Standard Service Contract
For ElectroJet™ Inkjet Printers

Thank you for purchasing a new or used/refurbished ElectroUV3D™ Multilayer/Multi-material inkjet printer from Chem3 LLC dba ChemCubed ("ChemCubed").

I. Standard Service Contract

a. What is included
   i. Phone support for troubleshooting and application support free of charge.
   ii. If phone support cannot remedy the defects in materials or workmanship, free of charge 2 on-site labor services, whether at the original purchaser's facility or at ChemCubed's facility.
   iii. Replacement parts free of charge, excluding Consumable Parts. Consumable Parts are defined as the following parts:

ElectroJet™ Inkjet Printer Format ElectroUV3D™:

- Print Head
- Capping Station / Head Cap
- Dampers
- Ink Waste Pads
- Ink and Cleaning Cartridges
- Ink Tank Breathers
- Ink Filters
- Wipers
- Wipes

b. Contract will be initiated upon receipt of first payment and approval of ChemCubed. May require printer inspection prior to initiation of contract or re-initiation of contract.

II. How to Request Technical Service

If the customer experiences problems with the Printer during the service contract period, the ChemCubed Technical Support Team must be contacted. The ChemCubed Technical Support Team will provide remote support to troubleshoot and attempt to resolve the problem. ChemCubed has the sole discretion to send parts, technicians on-site to perform service, or to request the return of the Printer to the ChemCubed facility for depot service.

All parts, printers and Consumable Parts that need to be returned to ChemCubed will require a Return Material Authorization (RMA) number issued by an authorized member of the ChemCubed Technical Support Team. All Printers, parts, components or inks that are replaced under this Service Contract and at the direction of the ChemCubed Technical Support Team will become the property of ChemCubed and must be returned to ChemCubed with the RMA number provided and by the date indicated on the RMA. Replacement parts, Consumable Parts, components and/or inks will be invoiced at full price at the time when they are shipped to the customer. Upon receipt of the parts, Consumable Parts, components and/or inks with the associated RMA number by ChemCubed, the cost for the applicable parts, Consumable Parts, components and/or inks replaced will be credited back to the customer towards the original invoice.

When contacting ChemCubed, the customer must be prepared to provide the ChemCubed Technical Support member with the model, serial number, the date of purchase of the Printer and the date on the customer signed installation report. The customer may also be required to provide proof of purchase to obtain service.

III. What Is Not Covered Under This Service Contract

- Damage to the Printer or its parts from the use of non-ChemCubed inks, parts and/or accessories.

- Consumable Parts, as defined in Section I iii– above.
- Damage related to improper maintenance of the Printer, to operating the machine outside of its intended use, and/or to using the Printer out of the site specifications as set forth in the user documentation.
- Damage related to abuse, accident, neglect, lack of use or improper storage for extended periods of time.
- Damage to printheads from customer negligence and/or operator error. This may include, but is not limited to, head strikes and failure to properly maintain the printer.
- Damage related to improper loading of media.
- Damage related to unauthorized alterations or modifications to the Printer.
- Damage related to the use of third-party software, applications, parts, components, and peripheral devices not authorized by ChemCubed in writing.
- Damage that is merely cosmetic in nature and does not affect the day to day operation of the Printer.
- Damage from service performed by someone other than a trained ChemCubed technician.
- Damage from the use of media that is not compatible with the Printer.
- Damage caused by any power sources or use of non-genuine power cables.
- Any damage caused by flood, fire, lightning strike, or other natural disasters or acts of God.
- Any damage not caused by ChemCubed.
- ChemCubed makes no claim of compatibility and durability of goods produced or printed by the Printer and shall not be held liable for any defects or failure of the Printer media or printed goods. It is the responsibility of the customer to test and verify compatibility of goods produced by the Printer.
- For any services rendered where the issue or problem cannot be replicated, the Customer will be billed on a time and materials basis.
- Shipping damage.
- ChemCubed is not responsible for any parts that become obsolete or discontinued by suppliers to ChemCubed.
- Travel by a ChemCubed technician to provide on-site service Customer will pay for all air and ground transportation costs, including, but not limited to, airline tickets, rental cars, any other modes of transportation and over-night hotel accommodations.
- All shipping charges.

IV. Printer Operation

The Printer is designed to be operated at a maximum of 60 hours per week. If the Printer use exceeds 60 hours per week, it will result in an increased rate of Consumable Parts replacements, general Printer maintenance requirements, and increased wear and tear on the Printer's parts and components, which will eventually require replacement. The resulting increase in maintenance and service costs are the responsibility of the customer.

V. Disclaimer of Warranties

This Standard Service Contract and remedies provided herein are exclusive and in lieu of all other warranties, either express or implied, including, but not limited to, any and all implied warranties of merchantability and fitness for a particular purpose, which implied warranties of merchantability and fitness are hereby expressly excluded and waived by the customer. There are no warranties which extend beyond the description on the face hereof. Unless stated herein, any statements or representations made by any other person or firms are void. The duration of any express warranties (all implied warranties having been expressly excluded and waived by the customer) on the Printer and parts, including replacement parts, shall be limited to the applicable durations set forth above, regardless of when the replacement parts were installed.

VI. Remedies

Neither ChemCubed, nor any of its affiliates, shall be liable for any loss, inconvenience, or damage, including revenue, direct, special, incidental, or consequential damages, resulting from the use or inability to use the Printer, whether resulting from breach of warranty or any other legal theory even if ChemCubed has been advised of the possibility of such damages. This Standard Service Contract is governed by the laws of the State of New York,

United States of America, and the venue for resolution of all disputes shall be resolved in the county of ChemCubed's principal place of business. Some states and/or countries do not allow exclusions or limitations on implied warranties and or how long an implied warranty lasts. In the event that such state or country does not allow such exclusions or limitations, and some states and/or countries do not allow the exclusion or limitation of incidental or consequential damages, the above limitations and exclusions may not apply to you unless such limitations or exclusions are permitted by applicable law. This Standard Service Contract gives you specific legal rights, and you may also have other legal rights, which may vary, from state to state and/or country to country.

VII. Duration and Cost of Service Contract

This Standard Service Contract is $15,174.00 limited in duration to 12-months with automatic renewal every 12 months up to 60 months as long as annual payments stay current.

Signing below indicates that you have read this Standard Service Contract and fully understand what this Standard Service Contract covers and does not cover, and that you further agree to be bound by the terms of this Standard Service Contract.

Signature:_____ **Date:**_____

Print Name_____

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