

The following terms and conditions are subject to the overall KaVo Complete Terms and Conditions and comprises the specific terms and conditions of your ("Customer" or "You") service "Plan(s)" for Your Aribex Inc. ("COMPANY") products (Brands include NOMAD) (the "HARDWARE"). In the event that these terms and conditions conflict with the KaVo Complete Terms and Conditions then these terms and conditions shall prevail over those of the KaVo Complete Terms and Conditions.

1. All non-functional HARDWARE must be returned to COMPANY to be eligible for Plan(s) coverage as listed below.

**Premier Tier and Basic Tier programs includes:**

- Battery & charging cradle replacement
- Technical Support
- All freight charges
- Drop damage coverage
- Cracked casing replacement
- Broken display replacement
- Bent or broken contacts replacement

**a. Premier Tier Only**—Upon completion of Your technical support consultation, and the determination of a required repair, COMPANY will forward a standard no-charge rental agreement to You for completion. If the agreement is executed and received by COMPANY before 1pm Eastern Time, a no-charge rental unit will be shipped on the same-day to You via Next Day Air. Agreements received after 1pm Eastern Time will be processed and shipped the next business day. The OEM packaging with Your no-charge rental unit will contain a pre-paid shipping label so You can return the non-working HARDWARE, using the same packaging, to COMPANY. The unit in need of repair will be shipped back to COMPANY by You via the specified carrier in the box that the no-charge rental arrives in.

Calibration and Certification. COMPANY will provide a complementary Annual Calibration and OEM Performance Certification as well as a no-charge rental unit for the duration of the process.

**b. Essential Tier Only**—Repair Process with option for Paid Rental Unit— Upon completion of Your technical support consultation and the determination of a required repair, if You chose to add a rental unit to Your covered repair, You will have priority on a NOMAD rental unit. Once the rental agreement form and payment is completed by You and processed by COMPANY, a rental unit will be shipped to You in OEM packaging via 2-day air. You will send in Your HARDWARE for repair in the same box that your rental unit arrives in using the pre-paid shipping label. Upon completion of Your repair and the return of Your HARDWARE, You must return all rental units in the same packaging within three business days of receiving Your repaired HARDWARE from COMPANY or be subject to charges as set forth in the rental agreement.

Repair Process without a Paid Rental Unit— Upon completion of Your technical support consultation and the determination of a required repair, You will be sent a pre-paid return shipping label and will ship the non-functioning HARDWARE to COMPANY. Upon the completion of Your repair, Your HARDWARE will be shipped back to You in OEM packaging via 2-day air.

2. Replacement Parts and Equipment: At the sole discretions of COMPANY replacement parts and equipment may be new or factory refurbished. COMPANY reserves the right to replace equipment with the same or newer version, where applicable. Replacement parts and equipment will carry a limited warranty of 90 days to protect against any manufactures defect. If the Plan(s) continues past the limited warranty period of 90 days the replaced equipment will be covered for the length of the plan(s) where applicable.

3. Serial Number Conditions: COMPANY will not provide service or support for Your HARDWARE without a valid serial number. In the event you provide COMPANY with HARDWARE for inspection that does not match the serial number provided to the Telephone Technical Support Specialist, COMPANY will immediately return your HARDWARE and may void your Premier, Essential or Core Plan(s).

4. Technical Support—HARDWARE receive technical support at no charge while covered by the Manufacturer's Warranty and during any additional Plan(s) coverage. Products outside of the Manufacturer's Warranty or Plan(s) period will be charged for technical support at the then current COMPANY rates for that HARDWARE.