

Subscription Agreement

Customer: Customer_103, 6695 Cross Keys Road, , College Grove, Tennessee, 37046

Dealer: Your Dealer Name

Sales Rep: Not a boss

Start Date:

Effective Date: 7/5/2025

Term: 12 months, auto-renews annually until terminated.

1. Software & Automation Services Included

The following SaaS services will be provided and are integral to the auto ink and toner fulfillment:

- **Data Capture Agent (DCA) [Required]**
Continuous device connectivity and diagnostics.
- **Just-in-Time Replenishment (JIT-R) [Optional & Selected]**
Automates supply replenishment and recycling.
- **Subscription Management [Required]**
Billing, alerts, usage tracking.
- **QR-Code Integration [Optional & Selected]**
For device tracking and reordering.

2. Extended Service Warranties (ESW) [Optional & Selected]

Full ESW terms apply. Reference Addendum 3.

3. Monthly Subscription Fee

Total Monthly Fee: \$307.35 (excl. taxes)

Addendum 1 – Covered Devices

Model	Serial	Annual Volume
MX-4070N	6508364600	88144
MX-M3571	9502163800	80384
AltaLink C8035	3TX388037	50528
MFC-L8900CDW	U64646J0F567695	13040
LaserJet M604	CNDCK1K1VC	3968
FS-C5250DN	Q551702838	2912
OfficeJet 8020	TH21L3R1GT	1680
LaserJet M604	CNDCJDD0QG	480

Addendum 2 – Output Guardrails

Overview: Guardrails define acceptable usage thresholds. Subscriptions remain unchanged if within bounds.

Guardrail	Limit
Fleet Output Avg. Mth. Lower Limit:	18000
Fleet Output Avg. Mth. Upper Limit:	22000
Device Lower Limit:	7
Device Upper Limit:	9

Addendum 3 – Extended Service Warranties (ESW)

Overview: This addendum outlines the Service Level Agreements (SLAs) and coverage terms applicable under the Extended Service Warranty program for eligible devices.

- Includes parts & labor for manufacturer-certified issues.
- Guaranteed response time: next business day (NBD) onsite support.
- Annual preventive maintenance included.
- Coverage excludes consumables and user-induced damage.

Addendum 4 – SKU Bias Selection

SKU Bias Selection: Your Subscription Agreement has been configured and priced according to the SKU Bias Option: O.

OEM (Original Equipment Manufacturer) Supplies Selected:

This subscription is configured to use OEM toner and ink supplies. OEM products are manufactured by the original brand.

O OEM Bias (“O”)

The subscription program is configured with an OEM product bias. This means original manufacturer (OEM) cartridges will be used as the default supply source. The monthly subscription fee has been calculated based on the known availability and cost of OEM products at the time of this agreement generation. In cases where an OEM cartridge has been discontinued and is no longer manufactured or available from suppliers, the fallback sequence will apply in the following order:

- OEM [O] → Remanufactured [R]
- Remanufactured [R] → New-Build Compatible [N]

Fallbacks are only used when a product is no longer produced by the OEM — not due to inventory issues — and substitutions will be made in line with product availability from the our qualified vendor network.