

IT MASTER SUBSCRIPTION AGREEMENT - ADDITIONAL SCHEDULE

CARING AND MANAGING YOUR ASSETS

THIS SCHEDULE SUPPLEMENTS THE TERMS AND CONDITIONS SET FORTH IN THE MASTER SUBSCRIPTION AGREEMENT AND IN THE EVENT OF ANY CONFLICT BETWEEN THE TERMS AND CONDITIONS OF THE MASTER SUBSCRIPTION AGREEMENT AND THIS SCHEDULE, THIS SCHEDULE SHALL TAKE PRECEDENCE. UNLESS OTHERWISE PROVIDED THE WORDS AND EXPRESSIONS DEFINED IN, AND THE RULES OF INTERPRETATION OF, THE MASTER SUBSCRIPTION AGREEMENT SHALL HAVE THE SAME MEANING IN THIS SCHEDULE.

1. IT TECHNOLOGY ASSETS

The Owner makes a financial investment in the Equipment on subscription which may not be fully recovered through your subscription Payments. The Owner makes this investment to benefit the Subscriber by providing reduced subscription Payments on the understanding that the Equipment will eventually be returned in good working order and cosmetic condition for remarketing/ re-use by our Asset Management partner.

The Owner's ability to remarket and recover the up-front financial investment in the Equipment is critical to the Owner's ability to continue to offer competitive subscription rates. The value of the financial investment is based on the Market Value of the Equipment after normal "wear and tear" at the end of the Minimum Period of Subscription or the Extension Period (where applicable) is factored in.

On return, Equipment will be refurbished, upgraded and redeployed to secondary users, therefore it's important that they are returned in a good re-usable condition.

At the end of the Minimum Period of Subscription or the Extension Period (where applicable) it is the responsibility of the Subscriber to return the Equipment to the nominated processing centre for testing and secure data removal. On return, the Equipment is thoroughly inspected and tested so it needs to be in full working condition and complete with all accessories upon return.

The Owner appreciates that through usage Equipment may have minor scuffs and scrapes, this is expected and acceptable, however for more serious damage or loss, the Owner will make an appropriate charge.

The charge for missing, damaged or non-functional items will be equal to the replacement cost of the item up to its Market Value. For example, if a laptop is returned with a cracked display, the costs to repair could be more than the Market Value, therefore the Subscriber would just be charged the Market Value amount. It is the Owner's policy to charge for repairs up to, but not exceeding the value of the Equipment.

2. NORMAL "WEAR AND TEAR"

The Owner understands that even though a Subscriber may use their best efforts to maintain the Equipment, normal "Wear & Tear" does occur. It is not the intention of the Owner to invoice customers for normal "Wear & Tear". Below is information that will help the Subscriber in determining what

is considered normal "Wear & Tear" at the end of the Minimum Period of Subscription or the Extension Period (where applicable).

- Minor surface scratches on plastics or metal casing
- Minor / light, superficial scratches on LCD screens
- Faded lettering on keyboards, slight plastic colour fading
- Faded manufacturer's logo
- Removable asset tag labels and stickers

Unacceptable Damage or Condition

- Removal of OEM serial number identification, FCC product tags, or Microsoft COA
- Security, Anti-Theft Marking, for example stamped, scored or burnt markings into the case
- BIOS or Admin passwords not removed from the machine, locked processor and/or hard drive.
- Locked devices, Apple iCloud, Find My Device, Mobile Device Management, Device Enrolment Program (DEP), Android Device Manager, Trusted Platform Module (TPM)
- Cracked, broken and/or chipped plastics, bent metal frames or housings, broken and/or missing hinges and latch catches
- Water damage, or water ingress, activated Liquid Contact Indicators
- Scratched monitor glass and/or LCD panels, pixel damage, LCD cracked beyond repair, screen burn
- Missing / damaged buttons, switches and keycaps
- Major equipment discoloration or dirt requiring more than light cleaning for resale / reuse
- Toner and/or ink spillage that renders a printer device unusable
- Other extensive physical damage that prevents the equipment from being remarketed / reused

Unacceptable Equipment Function Conditions

Missing and / or Damaged Components: an item that does not function as intended or is not fully operational. This includes items that are defective in ways that render them difficult to use, items that require service or repair, or items missing essential components.

Missing and / or Damaged Accessories: AC power adapters, power packs, docking stations, keyboards, mice, monitor stands, mounts, adapters, additional memory or storage.

Non-working: an item that fails to pass "power on self-test" (POST) or to operate in any capacity or is deemed beyond economic repair.

Batteries: that do not hold an electrical charge, 60 minutes for portable computers, 240 minutes tablets and smartphones.