



Warranty & Maintenance Coverage Agreement

UniProd Handwriting Machine | Purchased Equipment

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This Warranty & Maintenance Coverage Agreement (this "Agreement") is issued by Pen Point Technologies Inc. ("Seller") and applies to every new UniProd handwriting machine (the "Equipment") purchased from Seller, unless Seller's invoice or a written agreement for that purchase states different coverage, in which case that statement controls for that Equipment. "Buyer" means the original purchaser of the Equipment. Buyer accepts this Agreement by purchasing the Equipment, accepting delivery of it or requesting the Services.

PROGRAM SUMMARY

COVERED EQUIPMENT New UniProd handwriting machines purchased from Pen Point Technologies	COVERAGE TERM Three (3) years from the date the Equipment is delivered	COVERAGE VALUE \$3,750 (\$1,250 per year), included with purchase
WHAT'S COVERED Parts, labor, shipping (US, Canada and Mexico) and replacement for defects, normal wear and accidental damage	MACHINE REPLACEMENT Up to one per Coverage Term; more only at Seller's discretion (Section 3)	NOT COVERED Misuse, abuse, neglect, fire, flood, theft, consumables and the other exclusions in Section 6
HOW TO GET HELP Remote support only: (800) 556-8801, Support@penpointtech.com or a ticket at www.penpointtech.com/support	LIFETIME SUPPORT Free phone and email technical support for the life of the Equipment	EXTENDED COVERAGE Additional years available at Seller's then-current price

COVERAGE TERMS

1. COVERAGE - Seller warrants to Buyer that, for three (3) years from the date the Equipment is delivered to Buyer (the "Coverage Term"), the Equipment will be free from defects in materials and workmanship. If the Equipment malfunctions or is damaged during the Coverage Term, Seller will diagnose the problem and repair or replace the affected part or the Equipment at no charge to Buyer (the "Services"). The Services cover defects in materials and workmanship, normal wear and tear from operating the Equipment for its intended purpose, and accidental damage as described in Section 5, and are subject to the exclusions in Section 6. Seller is responsible for all costs incurred in providing the Services, including labor, material, parts and shipping, except as otherwise provided in this Agreement. Seller has the right to determine in its sole discretion what corrective action it will perform, including whether to repair the Equipment, provide Replacement Parts or provide replacement Equipment.

2. HOW TO OBTAIN SERVICE - Buyer must report a problem to Seller during the Coverage Term by support ticket at www.penpointtech.com/support, by email at Support@penpointtech.com or by telephone at (800) 556-8801. Seller's support hours are 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, excluding Holidays, and Seller will respond within one (1) business day. Seller will first troubleshoot and diagnose the problem remotely by telephone, email or video, and Buyer will make the Equipment, its operator and any photographs, video or job files that Seller requests available for that purpose. If Seller determines that the problem cannot be resolved remotely, Seller will, at its option, ship Replacement Parts with instructions for Buyer to install them or ship replacement Equipment under Section 3. Seller selects the carrier and shipping method. All support and Services under this Agreement are provided remotely, and Seller does not provide on-site service. As used herein, "Holidays" means any days on which banks are not open in the State of Florida.

3. REPLACEMENT EQUIPMENT - Seller will replace the Equipment only when Seller determines, in its sole discretion based on the problem and the repair process, that replacement is the appropriate remedy. The Services include up to one (1) replacement of the Equipment during the Coverage Term, whatever the cause, and Seller may provide additional replacements only if Seller, in its sole discretion, deems them necessary. Replacement Equipment will be the same or a similar model and may be new or refurbished. Within ten (10) business days after replacement Equipment is delivered, Buyer will pack the original Equipment, with all of its components, in the packaging the replacement arrived in and release it to the carrier using the shipping label that Seller provides, with shipping paid as described in Section 9. The original Equipment becomes the property of Seller when the replacement is delivered. If Buyer does not return the original Equipment within that period, Seller may invoice Buyer for the replacement Equipment at Seller's then-current purchase price and may suspend the Services until the original Equipment is returned or the invoice is paid. Buyer is responsible for damage to returned Equipment caused by packing it other than as Seller instructs. Repair or replacement does not extend the Coverage Term, and replacement Equipment and Replacement Parts are covered for the remainder of the Coverage Term.

