

REVEAL SUPPORT TERMS & CONDITIONS (UK)

All Orders for Goods and/or Services shall be subject to Reveal's General Terms & Conditions of Sale. The terms and conditions contained in these terms (being Reveal's "Support Terms") are specific to the purchase and use of Reveal's Support Services (whether in relation to hardware or software support) and shall apply in addition to Reveal's General Terms & Conditions of Sale (and any relevant additional Goods and/or Service Specific Terms) in relation to any Order relating to the purchase of Reveal's Support Services.

Reveal reserves the right to modify, change or revise these Support Terms, in whole or in part at any time, without notice by revising the Support Terms on its website (at www.revealmedia.co.uk). It is the Customer's responsibility to check the current Support Terms in force when submitting any Order for Support Services.

1. INTERPRETATION

1.1. In these Support Terms, expressions defined in the General Terms & Conditions of Sale and used in these Support Terms have the meaning set out in the General Terms & Conditions of Sale. Unless otherwise stated in these Support Terms, all rules of interpretation set out in the General Terms & Condition of Sales shall apply in these Support Terms.

1.2. The following definitions will apply in addition in these Support Terms:

'Business Hours' means the period from 9.00am to 5.00pm on any Business Day;

"Commencement Date" means the date on which the Contract comes into effect in accordance with clause 2.3 of the General Terms & Conditions of Sale;

"Estate" means the total number of cameras purchased by Customer;

'Fault' means:

- (a) in relation to Supported Equipment: any defect, damage or malfunction of the Supported Equipment or any failure of the Supported Equipment to operate in accordance with the Product Specification; or
- (b) in relation to Supported Software: a reproducible fault in the Supported Software which substantially hinders or prevents the Customer from using a material part of the functionality of the Supported Software;

'Fault Report Form' means the online Fault reporting form on Reveal's website, available on the following web-pages:

- (a) for Faults relating to Supported Equipment: <https://www.revealmedia.co.uk/support/report-a-fault>; or
- (b) for Faults relating to Supported Software: <https://www.revealmedia.co.uk/support/software-report-form>;

'General Terms & Conditions of Sale' means Reveal's General Terms & Conditions of Sale (available at <https://www.revealmedia.co.uk/legal-terms>);

'Good Working Order' means the Supported Equipment operates in accordance with the relevant Product Specification;

'Maintenance Release' means a release of the Supported Software which corrects Faults, adds functionality or otherwise amends or upgrades the Supported Software, but which does not constitute a New Version;

'New Version' means any new version of the Supported Software which from time to time is publicly marketed and offered for purchase by Reveal in the course of its normal business, being a version which contains such significant differences from the previous versions as to be generally accepted in the marketplace as constituting a new product;

'On-site Support Services' means those support services provided by Reveal onsite at the Customer's premises in accordance with clause 7 (whether relating to: (a) the implementation of Supported Software and/or Supported Equipment; and/or (b) the deletion, transfer or retention of Customer Content from or to Supported Equipment);

'Out-of-scope Services' means any of those services outlined in clause 9;

"Order" means Customer's order for the Product Support Services and/or Software Support Services, as set out in a written acceptance by Customer of Reveal's Order Form or Customer's purchase order form, as the case may be;

'Pay-as-you-go Repair(s)' means Reveal's pay-per-incident Product Support Services package which, when purchased, entitles the Customer to specified Product Support Services in relation to Supported Equipment on a one-time-basis. **Schedule 3** outlines the scope of those Product Support Services provided by Reveal in relation to each Pay-as-you-go Repair purchased;

'Product Care Plan' means Reveal's pre-paid product care plans which, when purchased, entitle the Customer to a specified level of Product Support Services coverage in relation to Supported Equipment during the Support Period. **Schedule 1** outlines the scope of Product Support Services provided by Reveal under each of its Product Care Plans, which include:

- (a) the Reveal Extended Warranty;
- (b) Reveal Care; and
- (c) Reveal Care Plus.

'Product Specification' means the specification for the Supported Equipment, as outlined in the relevant product datasheet supplied to the Customer by Reveal at the time of purchase;

'Product Support Service(s)' means the product support services provided by Reveal in relation to Supported Equipment in accordance with these Support Terms and which are available either as part of a Product Care Plan, on a pay-per-incident basis through a Reveal Repair Credits Plan or Pay-as-you-go Repair, or, through the purchase of On-site Support Services, but excluding the Out-of-scope Services;

"Quotation" means Reveal's quote outlining the applicable Support Service(s), the corresponding Charges and Support Period (if applicable);

"Release Date" means the date on which a version of the Supported Software is made generally available to Reveal's customers;

'Repair Credits' means pre-paid repair credits that can be redeemed against a Reveal Repair Credits Plan in order to obtain Product Support Services from Reveal;

'Reveal Care' means the standard Product Care Plan provided by Reveal, the scope of which is outlined in Part 2 of **Schedule 1**;

