Perceptive Pixel Inc. ("PPI") Hardware and Software Warranty and Support Terms

Each customer ("**Customer**") shall be entitled to warranty and support coverage solely as identified on the applicable quotation and in these support terms ("**Support**").

1. LIMITED HARDWARE WARRANTY. PPI warrants that hardware equipment (including components, options, and spare parts) and PPI Remanufactured Equipment Program products (the "Hardware Product") will conform to the Hardware Product Documentation and be free from material defects in materials and workmanship for a period of one (1) year from the later of the first day of the month after (1) the Hardware Product is received by Customer or (2) upon completion of mutually agreed Customer acceptance requirements. The PPI standard warranty is Return to Factory. Hardware that does not perform in accordance with the Hardware Product Documentation during the warranty period is defined as a Defect and PPI will repair or, at PPI's sole discretion, replace defective equipment provided that Customer (i) notifies PPI of the Defect during warranty period, and (ii) upon request, provides proof of purchase including serial number of the equipment and date of purchase. PPI will be obligated to honor this warranty only upon PPI's receipt of payment in full for the warranted Products. This warranty does not apply to any (a) software, (b) hardware that has been damaged by negligence, abuse, accident, act of God, misuse, misapplication, or improper installation (unless such installation was performed by PPI), or (c) hardware that has been modified or had its seals broken or serial number removed or defaced. This Return to Factory warranty includes parts, labor, and return shipment of product after repair. It does not include duties, customs fees, taxes or related costs. PPI will repair the product within ten (10) business days and return back to the Customer.

2. UPGRADES TO STANDARD HARDWARE WARRANTY PROGRAM. The PPI standard warranty is Return to Factory. PPI offers two additional warranty programs. These programs are: Advance Exchange and Scheduled On-Site. They accelerate response time and are further defined in the Hardware Support Programs section below.

3. HARDWARE SUPPORT PROGRAMS. During the warranty period and after its expiration PPI offers Return to Factory, Advance Exchange, and Scheduled On-Site support programs. These programs include parts, labor, and payment of shipment one-way depending on Support Program. It does not include duties, customs fees, taxes or related costs. These programs may not be available in all geographies.
    a. Return to Factory Support. Customer must open a service ticket through PPI Web Portal requesting support for their product. PPI will contact Customer to identify and verify failure. Customer is responsible for returning the PPI product for repair, using adequate packaging, either the packaging included with the original product, or equivalent. The Customer must pre-pay all shipping charges and insure the shipment, or accept the

risk of loss or damage during transit. Upon receipt of product, PPI will verify failure and perform necessary actions to repair product. PPI will complete repair and ship product back to the Customer address of record in 10 business days.

b. Advance Exchange Support. Customer must open a service ticket through PPI Web Portal requesting support for their product. PPI will contact Customer to identify and isolate problem to failing part or unit. PPI will ship to Customer address of record the replacement part or unit within 3 business days at PPI expense. Customer is responsible for replacing part(s) or unit(s), packaging the defective components or systems in the same packaging the Advance Exchange unit was received, and returning to PPI within seven (7) business days. Parts not returned within 10 business days will be billed to Customer at current PPI prices. Customer must pre-pay all shipping charges and insure the shipment, or accept the risk of loss or damage during transit.

c. Scheduled On-Site. Customer must open a service ticket through the PPI Web Portal requesting support for their product. PPI will contact the Customer to identify the problem and may send a part or unit to the Customer or schedule an on-site visit to occur within three (3) business days to resolve the problem.

4. LIMITED SOFTWARE WARRANTY. PPI warrants that the Software (exclusive of any Third-Party Software) will conform in all material respects with any related Documentation. Software that does not perform in accordance with the Documentation during the warranty period is defined as a Defect. In the event Customer discovers a Defect, PPI will use commercially reasonable efforts to provide applicable corrections. The Software warranty period is one (1) year for PPI Runtime Software. The Warranty period for all other Software, Applications and API products is ninety (90) Days. Customers may purchase Extended Software Warranty for all other software, Applications and API, to extend an additional nine (9) months. PPI offers one year software support programs for Runtime, Application and API after warranty expires.

5. SCOPE OF SUPPORT.

a. Defects – PPI shall use commercially reasonable efforts to provide Defects Corrections when Defects are reported to PPI in accordance with its standard reporting procedures as stated above;

b. Hardware Problem Resolution – PPI shall assist Customer in the diagnosis and resolution of Hardware problems based on the Warranty or Support Program purchased for PPI product. Customer acknowledges and agrees that to the extent that repairs and/or replacements involve additional costs that are not covered under a Support Program (including, but not limited to, express shipping), Customer will be responsible for all such costs;

c. Email and Telephone Consultation - PPI shall provide consultation to Customer via email or telephone during normal business hours Monday – Friday, 8am EST to 8pm EST to permit Customer to report problems and seek assistance in use of the Products;

d. New Software Updates – (i) PPI may, from time to time, issue new Updates for software releases. To receive an Update, Customer must first be licensed for the Software that is eligible for the Update, and the product must still be covered under the warranty or a Support Program ;(ii) if PPI provides Customer with an Update, Customer shall receive each new Update and one (1) copy of any supporting Documentation, without additional charge; (iii) upon receiving an Update, the terms of the Warranty or Support Program shall apply to the Software as updated; and (iv) PPI reserves the right, in its sole discretion, to charge Customer additional license fees for Enhancements. "Enhancement" means new versions of the Software made available by PPI. Enhancements may include Error Corrections but are exclusive of Updates PPI reserves the right to modify these Support Terms from time to time upon sixty (60) days prior notice to Customer.

6. COOPERATION OF CUSTOMER. Customer agrees to cooperate with PPI, specifically: (a) to notify PPI promptly of any Defect, Error or Hardware malfunction and to submit to PPI such information and, with respect to Software, a listing of output, that PPI may reasonably require to reproduce the Error or Hardware malfunction and the operating conditions under which the Error or Hardware malfunction was discovered; (b) to install, if requested by PPI and within Customer security guidelines, a network connection that will be made available to PPI for the purpose of resolving problems, reviewing Customer use of Software, implementing Error Corrections and Updates, or for any other reasonable purpose. Customer may restrict PPI's access to normal business hours and/or to times when access can be monitored by Customer; (c) to notify PPI of any additional hardware or software not purchased from PPI that may be used in conjunction with the Hardware or Software. Notification does not, however, constitute acceptance or approval by PPI that such additional hardware or software is covered under the Warranty or a Support program.

7. OUT OF SCOPE FEES. PPI may provide additional services not covered by PPI standard Warranty or PPI Support Programs. Any support provided that is not covered will be subject to PPI's current pricing, fees, and expense reimbursement policies.