4. REPLACEMENT PARTS - Seller will provide, free of charge, replacement parts for any part of the Equipment that is covered by the Services (the "Replacement Parts"). Replacement Parts may be new, remanufactured or refurbished, at Seller's sole discretion. Any part of the Equipment that Seller removes or replaces becomes the property of Seller, and Buyer will return it at Seller's request and expense. Seller has no obligation to provide consumables such as pens, paper, envelopes, data storage chips or USB drives, and Buyer

will pay Seller for any such items that Seller supplies at Buyer's request. Seller is not responsible for any injury or property damage resulting from Buyer's installation of Replacement Parts.

5. ACCIDENTAL DAMAGE - "Accidental damage" means sudden and unintentional physical damage to the Equipment that occurs while the Equipment is being operated, handled or stored at Buyer's premises in the ordinary course of Buyer's business. To request the Services for accidental damage, Buyer will give Seller a written description of how the damage occurred, with photographs, within ten (10) days after it occurs. Any replacement of the Equipment for accidental damage counts toward the limit in Section 3. Damage from a cause listed in Section 6 is not accidental damage.

6. EXCLUSIONS - The Services do not cover, and Seller is not responsible or liable under this Agreement for, any malfunction, damage or loss caused by or consisting of: (a) misuse of the Equipment, meaning use for a purpose for which it was not designed or contrary to Seller's written instructions or training; (b) abuse of the Equipment, meaning intentional or reckless damage, or damage that recurs from the same cause after Seller has notified Buyer of that cause; (c) neglect, including failure to perform the basic cleaning described in Seller's instructions or to follow Seller's troubleshooting instructions; (d) any repair, disassembly, modification or alteration of the Equipment by anyone other than a Seller Party, or use of parts, firmware or software not supplied or approved by Seller, other than assembly of the Equipment and installation of Replacement Parts in accordance with Seller's instructions; (e) fire, flood, lightning, earthquake, hurricane or other casualty or natural disaster, power surge or failure of or erratic electrical power, theft, loss or vandalism, or any other force majeure event; (f) shipping the Equipment or relocating it to a different address, other than a shipment arranged by Seller and packed as Seller instructs; (g) cosmetic damage that does not affect the operation of the Equipment; (h) Buyer's computers, network, data or third-party software; or (i) Equipment on which the serial number has been removed or altered. Buyer is responsible for insuring the Equipment against the risks described in clause (e). If Seller determines that a problem is excluded, Seller will tell Buyer the reason and may offer to repair or replace the Equipment at Seller's then-current rates. As used herein, a "Seller Party" means Seller and its expressly authorized representatives, employees, agents and contractors.

7. BUYER RESPONSIBILITIES - Buyer will (a) operate and clean the Equipment in accordance with Seller's instructions and training; (b) keep the Equipment at the address where Seller delivered it, or another address Buyer has given Seller in writing, and notify Seller in writing before moving it to a different address; and (c) cooperate with Seller's remote diagnosis under Section 2.

8. WHO IS COVERED - This Agreement covers only Equipment purchased new from Seller or from a reseller that Seller has authorized in writing, and only its original purchaser. This Agreement may not be assigned or transferred, and Seller's obligations under this Agreement, including the lifetime support in Section 10, end if the Equipment is sold, leased or otherwise transferred to anyone else, unless Seller consents in writing. Seller may suspend the Services while any amount owed to Seller for the Equipment is past due or any payment for the Equipment has been reversed or charged back. If the Equipment was purchased jointly by more than one party, either party may request the Services, Seller may rely on the instructions of either, and each party is responsible for Buyer's obligations under this Agreement.