'Reveal Care Plus' means the enhanced Product Care Plan provided by Reveal, the scope of which is outlined in Part 3 of **Schedule 1**;

'Reveal Extended Warranty' means an extension of the Reveal Limited Warranty which, when purchased, entitles Customers to receive those Product Support Services provided by Reveal under the Reveal Limited Warranty (subject to the separate terms of service as apply to the Reveal Limited Warranty) in relation to Supported Equipment during the Support Period;

'Reveal Limited Warranty' means the voluntary manufacturer's warranty provided by Reveal (under separate terms of service, available at: <https://www.revealmedia.co.uk/legal-terms>) to purchasers of Supported Equipment for an initial period of twelve (12) months from the date of purchase;

'Reveal Repair Credits Plan' means Reveal's pre-paid plan for Product Support Services on selected camera models whereby customers can pre-purchase Repair Credits which can then be redeemed on a per-incident basis in accordance with the credits table outlined in **Schedule 2** in order to obtain Reveal's Product Support Services in relation to Supported Equipment;

'Reveal Service Plan' means Reveal's pay-per-incident service plans for Product Support Services. The Reveal Service Plans include:

- (a) Pay-as-you-go Repairs; and
- (b) Reveal Repair Credits Plan;

'Reveal Total Care' means the combined Support Services plan provided by Reveal which consists of both provision of Reveal Care and Software Support Services by Reveal during the Support Period;

'Reveal Total Care Plus' means the combined Support Service plan provided by Reveal which consists of both provision of Reveal Care Plus and Software Support Services by Reveal during the Support Period;

'Service Level' means the service level response times referred to in the table set out in clause 6.4.2;

'Software Support Service(s)' means maintenance and help desk support services provided by Reveal in respect of the Supported Software in accordance with these Support Terms, but excluding any Out-of-scope Services;

'Support Period' means the period during which Reveal shall provide the Software Support Services and/or Product Support Services (to the extent Product Support Services are provided pursuant to a Product Care Plan), as outlined in the Order. Unless the Order specifies otherwise, the Support Period shall begin on the shipping date for the Supported Equipment from the relevant Order;

'Support Request' means a request for Support Services made by the Customer in accordance with these Support Terms (whether a request for Software Support Services or Product Support Services);

'Support Service(s)' means, collectively, the Product Support Services, the Software Support Services and the On-site Support Services;

'Supported Equipment' means the Reveal equipment specified in the Order, in respect of which the Customer purchases Product Support Services (and excludes Supported Software);

'Supported Software' means software, as specified in the Order, which is licensed by Reveal to a Customer (under separate licence terms) and in respect of which Reveal agrees to provide Software Support Services (including Maintenance Releases) under these Support Terms; and

'Support Terms' means these terms and conditions (including the schedules to the same), as amended from time to time in accordance with clause 2.4.

2. BASIS OF CONTRACT

- 2.1. All Orders for Goods and/or Services shall be subject to the General Terms & Conditions of Sale. These Support Terms shall apply in addition to the General Terms & Conditions of Sale and any additional applicable Goods and/or Service Specific Terms, in relation to all Orders for Support Services.
- 2.2. All Orders for Support Services must be made in accordance with the General Terms & Conditions of Sale and the Contract for the Support Services shall be made up of the Quotation, the General Terms & Conditions of Sale, any applicable Goods and/or Service Specific Terms and these Support Terms.
- 2.3. Some of the provisions outlined in these Support Terms apply to only Product Support Services, Software Support Services or On-Site Support Services. Where this is the case, this fact is specified within the relevant clause.
- 2.4. Reveal reserves the right to modify, change or revise these Support Terms, in whole or in part at any time, with the provision of a minimum of ten (10) working days' notice. The Customer shall have the right to reject the change and terminate the Contract within ten (10) working days of receipt of the notice on the provision of thirty (30) calendar days written notice to Reveal.

3. SUPPORT SERVICES

- 3.1. Where the Customer purchases Support Services, the type of Support Service (and details of the relevant Product Care Plan or Reveal Service Plan, where applicable) shall be outlined in the Quotation.
- 3.2. Reveal offers two comprehensive Support Services plans which provide both Product Support Services (by way of Product Care Plan) and Software Support Services (namely, Reveal Total Care and Reveal Total Care Plus). Where the Customer Purchases either of these combined Support Services plans, the relevant plan shall be outlined in the Quotation.
- 3.3. Where the Customer purchases Software Support Services and/or a Product Care Plan (or a combined plan), Reveal shall provide the Software Support Services and/or the Product Support Services (as applicable) during the Support Period.
- 3.4. The Customer may request Support Services at any time by submitting a Support Request to Reveal in accordance with clause 4.
- 3.5. Reveal reserves the right to amend any aspect of the Support Services (including any aspect of any Product Care Plan) if required by any applicable statutory or regulatory requirement, and Reveal shall notify Customer in any such event.

