



ENTRUST

Instant Financial Issuance Hardware Support Schedule (Depot Service)

This Schedule for Instant Financial Issuance Hardware Support (Depot Service) is made up of these terms, Entrust's General Terms and Conditions (the "General Terms") available at <https://www.entrust.com/general-terms.pdf>, and an Order for such Instant Financial Issuance Hardware Support (Depot Service). Capitalized terms not defined herein have the meanings given to them in the General Terms.

1.1 Equipment Maintenance Services. Entrust Corporation ("Entrust") will provide Customer with equipment maintenance services at an Entrust repair facility ("Depot Service") for the Equipment described in the applicable Order ("Covered Equipment"). Such Depot Service includes telephone technical support in accordance with Section 1.2 and remedial and (if applicable) scheduled preventive maintenance on Covered Equipment in accordance with Section 1.3. Entrust warrants that the Equipment Maintenance services will cause Covered Equipment to meet the manufacturer's operating specifications given reasonable wear and tear and the Equipment's age and condition.

1.2 Telephone Technical Support. Entrust technical phone support staff for Equipment support is available to provide problem resolution during Entrust's technical support hours of 6 a.m. – 6 p.m. Mountain Time, Monday – Friday (excluding Entrust Holidays) ("Technical Support Hours"). "Entrust Holidays" means New Year's Day, Presidents' Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, and Christmas Day or such different days as Entrust may designate after written notification to Customer (holidays occurring on a Saturday or Sunday may be observed on the preceding Friday or following Monday). Entrust's Customer Support Center will document any request made outside of these coverage hours and the technical phone support staff will contact Customer to provide problem resolution when Technical Support Hours resume.

1.3 Preventive Maintenance. Depot Service includes all parts and labor expense necessary to provide remedial maintenance on Covered Equipment at an Entrust repair facility under one of the following service plans as set forth in an applicable Order. Depot Service expressly excludes software maintenance support, which is available by separate agreement.

(a) Standard Depot. When any Covered Equipment repair is deemed necessary by an Entrust phone technician, Customer must ship the Covered Equipment at Customer expense to the Entrust depot repair facility. Entrust will repair the Covered Equipment within 5 Business Days from the date of receipt. Entrust will return the repaired Covered Equipment to Customer at its expense via standard ground transportation.

(b) Rapid Replacement. When any Covered Equipment repair is deemed necessary by an Entrust phone technician, Entrust will ship a replacement refurbished unit to Customer via overnight shipment at its expense, create a Return Material Authorization (RMA) and provide a prepaid shipping label for the return of the defective unit. Customer must ship the defective Covered Equipment to the Entrust depot repair facility, using the RMA provided by Entrust. The defective Covered Equipment must be returned to Entrust within 14 days of Customer receipt of the replacement unit. If the unit is not returned to Entrust within the specified time, Entrust may invoice Customer for the full retail price of the replacement unit. For certain peripheral Covered Equipment designated by Entrust, such as pin pads, Entrust will ship a replacement new or refurbished unit to Customer via overnight shipment at its expense, but a return of the defective unit to Entrust is not required.



1.4 Exclusions. The following are not covered in the Depot Service and are subject to additional charges:

Unauthorized Use or Service. Depot Services do not include service or repair work caused by: (i) Customer failure to observe any of the conditions in this Agreement; (ii) Customer failure to use the Covered Equipment in accordance with the manufacturer's instructions; (iii) maintenance or attempted repairs or adjustments of the Covered Equipment by anyone other than Entrust authorized personnel; (iv) service, reconfiguration, or upgrading of any data communications interface occasioned by changes made to host computers or network transmission devices; (v) tampering, misuse or abuse of the Covered Equipment;; or (vi) use with the Covered Equipment of supplies or consumable materials not supplied by Entrust. Repairs, adjustments, or parts replacement required as a result of any of the foregoing will be provided by Entrust at then-current time and materials rates.

Consumables and Supplies. Depot Services do not include consumables and supplies such as printheads, cleaning rollers and cards, ribbons, foils, forms, overlaminates, card affixing stickers, labels, toner and other supplies for use with the Covered Equipment, including Customer supplies necessary for maintenance purposes, or travel and labor should Entrust be requested to install them. Unless covered by warranty, such items will be invoiced at Entrust's then-current retail price.

Shipping Damage. Customer is responsible for storing and maintaining the original shipping cartons provided with the Covered Equipment. These cartons will be used for shipment of the Covered Equipment to Entrust depot service facility when service is required. Entrust will not be responsible for any shipping damage resulting from failure to utilize correct, original shipping cartons. When cartons returned to Entrust become degraded as determined by Entrust, cartons will be replaced prior to shipping repaired product back to Customer. Customer will be invoiced for the new packaging at Entrust's current retail price.

1.5 Parts.

(a) Parts Replacement. In the performance of Depot Service Entrust may at its option repair or replace any part that fails to perform its function under normal use. Entrust may at its option use new, rebuilt, or reconditioned parts or improved parts provided such parts are capable of performing functions at a level similar to those of the replaced parts.

(b) Parts Availability. If parts required for Depot Service are no longer available, Entrust may terminate coverage for some or all of the affected Covered Equipment and will issue Customer a prorated credit for the remaining term of the applicable Order.

1.6 Conditions Applicable to Depot Service.

(a) Shipping Cartons. Where Entrust is providing Depot Service, Customer is responsible for storing and maintaining the original shipping cartons provided with the Covered Equipment (or cartons of equal durability and quality). These cartons will be used for shipment of Covered Equipment to and from the Entrust depot service facility when service is required. Entrust will not be responsible for any shipping damage resulting from the failure to utilize such original shipping cartons. When Entrust determines that any such carton has become materially degraded, it will replace the carton before shipping the repaired product back to Customer and will invoice Customer for the new carton at Entrust's then-current retail price.

(b) Notification of Covered Equipment Location. Customer must provide Entrust the address at which Covered Equipment is installed and notify Entrust promptly of the new address if Covered



Equipment is relocated. Customer is responsible for the cost of any such relocation and for the change in applicable Depot Service fees, if any, resulting from the new location(s) of the Covered Equipment.

(c) Customer Data. Prior to sending any Covered Equipment to Entrust, Customer must remove any ribbons or cards that reflect Customer's customer data. ENTRUST IS NOT LIABLE FOR ANY LOSS OF OR DAMAGE TO ANY DATA CONTAINED IN COVERED EQUIPMENT IT RECEIVES FROM CUSTOMER.

(d) Changes to Scope of Services. If Customer requests changes that affect the performance or cost of the Depot Service, Entrust reserves the right to modify the scope of the Depot Service and its charges therefor. Before making any such modification, Entrust will provide Customer with a description of the changes to the Depot Service and a quote for their cost so that Customer may determine whether to proceed in accordance with what Entrust has provided.

1.7 Limitation of Liability. Entrust is not liable for the loss of use of any Covered Equipment or for any loss or damage occasioned by such loss of use resulting from the performance of its Depot Service. In no event will Entrust's liability for any claims relating to damage to equipment resulting from the performance of Depot Service exceed the cost of replacing such equipment.