9. SHIPPING - Seller pays the shipping cost of Replacement Parts, replacement Equipment and returned Equipment when the Equipment is located in the United States, Canada or Mexico. If the Equipment is located anywhere else, Buyer will pay those shipping costs. If the Equipment is located outside the United States, Buyer is responsible for any import or export duties, taxes and customs or brokerage fees charged on those shipments.

10. LIFETIME SUPPORT AND EXTENDED COVERAGE - For the life of the Equipment, Seller will provide remote technical support by telephone and email for operating the Equipment and the Autograph software at no charge, during and after the Coverage Term. After the Coverage Term, parts, repairs and replacement are available at Seller's then-current rates, and Buyer may purchase additional one-year periods of coverage at Seller's then-current price. Additional coverage purchased after the Coverage Term ends does not cover any problem that existed before it was purchased.

11. NO REFUNDS - All sales of the Equipment are final. Repair or replacement under this Agreement does not entitle Buyer to a refund or to cancel its purchase of the Equipment. Any buy-back program that Seller offers is separate from this Agreement.

12. SOFTWARE AND IP OWNERSHIP - Buyer acknowledges and agrees that Seller and its licensors own all intellectual property rights related to the Equipment, the Autograph software and the Services. The Autograph software provided with the Equipment is licensed, not sold. Seller's remote support under Section 2 includes assistance with operating the Autograph software with the Equipment.

13. SERVICE STANDARD - Seller represents and warrants to Buyer that (i) the staff it assigns to perform the Services will be competent and properly qualified to perform them, (ii) the Services will be performed in a professional manner, consistent with industry standards for services of a similar nature, and (iii) Seller will comply with all applicable laws in the performance of the Services.

14. DISCLAIMER - THE WARRANTIES IN THIS AGREEMENT ARE THE ONLY WARRANTIES SELLER MAKES FOR THE EQUIPMENT AND THE SERVICES. TO THE FULLEST EXTENT PERMITTED BY LAW, SELLER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE SERVICES ARE BUYER'S EXCLUSIVE REMEDY FOR ANY MALFUNCTION OF, DAMAGE TO OR DEFECT IN THE EQUIPMENT.

15. LIMITATION OF LIABILITY - In no event will either party be liable for any consequential, indirect, exemplary, special or incidental damages, including lost profits, loss of data, loss of use or business interruption, arising from or relating to the Equipment or the Services, even if such party has been advised of the possibility of such damages. Seller's total liability arising from or relating to this Agreement will not exceed the purchase price Buyer paid for the Equipment.

16. TERM AND TERMINATION - The Coverage Term begins on the date the Equipment is delivered to Buyer and ends on the third anniversary of that date. Either party may terminate this Agreement by written notice if the other party commits a material breach of

this Agreement and fails to cure that breach within thirty (30) days after receiving written notice of it from the other party. Seller may terminate this Agreement immediately by written notice if Buyer makes a false or fraudulent statement in connection with a request for the Services.

17. GENERAL - This Agreement, together with any different coverage stated on Seller's invoice or in a written agreement for the purchase, is the complete statement of the warranty and maintenance coverage for the Equipment and supersedes any prior description of that coverage. No employee, agent or reseller of Seller may change or add to this coverage, and no advertising or verbal statement forms part of it. The version of this Agreement in effect on the date Buyer purchases the Equipment applies to that Equipment; Seller may update this Agreement for later purchases, and after a purchase its terms may be modified or amended only in a writing signed by both parties. If any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions continue to be valid and enforceable, and a provision that would be valid if limited will be enforced as so limited. The failure of either party to enforce any provision is not a waiver of that party's right to enforce it later. In any dispute relating to this Agreement, the prevailing party is entitled to recover its reasonable attorneys' fees and costs. Notices under this Agreement may be given by email, to Seller at Support@penpointtech.com and to Buyer at the email address associated with Buyer's purchase. Seller may use contractors to perform the Services and may assign this Agreement to a successor to its business. This Agreement is governed by the internal laws of the State of Florida, without reference to choice of law principles, and any dispute relating to it will be brought exclusively in the courts of the State of Florida.