4. SUPPORT REQUESTS AND SUPPORT CASES

- 4.1. The Customer may request Support Services at any time by way of a Support Request.
- 4.2. The Customer may submit a Support Request to Reveal via any of the following means:
 - 4.2.1. by submitting an online Fault Report Form on Reveal's website;
 - 4.2.2. by telephoning Reveal's support team on the support enquiries telephone number detailed on Reveal's website (www.revealmedia.co.uk); or
 - 4.2.3. by emailing Reveal's support team at:
 - (a) for Product Support Services: support@revealmedia.com; and
 - (b) for Software Support Services: helpdesk@revealmedia.com.
- 4.3. Each Support Request shall include (where applicable):
 - 4.3.1. a description of the Fault and, where relevant, details of all timescales relating to occurrence of the Fault;
 - 4.3.2. details of any applicable Product Care Plan, Reveal Repair Credits Plan or Order for Software Support Services which may cover repair/resolution of the Fault (including the plan reference number, or, the applicable Order Acknowledgement reference number, wherever possible); and
 - 4.3.3. any other information reasonably requested by Reveal.
- 4.4. Following receipt of a Support Request, Reveal shall respond to such Support Request in accordance with clause 5, clause 6 or clause 7, as applicable.
- 4.5. Where Reveal determines that any required services are Out-of-scope Services and capable of economic repair Reveal shall use reasonable endeavours to provide the Customer with a Quotation for Reveal to provide those Out-of-Scope Services. Notwithstanding the foregoing, the Customer acknowledges and agrees that Reveal is not obliged to provide Out-of-scope Services.

5. PRODUCT SUPPORT SERVICES

- 5.1. This clause applies to Product Support Services only.
- 5.2. Subject to clause 4.3.2, as part of the Product Support Services, upon receipt of a Support Request for Product Support Services pursuant to clause 4, Reveal shall:
 - (a) identify whether the Customer holds a relevant Product Care Plan;
 - (b) where the Customer does not hold a relevant Product Care Plan, identify whether the Customer holds a relevant Reveal Repair Credits Plan; and/or
 - (c) where the Customer does not hold a relevant Product Care Plan or Reveal Repair Credits Plan, notify the Customer of the price payable for a Pay-as-you-go Repair (such price to be as per Reveal's then current price list).
- 5.3. **Product Care Plan**

Reveal shall:

 - 5.3.1. use reasonable endeavours to assist the Customer to correct the Fault by providing remote support by email or by telephone;
 - 5.3.2. where the Fault cannot be corrected remotely, notify the Customer that a physical fault assessment is required;
 - 5.3.3. upon receipt of the Customer's confirmation that they wish to obtain a physical fault assessment of Supported Equipment under the relevant Product Care Plan;
 - 5.3.4. require the Customer to (where not already submitted by the Customer under clause 4) complete and submit a Fault Report Form on Reveal's website;
 - 5.3.5. following receipt of a completed Fault Report Form pursuant to clause 5.3.4, provide the Customer with a unique return merchandise authorization ('RMA') number via email to the Customer's nominated support contact and arrange for collection of the applicable Supported Equipment from the address designated in writing by the Customer;
 - 5.3.6. following receipt of the Supported Equipment collected pursuant to clause 5.3.5, carry out a physical inspection of the Supported Equipment and determine those services necessary to correct the Fault and:
 - (a) either (at its sole option):
 - i. make such adjustments and/or repairs to, and/or, replace such parts or components of the Supported Equipment as are required to restore the Supported Equipment to Good Working Order; or
 - ii. credit or refund the original purchase price of the relevant Supported Equipment to the Customer;
 - (b) if the services identified by Reveal under this clause 5.3 are Out-of-scope Services, Reveal shall notify the Customer of such fact and either:
 - i. notify the Customer of the charges for Reveal to perform the necessary Out-of-scope Services and, on receipt of the Customer's purchase order in respect of such charges, perform the services identified to restore the Supported Equipment to Good Working Order; or
 - ii. notify the Customer that it is unable to provide the Out-of-scope Services on this occasion and, at the Customer's option, either destroy the Supported Equipment or return the Supported Equipment to the Customer.

5.4. Reveal Repair Credits Plan

Reveal shall:

- 5.4.1. use reasonable endeavours to assist the Customer to correct the Fault by providing remote support by email or by telephone;
- 5.4.2. where the Fault cannot be corrected remotely, notify the Customer of the number of Repair Credits which must be redeemed in order to obtain a physical fault assessment;

- 5.4.3. upon receipt of the Customer's confirmation that they wish to obtain a physical fault assessment of Supported Equipment under the relevant Reveal Repair Credits Plan;
- 5.4.4. require the Customer to (where not already submitted by the Customer under clause 4) complete and submit a Fault Report Form on Reveal's website;
- 5.4.5. following receipt of a completed Fault Report Form pursuant to clause 5.4.4, provide the Customer with a unique return merchandise authorization ('RMA') number via email to the Customer's nominated support contact and arrange for collection of the applicable Supported Equipment from the address designated in writing by the Customer;
- 5.4.6. either:
 - (a) notify the Customer of the number of additional Repair Credits which must be redeemed by the Customer in order to obtain the services identified by Reveal under this clause and, subject to receipt of the Customer's instruction to redeem such Repair Credits, perform the services identified to restore the Supported Equipment to Good Working Order; or
 - (b) notify that Customer that that it is unable to provide the services identified by Reveal under this clause on this occasion and, at the Customer's option, either destroy the Supported Equipment, return the Supported Equipment to the Customer.

