



VISION 360[°]
Feel As Real

Extended Warranty and Support Agreement

Agreement Number: _____

A Royal Co.®'s Vision360 products are covered by a one year Warranty and Technical Support Agreement (the "Limited Warranty and Technical Support Agreement"). An obligatory Warranty and Support Agreement (the "Extended Warranty and Support Agreement") provides coverage for your Vision360 Hardware & Software. The Extended Warranty and Support Agreement also entitles you to receive any software and documentation updates which A Royal Co.® may publish during the term of the Extended Warranty and Support Agreement after signing an End User License Agreement.

In addition, under the Extended Warranty and Support Agreement, A Royal Co.® agrees to provide parts and labor necessary to repair the Vision360 systems listed in **Schedule A** (if applicable): Covered Equipment, and to restore it to proper operating order, upon the following terms and conditions.

I. Purchase and Term of Agreement

Extended Warranty and Support Agreement coverage may be contracted for in a single Agreement or in a series of Agreements. In any event, each Extended Warranty and Service Agreement must be purchased prior to the expiration of a previous Warranty term.

The term of an Agreement shall not begin until the day following the expiration of the existing Limited Warranty and Service Agreement or Extended Warranty and Support Agreement term. The beginning date and ending date are specified in **Schedule B: Term**.

All charges for coverage shall be due and payable as of the date of this Agreement and shall be non-refundable once paid. A 20% late fee applies to payments made after previous coverage has expired. Charges are specified in **Schedule C: Fees**. The annual cost of this Extended Warranty and Support Agreement is US\$ 570.00 (Overseas) & ₹ 23,800.00 (Surat & Mumbai only) with additional applicable service tax. The mentioned charges gives you 40 hours of TeamViewer™ assistance, telephone and /or email support & one complimentary site visit in Surat & Mumbai only per year. If you need more than 40 hours of support in a year, they may be purchased for US\$ 40 (Overseas) & ₹ 300 per hour or In case of requirements onsite assistance or repair (Except One complimentary Visit for Surat & Mumbai Only) then traveling, accommodation & food charges extra, for Surat City - ₹ 700.00/3 hours, Surat Outer (¹GHB, ²SDB & Navsari) - ₹ 1000/3 hours, Mumbai ₹ 3890/Day (10 to 16:00 hrs) & for rest of locations estimate will provide on request.

II. Support Provided

A Royal Co.® will provide extensive documentation, but cannot promise that it will cover every eventuality.

¹ Gujarat Hira Bourse (GHB), Ichchhapore, Surat

² Surat Diamond Bourse (SDB), Khajod, Surat

Deliver software as is, with no promises of adding further functionality. We are certainly willing to explore adding functionality, but it should easily implemented at all operating platform and accessing media from user point of view. We can in no way guarantee that we will be successful and may need to charge for work done beyond the scope of what is basically already included in the product.

In order to assist our customers with various data hosting related issues, we will request that log/trace files be provided by the customer in a timely manner.

Expect our customers to be familiar with, and able to operate, their specific OS & Vision360 software.

Provide remote assistance (Through TeamViewer™ or an equivalent) with initial set-up and configuration. We expect the customer to view & read support videos and documentation about the configuration and characteristics of their system prior to contacting us for configuration/start-up assistance.

Except as otherwise set forth in this Agreement, A Royal Co.® agrees to provide the necessary support and repair required as a result of defects in materials or workmanship, including all parts and labor, that A Royal Co.® deems necessary and appropriate to restore failed hardware to proper working condition. You may obtain support during A Royal Co.® normal business hours: 9 a.m. to 5 p.m. Indian Standard Time, Monday through Friday, holidays excluded. A Royal Co.® agrees to have a qualified technician look at your problem as soon as possible, but in no case more than 12 business hours of the time we receive your request.

A Royal Co.® also agrees to provide you with a copy of each software and documentation update after the acceptance of the End User License Agreement which it may publish during the term of the Agreement.

