preaddressed FedEx return shipping label, call FedEx for pick up at 1-800-GO-FEDEX (1-800-463-3339) Do NOT give your return to any other shipper. Do not leave at a Drop Box. This often causes losses and confusion. We can provide the address of your closest FedEx Service Center. If for any reason you cannot use UPS or FedEx, contact the NERP Liaison immediately for instructions.

Do not initiate asset transfers. Once your broken appliance is received by NERP, we will process the appropriate transfers to and from the above listed owner. Even if you return your replacement unused or if you are sent a second replacement, the assets will be adjusted accordingly without any intervention from you. You will receive notification of the removal of your broken asset and the assignment of your replacement asset within four week.

Please return ship your broken appliance, with all of its base memory, the next business day after you receive your replacement. Another Customer needs your appliance as soon as it is repaired. If you can't ship the return next business day,

EXEMPTIONS AND EXCLUSIONS FOR NO COST REPLACEMENT

If we don't hear from you and we don't receive your appliance in the same complete configuration in which you received the replacement within 10 business days, you will be charged \$100 per day for three

days. If your broken appliance is still not received at the NERP facility, a replacement cost will be charged to your department, including shipping and support fees. No late charges will be assessed without notifying you. If you hear nothing from us, that means we have received your appliance and no late charges apply.

NERP does NOT cover:

- Theft or loss
- Abuse, spills, drops. Using a appliance in a condition or environment exceeding specifications will be deemed as abuse such as heat or moisture damage.
- Peripheral components (Mouse, keyboard, USB sticks, phone cords, network cables)
- Replaceable Parts (Toner, drum kits, belts, paper).

After Addova recovers your returned product a certified technician or supplier will make a determination and at our sole discretion if the appliance is found not to have suffered a hardware failure or was subjected to Abuse or damage, you will be billed in the full replacement cost, shipping, and reasonable recovery costs for labor.

If you have any questions or feel that you cannot comply, please contact the NERP Liaison (support@addova.com).

If you have questions about the Addova Workstation Security Tool (WST), contact your local Account Manager

WST issues are not related to NERP's asset transfers and usually arise due to WST using data gathered while you were using your previous appliance.