5.5. Pay-as-you-go Repair

Reveal shall upon receipt of the Customer's purchase order in relation to the price payable in respect of a Pay-as-you-go Repair as provided in accordance with clause 5.2(c):

- 5.5.1. use reasonable endeavours to assist the Customer to correct the Fault by providing remote support by email or by telephone;
- 5.5.2. require the Customer to (where not already submitted by the Customer under clause 4) complete and submit a Fault Report Form on Reveal's website;
- 5.5.3. following receipt of a completed Fault Report Form pursuant to clause 5.5.1, provide the Customer with a unique return merchandise authorization ('RMA') number via email to the Customer's nominated support contact and arrange for collection of the applicable Supported Equipment from the address designated in writing by the Customer;
- 5.5.4. subject to 5.5.4 and 5.5.5 below, make such adjustments and/or repairs to, and/or, replace such parts or components of the Supported Equipment as are required to restore the Supported Equipment to Good Working Order; or
- 5.5.5. if, following a physical fault assessment by Reveal, Reveal (acting reasonably) deems the Supported Equipment to be beyond economic repair, notify the Customer and, in accordance with the Customer's instruction, either:
 - (a) return the Supported Equipment to the Customer and refund the Customer the sum of £50 (being a proportion of the pre-paid Pay-as-you-go Repair charge); or
 - (b) subject to receipt of the Customer's purchase order in respect of the relevant sum (calculated in accordance with Reveal's website (see [Reveal Service Plans - Reveal \(revealmedia.co.uk\)](https://www.revealmedia.co.uk))), send a refurbished device (of a model which is either functionally equivalent or superior to the Supported Equipment) to the Customer. For the avoidance of doubt, where Reveal replaces a device under this clause, Reveal may (at its option) retain the damaged device;
- 5.5.6. if the Supported Equipment requires a battery replacement in order to restore it to Good Working Order, notify the Customer of the applicable fee and, on receipt of the Customer's instructions and, where applicable, the Customer's purchase order for the battery, install the replacement.

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- 5.6. Following completion of the Support Services under this clause, unless expressly stated otherwise or otherwise agreed in writing with the Customer, Reveal shall promptly return the Supported Equipment to the Customer at the address designated by the Customer.'
- 5.7. Following receipt of a Support Request relating to Supported Equipment, Reveal shall use reasonable endeavours to:
 - 5.7.1. provide a response acknowledging receipt of the Support Request to the Customer within two (2) Business Hours of the Support Request (only for Support Requests submitted via the online form as outlined in clause 4.2.1); and
 - 5.7.2. contact the Customer within two (2) Business Days of receipt of the Support Request to provide remote support in accordance with clause 5.3.1, 5.4.1 or 5.5.1 (as applicable).
- 5.8. Where a Fault cannot be corrected remotely under this clause, on receipt of the relevant Supported Equipment, Reveal shall use reasonable endeavours to inspect the Supported Equipment and perform the Product Support Services within ten (10) Business Days measured from the date of receipt of a Customer's device by Reveal's repair partner to the date of dispatch of the repaired or replaced device inclusive, provided the required services are not Out-of-scope Services and subject to receipt of any necessary information, instructions and/or purchase orders from the Customer in accordance with this clause.
- 5.9. If, following inspection of Supported Equipment, Reveal determines there to be no Fault in the Supported Equipment, then Reveal shall notify the Customer accordingly and return the Supported Equipment to the Customer at the address designated by the Customer'.
- 5.10. Prior to making Supported Equipment available for collection by Reveal pursuant to clause 6.2.3, the Customer shall be responsible for ensuring that:
 - 5.10.1. all Customer Content is removed from the Supported Equipment; and
 - 5.10.2. any contamination has been professionally removed from Supported Equipment.
- 5.11. The Customer acknowledges and agrees that Reveal is unable to handle any Supported Equipment that has been contaminated (including, but not limited to, contamination with bodily fluids, body waste or other organic matter) and Customer agrees to ensure that any such contamination is professionally removed from the Supported Equipment prior to submitting a Fault Report Form to Reveal. Should Reveal receive contaminated Supported Equipment, Reveal reserves the right, at its option, to return the same to the Customer (at the Customer's cost), make the Supported Equipment available for collection by the Customer or destroy the contaminated Supported Equipment.