III. Services Excluded

Coverage under this Agreement will not include:

- Computer configuration and it's internet connectivity. It is up to the customer to obtain latest drivers and proper connectivity without restriction.
- Camera & It's accessories.
- Wear & Tear of consumable items e.g. Vacuum Stages, Disc Stickers etc.
- Assistance in setting up FTP server or in configuring your network. We assume that your network is up and running, and in the case of FTP set-up your IT team will take care of it.
- OS or 3rd party software troubleshooting.
- Data recovery due to Hardware or Software failure.
- Repair, maintenance, and adjustment to the Hardware required for reasons of neglect, misuse, accident, modification without A Royal Co.®'s prior written approval, improper environment (including lack of proper temperature or humidity), unusual physical or electrical stress or interference, failure or fluctuation of electrical power, lightning, static electricity, fire, or acts of God.
- Service necessary to modify the Hardware so that it may be used with computers introduced after the date on which the Hardware was purchased.
- Service necessary to comply with requirements or regulations of any government body or agency arising after the date on which the Hardware was purchased; or if the serial number of the Board has been tampered with or removed.

IV. Obtaining Service

In order to obtain service, call the company identified in **Schedule D** (the "Service Provider/Company's support Dept."). Inform the Service Provider of your Extended Warranty and Service Agreement Number. Service Provider will confirm your address and ship a replacement part to you for delivery on the next three (03) business days. Delivery may take longer outside the India. Send the faulty part to the Service Provider using materials shipped to you.

A Royal Co.® may choose to repair the Whole Hardware/Its particular Part or to simply replace it. If repair is chosen, the Whole Hardware or Its particular Part will be shipped to you once repair (Within 05 working days after successful receiving of the goods) has occurred. Upon receipt of the repaired part, you will return the replacement part to the Service Provider/Company's support Dept.

You are solely responsible for all packing, shipping, and insurance costs, as well as all taxes, tariffs, and duties (collectively, "Shipping Costs"), due in connection with your return of any faulty hardware or software media, and you assume the risk of loss and damage for all such items in transit to the shipping address specified by A Royal Co.® customer support. A Royal Co.® is solely responsible for all Shipping Costs (except GHB, SDB, Navsari & Mumbai) due in connection with A Royal Co.®'s return of any repaired or replacement units of hardware or software media under the Extended Hardware Warranty, and A Royal Co.® assumes the risk of loss and damage for all such items in transit to your return address.

V. Limitation of Liability

A Royal Co.® may permanently replace the system in whole or in part with comparable equipment and may use remanufactured and refurbished parts and modules in performing service & support. Replacement parts and modules shall become your property; the replaced parts shall become the property of A Royal Co.®. A Royal Co.® shall have no obligation to return replaced parts.

A Royal Co.®'s maximum liability under this Agreement shall be limited to the replacement of the faulty parts with comparable equipment.

This is a service contract. A Royal Co.® shall have no liability or responsibility to you or any other person or entity with respect to any liability, loss, or damage caused directly or indirectly by Vision360 equipment or programs sold or provided by A Royal Co.®, Vision360 replacement parts or units, or service provided by A Royal Co.® including but not limited to any interruption of service, loss of business or anticipatory profits, or consequential damages resulting from the use or operation of the equipment. In no event shall A Royal Co.® be liable for loss of profits or any indirect, special or consequential damages arising out of any breach of this Agreement.

VI. General

You may not transfer this Agreement along with your Vision360 system. Contact sales team of Vision360 with new owner information and they have to renew the warranty extension agreement and have to sign an End User License Agreement . A Royal Co.® may subcontract performance of its obligations under this Agreement to third parties, but shall not be relieved of its responsibilities thereby.

The terms and conditions of this Agreement shall prevail over any conflicting, additional, or other terms of any purchase order or other document you submit.

This Agreement is governed by the laws of the Union of India within Surat Jurisdiction (Gujarat - India).

I have read, understand and agree to the Extended Warranty and Service Agreement terms and conditions as specified herein:

Name: _____

Company: _____

Address: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

Accepted By A Royal Co.®: _____

Schedule A: Covered Equipment

Vision360 Model & Serial number _____

Location of Equipment: _____

Schedule B: Term

Beginning date: _____

Ending date: _____

Schedule C: Fees

Annual Fee: _____

Schedule D: Service Provider

Company _____

Address _____

Phone _____ Fax _____