



Product / Service Support Policy “Fully Managed Service Agreement”

The standard maintenance and support services for Darouiche Holdings Ltd. customers

This Product Support Policy defines the standard maintenance and support services for Darouiche Holdings Ltd. customers. Product Support might further be subject to the additional terms and conditions.

Scope

Subject to contract in place for a “Fully Managed Service” between the company and the Customer, Darouiche Holdings Ltd. agrees to provide access to and use of the Product Support on a non-exclusive basis pursuant to the terms and conditions of this Agreement.

The Product Support under a “Fully Managed Service Agreement” includes:

- 1) Permanent Maintenance of the vending machines
- 2) Software Update if required
- 3) Routine cleaning on the equipment
- 4) Updates and other basic support for the Software Service, including without limitations issue solving and troubleshooting.

The Product Support does not cover any Professional Services or further development that requires purchasing of additional premium support services. The Product Support shall only cover the standard version of the “Fully Managed Service”. Support for customizations and customer-specific projects requires procuring and agreeing on additional premium support services.

Unless otherwise agreed, Customer is entitled to Product Support according to the support service tier, which is determined based on the contract agreement signed:

| Product Edition | Support service tier |
|-----------------------|---------------------------------------|
| Fully Managed Service | Online and Phone Support (24/7) |
| Fully Managed Service | Physical Support (within 24/48 hours) |



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| Fully Managed Service | Elite Care Technical Service |
| Fully Managed Service | Nationwide Coverage (Ireland and Northern Ireland) |

Product Support service tiers:

Elite Care Technical Service: Included within our Fully Managed Service, our Elite Care Technical Service will keep your machines working at their very best, ensuring they enjoy of their maximum lifespan.

Local service teams and depots focused on providing a service you can rely on

No hidden costs: fully inclusive, great value

Highly skilled engineers, trained and employed by Vending-Machine.ie

Unlimited callouts supported by our Irish and UK call centre

National coverage: With our nationwide service, is easy to scale up any project you may have. Specially if your company has multi-locations in different parts of the country. Having the flexibility to partner with our organization will allow you to plan knowing that we will be there, looking after your vending requirements in every corner of Ireland and North of Ireland.

24/7 Customer Support Line: We have a dedicated support line available 24/7 for all our clients, where you can report any issues or enquires you may have simply calling +353-014448233. We intend to deal with every call within 24 hours from the moment we receive it.

Standard Support Hours

The Product Support Phone Line is available 24/7. During this time Customer may contact Darouiche Holdings Ltd support and support will process Customer’s reported cases.

Incident Priority Levels



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Darouiche Holdings Ltd shall have the right to determine the Priority Level of an incident reported by Customer based on the criteria according to the following table. The Priority Level defines targeted response and resolution times.

| Priority Level | Description |
|----------------|---|
| 1 | The Machine is down, and Users cannot access the same. Power Supply issue. |
| 2 | The Machine is running but substantial errors occur, like coin system blocked (still be able to pay by card), Refrigeration system not working. |
| 3 | CC System not working. |
| 4 | Machine is out of stock of certain item. |

Response and Resolution Times

Darouiche Holdings Ltd use commercially reasonable efforts to correct errors and respond to and resolve an incident reported by Customers.

The times below shall commence upon Darouiche Holdings Ltd receipt of Customer’s support request specifying the issue in reasonable detail and ends upon Darouiche Holdings Ltd notice of response/resolution.

| Priority Level | Initial Response | Fix or Workaround |
|----------------|------------------|-------------------|
|----------------|------------------|-------------------|



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|---|---------|---|
| 1 | 5 hours | 1 business day |
| 2 | 5 hours | 2 business days |
| 3 | 5 hours | 2 business days |
| 4 | 5 hours | 3 business days, unless otherwise indicated in response |

The resolution times apply only if the person who has submitted the support request can be contacted by e-mail or telephone without delay during the resolution phase. Service level time for an incident starts when the case is received and runs when Darouiche Holdings Ltd has ownership of the case. Service level time pauses when Darouiche Holdings Ltd waits responses from Customer.

The initial response will consist of:

An immediate call back to the client, a suggested resolution to the reported incident; or

A request for more detailed information or clarification, which will enable Darouiche Holdings Ltd to determine the appropriate course of action; or

Notification of the estimated time for providing the User with further information, resolution, or a workaround, as appropriate.

Service Availability

Darouiche Holdings Ltd monitors cloud-based all the vending equipment that operates and performs preventive service maintenance breaks to ensure Availability, performance and quality. Darouiche Holdings Ltd aims for at least 99.5% monthly Availability.



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Contacting Support

Customer are entitled to phone support 24/7 via our customer support line 01-4448233 or our email address info@vending-machines.ie

Maintenance of equipment Service

Darouiche Holdings Ltd shall have the right to suspend the provision of the Service for scheduled maintenance breaks. The time used for the scheduled maintenance breaks shall not be taken into consideration when calculating the Availability.

Darouiche Holdings Ltd may schedule additional maintenance breaks e.g. to fix an issue with the machines and will inform Customer of the same if the tasks may have an effect on the Availability no later than two (2) days before performing such tasks. Darouiche Holdings Ltd shall further have the right to suspend the provision of the Service for a reasonable period of time as an emergency action. Darouiche Holdings Ltd shall notify Customer of the schedule and estimated duration of such unscheduled maintenance breaks that suspend the Service in advance or, if this is not reasonably possible, without undue delay after Darouiche Holdings Ltd has become aware of such matter.

Information regarding maintenance breaks will be sent by electronic mail to the email address that the Customer has supplied to Darouiche Holdings Ltd.

Limitations on Product Support

Darouiche Holdings Ltd obligations to provide Product Support shall apply only to Darouiche Holdings Ltd customers.

The Product Support covers only technical issues related to the Service, and it is not provided for user help, user guidance, training, remote consulting, business consulting or other similar purposes. Usage guidance, training, remote consulting, and business consulting may be available for an additional fee as separately agreed between the Parties.



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If Customer notifies Darouiche Holdings Ltd of an incident that is due to incorrect or improper use of the Service Darouiche Holdings Ltd shall have no obligation to take action to correct the issue. However, upon Customer’s written request delivered to Darouiche Holdings Ltd will proceed with the work on time and materials basis according to then current time and materials pricing principles. Darouiche Holdings Ltd shall also have the right to invoice all expenses of Darouiche Holdings Ltd associated with performance of such work and services.