5.12. For the avoidance of doubt, repair or replacement of Supported Equipment under a Product Care Plan does not give rise to an extension to or renewal of the Support Period of such Product Care Plan. If Reveal repairs or replaces Supported Equipment under a relevant Product Care Plan, then the repaired or replaced equipment shall be warranted under the Reveal Limited Warranty only for the remainder of the original Warranty Period and/or be covered under the relevant Product Care Plan only for the remainder of the applicable Support Period only (unless the Customer purchases a relevant extension of the warranty or a new Product Care Plan).

6. SOFTWARE SUPPORT SERVICES

- 6.1. This clause applies to Software Support Services only. Reveal shall provide Software Support Services in accordance with this clause only where the Customer has placed an Order for Software Support Services.
- 6.2. After the initial 12 months period following purchase of Supported Equipment, Software Support Services is charged per camera, per year and must be purchased for the entire Estate.
- 6.3. During the Support Period Reveal shall perform the Software Support Services during Business Hours in accordance with the Service Levels.
- 6.4. As part of the Support Services, Reveal shall:
- 6.4.1. provide support via help desk technicians sufficiently qualified and experienced to identify and resolve most support issues relating to the Supported Software by means of telephone and email (at the relevant number and email address outlined in clause 4);
 - 6.4.2. from time to time make Maintenance Releases available to the Customer without charge (for the avoidance of doubt, Reveal shall contact the Customer via email (at the email address outlined in the relevant Order or as otherwise updated by the Customer in writing) including instructions on how to implement the relevant Maintenance Release); and
 - 6.4.3. use all reasonable endeavours to correct all Faults (to the extent such relate to the Supported Software) notified under clause 4.
- 6.4. Reveal shall:
- 6.4.1. prioritise all Support Requests based on its reasonable assessment of the severity level of the Fault reported; and
 - 6.4.2. respond to each Support Request (to the extent such relates to the Supported Software) in accordance with the response times specified in the table set out below:

| Severity level of Fault | Description | Service Level response time |
|-------------------------|--|--------------------------------|
| 1 | <p>The Supported Software is not operational and such failure materially impacts the operations of the Customer's business or marketability of its service or product.</p> <p>Critical Impact - Complete loss of service, severe impact on business operations.</p> | Two (2) Business Hours |
| 2 | <p>The Supported Software is operational but its functionality is materially affected.</p> <p>There may be a temporary solution but implementing the temporary solution will be time consuming and/or will adversely affect that part of the Customer's business which is dependent on the Supported Software.</p> <p>High Impact - Significant degradation of service, major impact on business operations.</p> | Four (4) Business Hours |
| 3 | <p>The Supported Software is operational but the Customer's business is adversely affected.</p> <p>The Customer's business that is dependent on the Supported Software can continue for a reasonable amount of time before the problem becomes critical.</p> <p>A temporary solution is available and is acceptable to the Customer.</p> <p>Medium Impact - Moderate degradation of service, moderate impact on business operations.</p> | Eight (8) Business Hours |
| 4 | <p>The Supported Software is operational and the Customer wants to submit an enhancement request or has queries or requires further information regarding the Supported Software.</p> <p>Low Impact - Minor degradation of service, minimal impact on business operations.</p> | Thirty-two (32) Business Hours |

- 6.5. The parties may, on a case-by-case basis, agree in writing to a reasonable extension of the Service Level response times.
- 6.6. Reveal shall give the Customer regular updates of the nature and status of its efforts to correct any Fault, which may involve the providing of a fix, developing a workaround or a recommendation of the installation of a Maintenance Release which corrects the Fault.
- 6.7. Save for where Reveal reasonably determines that it requires physical access to the Customer's computer systems (at the Customer's site) to provide the relevant Software Support Service, all Software Support Services shall be provided on an off-site basis (such as over the telephone or by e-mail).
- 6.8. The Customer acknowledges that, to properly assess and resolve Support Requests, it may be necessary to permit Reveal remote direct access at the Customer's site, to the Customer's system and/or the Customer's files, equipment and personnel. The Customer shall provide such access promptly, provided that Reveal complies with all the Customer's reasonable security requirements and other policies and procedures relating to contractors entering and working on the Customer's site notified to Reveal in writing reasonably in advance. Reveal shall not be liable for any failure to provide Support Services to the extent that such access is not provided.
- 6.9. Reveal may from time to time notify the Customer via email (at the email address outlined in the relevant Order or as otherwise updated by the Customer in writing) of details of a New Version of the Supported Software which may correct faults, add functionality or otherwise amend or upgrade the relevant software. Unless Reveal agrees otherwise in writing with the Customer, New Versions of the Supported Software shall not be provided to the Customer as part of the Software Support Services and should the Customer decide to acquire any New Version, such acquisition shall be charged at Reveal's then published rates. Where Reveal releases a New Version of the Supported Software, Reveal reserves the right to withdraw the Software Support Service for any previous version of the Supported Software at any time after six (6) months of the Release Date of a later version.
- 6.10. Should Reveal reasonably determine that any support service required by the Customer in respect of Supported Software under any Support Request to be Out-of-scope Services, then Reveal shall provide the Customer with a Quotation (based on its then published rates) for Reveal to perform the Out-of-scope Services for approval by the Customer before performing any Out-of-Scope Services.

7. ON-SITE SUPPORT SERVICES

- 7.1. This clause applies to On-site Support Services only.
- 7.2. The Customer may request On-site Support Services from Reveal by submitting a Support Request.
- 7.3. On receipt of the Customer's request for On-site Support Services, Reveal shall agree with the Customer the nature, scope and delivery timescale of the On-site Support Services to be provided by Reveal and Reveal shall provide the Customer with a Quotation in respect of such On-site Support Services in accordance with the General Terms & Conditions of Sale.
- 7.4. On receipt of the Customer's Order in respect of any Quotation for On-site Support Services, Reveal shall:
 - 7.4.1. supply the On-site Support Services to the Customer in accordance with the Quotation in all material respects;
 - 7.4.2. use all reasonable endeavours to meet any performance dates specified in the Quotation, but any such dates shall be estimates only and time shall not be of the essence for performance of the On-site Support Services; and
 - 7.4.3. use reasonable care and skill in performing the On-site Support Services.
- 7.5. The Customer shall promptly provide Reveal with such access to the Customer's premises as Reveal may reasonably require to perform the On-site Support Services, provided that Reveal complies with all the Customer's reasonable security requirements and other policies and procedures relating to contractors entering and working on the Customer's site notified to Reveal in writing reasonably in advance.

8. CUSTOMER OBLIGATIONS

- 8.1. The Customer shall:
 - 8.1.1. co-operate with Reveal in performing the Support Services and provide any assistance, access or information as may reasonably be required by Reveal, including in relation to the diagnosis of any Faults;
 - 8.1.2. report Faults promptly to Reveal;
 - 8.1.3. where Reveal arranges for Supported Equipment to be collected from the Customer under clause 5, make the Supported Equipment available to Reveal;
 - 8.1.4. keep full backup copies of all of its Customer Content;
 - 8.1.5. comply with all relevant operating manuals supplied by Reveal in relation to the Supported Equipment and/or Supported Software and permit only trained and competent personnel to use the Supported Equipment and/or Supported Software and ensure that they follow any operating instructions issued by Reveal from time to time; and
 - 8.1.6. promptly (and in any event within 30 days of notification by Reveal) install any Maintenance Release released and notified to the Customer by Reveal.

9. OUT-OF-SCOPE SERVICES

- 9.1. The following services are Out-of-scope Services:
 - 9.1.1. where applicable, any Product Support Services not included within the scope of the relevant Product Care Plan purchased by the Customer in relation to the Supported Equipment, as detailed in **Schedule 1**;
 - 9.1.2. support services relating to:
 - (a) Supported Equipment where the model or serial number has been removed, altered or made illegible;
 - (b) Supported Equipment or Supported Software (as applicable) which has been the subject of improper or unauthorised testing, operation, maintenance, service, repair, installation, alteration, modification, or adjustment (for the avoidance of doubt, such acts shall be deemed authorised if carried out by any person other than Reveal, save where carried out by the Customer in accordance with the relevant operating manual(s) issued by Reveal);
 - (c) any Fault which arises as a result of the Supported Equipment or the Supported Software (as applicable) not being operated in accordance with the procedures described in the operating instructions or as otherwise reasonably

instructed by Reveal;

- (d) scratches or other cosmetic damage to the surfaces of Supported Equipment provided such does not affect the operation of Supported Equipment;
- (e) software other than Supported Software;
- (f) Support Requests not made within the applicable Support Period.

9.1.3. support services requested in circumstances where Reveal determines (acting reasonably) that the Customer has not complied with its obligations in clause 8 of these Support Terms; and

9.1.4. software support services in respect of Supported Software operated on an operating system (or a version of an operating system) other than that specified as an operating system requirement in the relevant operating manual issued by Reveal or outlined in the software licence terms on which Reveal provides the Supported Software.

9.2. For the avoidance of doubt, the following events shall not be deemed to occur within normal operational use of Supported Equipment and any Support Services that are required as a consequence shall be Out-of-scope Services:

- 9.2.1. contamination of Supported Equipment with body fluids, body waste or other organic matter;
- 9.2.2. immersion of Supported Equipment in water or other fluids beyond the IP rating stated in the relevant Product Specification; and
- 9.2.3. exposure of Supported Equipment to environmental conditions outside of those specified in the operation or storage instructions relevant to the Supported Equipment.

10. CHARGES

10.1. The charges for the Support Services shall be as outlined in the Quotation or, if no charges are stated, the charges set out in Reveal's then published price list as at the Commencement Date.

10.2. The charges for the On-site Support Services shall be calculated on a day or half-day basis, at Reveal's then-current daily rates.

10.3. The charges for a Pay-as-you-go Repair shall be a one off charge per repair payable in advance and may include an additional one off charge subject to clause 5.5.5(b), if applicable. Such charge shall be as set out on Reveal's website at [Reveal Service Plans - Reveal \(revealmedia.co.uk\)](https://www.revealmedia.co.uk/Reveal/ServicePlans).

10.4. In relation to Product Care Plans, Software Support Services and the Reveal Extended Warranty:

10.4.1. the charges outlined in the Quotation shall relate to the total charges payable for the Support Services (but excluding any Out-of-scope Services) provided under the relevant Product Care Plan or Software Support Services during the Support Period; and

10.4.2. the charges shall be payable annually in advance unless otherwise outlined in the Quotation.

10.5. In relation to Reveal Repair Credits Plans, the charges shall be payable in advance and calculated based on the number of Repair Credits purchased. Once purchased, the Customer may redeem Repair Credits on a per incident basis and the Customer shall not be entitled to receive a refund in respect of any unused Repair Credits. Once the Customer has redeemed all Repair Credits issued under a Reveal Repair Credits Plan, the Customer may purchase a new plan.

10.6. Reveal may invoice the Customer in respect of the charges for the Support Services at any time after Reveal issues its Order Acknowledgement.

10.7. In relation to Product Care Plans and Software Support Services, Reveal may increase the charges for the Support Services on an annual basis at no more than CPI plus 2% with effect from each anniversary of the Commencement Date on giving not less than 30 days' notice to Customer.

10.8. In relation to Support Services purchased under a Reveal Service Plan, Reveal may increase the charges for the Support Services and/or change the allocation of Repair Credits outlined in **Schedule 2** on giving the Customer not less than 30 days' written notice. Such increases shall apply from the date outlined in Reveal's notice and shall apply in relation to all subsequent Repair Credits purchased from that date.

11. TERM AND RENEWALS

11.1. In relation to Product Care Plans and Software Support Services, the Contract shall commence on the Commencement Date and shall continue, unless terminated earlier in accordance with the General Terms & Conditions of Sale or extended in accordance with clause 12 for the duration of the Support Period.

11.2. In relation to Reveal Repair Credit Plans, the Contract shall commence on the Commencement Date and shall continue, unless terminated earlier in accordance with the General Terms & Conditions of Sale until the third anniversary of the Commencement Date on which date the Contract shall terminate automatically (regardless as to whether all Repair Credits have been redeemed), unless the parties otherwise agree in writing. The Customer shall in no circumstance be entitled to any refund of charges should any Repair Credits remain unused as at the date of termination of the Contract (regardless as to why to Contract is terminated).

11.3. In relation to Pay-as-you-go Repairs, the Contract shall commence on the Commencement Date and shall continue, unless terminated earlier in accordance with the General Terms & Conditions of Sale until the earlier of completion of the work or the first anniversary of the Commencement Date, on which the Contract shall terminate automatically.

12. RENEWALS

12.1. Prior to the end of the Support Period applicable to a Product Care Plan or Software Support Services, Reveal shall notify the Customer that the Support Term of the Product Care Plan or Software Support Services is due to expire and, where relevant, is eligible for renewal. Where relevant, such notice will specify the charges applicable on renewal.

12.2. Should the Customer wish to renew the relevant Product Care Plan or Software Support Services for a further period of twelve (12) months, the Customer must pay the applicable renewal charges on or before the end of the current Support Period (following the payment instructions outlined in the notice).

12.3. If the Customer fails to pay the renewal charges by the end of the current Support Period, Reveal may either: (i) suspend the relevant Product Care Plans and/or Software Support Services until payment is received or (ii) terminate the Contract at the end of the Support Period in accordance with clause 11.1.

- 12.4. For the avoidance of doubt, at renewal of an existing Product Care Plan the Customer may either: (a) purchase a renewal or extension of its existing Product Care Plan; or (b) purchase a lower level of Product Care Plan. Any such Product Care Plan purchased shall commence at the expiry of the current Support Period. The Customer shall not be permitted to upgrade its Product Care Plan to a higher level of Support Services than is provided under its current Product Care Plan.
- 12.5. Reveal shall have no obligation to extend or renew an existing Product Care Plan if such extension would cause the relevant Support Period to extend beyond the fifth anniversary of the date the Supported Equipment was purchased.

13. LIMITATION OF LIABILITY

- 13.1. The provisions of this clause 13 extend (and shall not override) those limits and restrictions imposed on each party's liability under clause 17 (Limitation of Liability) of the General Terms & Conditions of Sale.
- 13.2. Where a Fault arises in Supported Equipment or Supported Software and the Customer holds a valid Product Care Plan or has acquired Software Support Services in relation to the relevant Supported Equipment or Supported Software, these Support Terms set out the exclusive remedies available to the Customer in relation to such Fault, being (as applicable and subject to the limits outlined under the relevant Product Care Plan or otherwise outlined in these Support Terms) repair, replacement or refund of the purchase price.
- 13.3. For the avoidance of doubt, this Contract shall not create any contract of insurance. By purchasing a Product Care Plan the Customer is making a pre-payment for anticipated and foreseeable future repair costs.

Schedule 1

Product Care Plans

Part 1 – Reveal Extended Warranty

- 1.1. If and for so long as any Supported Equipment is the subject of the Reveal Extended Warranty, during the Support Period Reveal shall provide those Product Support Services as are provided by Reveal under the Reveal Limited Warranty (subject to the separate terms of service as apply to the Reveal Limited Warranty) during the stated extension period.

Part 2 – Reveal Care

- 1.2. If and for so long as any Supported Equipment is the subject of Reveal Care, during the Support Period Reveal shall:
 - 1.2.1. provide those Product Support Services as are provided by Reveal under the Reveal Limited Warranty (subject to the separate terms of service as apply to the Reveal Limited Warranty);
 - 1.2.2. repair or replace Supported Equipment that is damaged as a result of normal operational use.
- 1.3. Where Supported Equipment is the subject of Reveal Care, the replacement of batteries for any and all Supported Equipment in excess of twelve (12) months old is excluded. In the event that replacement batteries are required for Supported Equipment in excess of twelve (12) months old, an additional charge shall be payable by the Customer as set out in Reveal's published price list in force as at the date of replacement.

Part 3 – Reveal Care Plus

- 1.4. If and for so long as any Supported Equipment is the subject of Reveal Care Plus, during the Support Period Reveal shall:
 - 1.4.1. provide those Product Support Services as are provided by Reveal under the Reveal Limited Warranty (subject to the separate terms of service as apply to the Reveal Limited Warranty);
 - 1.4.2. repair or replace Supported Equipment that is damaged as a result of normal operational use; and
 - 1.4.3. in the event that the capacity of any battery contained within the Supported Equipment falls below seventy percent (70%) of specified capacity for such battery (with reference to the battery capacity and / or life stated in the Product Specification), or if the battery leaks, then Reveal will replace such battery.
- 1.5. Reveal shall have no obligation to replace a battery under Reveal Care Plus if: (i) the battery has been charged by a battery charger not specified or approved by Reveal for charging the battery; (ii) any of the seals on the battery are broken or show evidence of tampering; or (iii) the battery has been used in equipment other than the Reveal device for which it is specified.

Schedule 2
Repair Credits Table

1. The Supported Equipment for the Reveal Repair Credits Plan include the following camera models only:
 - 1.1. Calla
 - 1.2. D3
 - 1.3. D5
 - 1.4. D7
2. Repair Credits purchased by a Customer are redeemed as set out in the table below:

| Camera Model | Initial fault assessment undertaken and no Fault found/no repair carried out. | Initial fault assessment undertaken and repair carried out. | Initial fault assessment undertaken, and repair carried out including battery replacement, when camera is still under Reveal Warranty. | Initial fault assessment undertaken, and repair carried out including battery replacement, when camera is outside Reveal Warranty. | Initial fault assessment undertaken and device deemed beyond economic repair. Replacement can be provided at Customer request |
|--------------|---|---|--|--|---|
| Calla 8GB | 1 | 2 | 2 | 2.5 | 3 |
| Calla 16GB | 1 | 2 | 2 | 2.5 | 3 |
| D3 | 1 | 2 | 2 | 2.5 | 3 |
| D5 | 1 | 2 | 2 | 2.5 | 3 |
| D7 | 1 | 2 | 2 | 2.5 | 4 |

Schedule 3
Pay-as-you-go Repairs

1. The Supported Equipment for a Pay-as-you-go Repair include the following camera models only:
 - 1.1. Calla
 - 1.2. D3
 - 1.3. D5
 - 1.4. D7

2. Purchase of a Pay-as-you-go Repair shall entitle the Customer to receive the following Product Support Services in respect of the relevant item of Supported Equipment:
 - 2.1. collection of Supported Equipment from the address designated by the Customer;
 - 2.2. physical assessment of the Fault by Reveal;
 - 2.3. provided that the Supported Equipment is not, in Reveal's sole opinion (acting reasonably), deemed beyond economic repair, provision of such adjustments, repairs and/or replacement of parts or components of Supported Equipment as are required to restore the Supported Equipment to Good Working Order.

3. Purchase of a Pay-as-you-go Repair shall not entitle the Customer to receive the following Product Support Services, without further charge (such charge shall be as outlined at Reveal Service Plans - Reveal (revealmedia.co.uk) and shall not to be incurred without the Customer's prior written confirmation):
 - 3.1. provision and fitting of a replacement battery.