# SUPPORT SERVICE LEVEL AGREEMENT - FASTENAL

# SUPPORT SERVICE LEVEL AGREEMENT

THIS SUPPORT SERVICE LEVEL AGREEMENT (this "Agreement") is not as of February 1, 2024 (the "Effective Date"), by and between NaviFloor Robotics, Inc., a Delaware corporation with its principal place of business at 2500 Innovation Drive, Boston, MA 02210 ("Provider"), and Fastenal Composition Minnesota corporation with its principal place of business at 2001 Theurer Boulevard, Winona, MN 55987 ("Customer").

### 1. DEFINITIONS

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1 "AMR System" means Provider's autonomous mobile robot system, includ
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2 "Support Services" means the technical support, maintenance, and related
3 "Service Hours" means 24 hours per day, 7 days per week, excluding schee
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4 "Critical Issue" means any malfunction that causes complete failure of the
5 "Major Issue" means any malfunction that significantly impairs the AMR S
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6 "Minor Issue" means any malfunction that causes minimal impact to the A

# 2. SUPPORT SERVICES

1 \*\*Scope of Support\*\*

Provider shall provide the following Support Services for the AMR System:

(a) Remote technical support via telephone and email

(b) Remote diagnostics and troubleshooting

(c) Emergency on-site support for Critical Issues

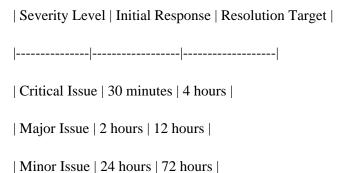
(d) Software updates and patches

(e) Preventive maintenance services

(f) Access to Provider's online knowledge base and documentation

- 2 \*\*Response Times\*\*

Provider; shall respond to and resolve issues according to the following schedule:



## 3. SERVICE LEVEL COMMITMENTS

1 \*\*System Availability\*\*

Provider guarantees 99.9% system availability of the AMR System during Solutions, excluding scheduled maintenance.

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2 \*\*Performance Metrics\*\*

(a) Navigation Accuracy: 99.95% successful navigation completion rate

(b) Fleet Management Platform Uptime: 99.9%

(c) Robot Hardware Availability: 98%

- 3 \*\*Maintenance Windows\*\*

Scheduled maintenance shall be performed during off-peak hours (10:00 PM AM local time) with minimum 48-hour advance notice to Customer.

4. CUSTOMER RESPONSIBILITIES

1 Customer shall:

(	a)	Maintain	network infrastructu	re meeting	Provider's	specifications
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- (b) Provide secure VPN access for remote support
- (c) Designate qualified personnel as primary support contacts
- (d) Maintain environmental conditions within specified parameters
- (e) Report issues promptly through designated support channels

# 5. FEES AND PAYMENT

1 \*\*Support Fees\*\*

Customer shall pay annual support fees of \$175,000, payable in quarterly installments.

2 \*\*Additional Services\*\*

Services outside the scope of this Agreement will be charged at Provider's then-current rates.

# 6. SERVICE CREDITS

1 \*\*Credit Schedule\*\*

Service credits shall be issued for failure to meet performance metrics:

- (a) System Availability below 99.9%: 5% of quarterly fee
- (b) Response Time Miss: 2% of quarterly fee per incident
- (c) Resolution Time Miss: 3% of quarterly fee per incident

2 \*\*Credit Limitations\*\*

Total service credits shall not exceed 15% of quarterly fees.

7. TERM AND TERMINATION
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1 **Term**
Initial term of one (1) year, automatically renewing for successive one-year
terms.
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2 **Termination**
Either party may terminate with 90 days' written notice prior to renewal date

8. CONFIDENTIALITY

1 Each party shall protect confidential information using reasonable care and

# 9. LIMFTATION OF LIABILITY 1 PROVIDER'S TOTAL LIABILITY SHALL NOT EXCEED FEES PAID 2 NEITHER PARTY SHALL BE LIABLE FOR INDIRECT, SPECIAL, OF 10. GOVERNING LAW 1 This Agreement shall be governed by Delaware law without regard to confi

9 - 1 This Agreement constitutes the entire understanding between the parties re
IN WITNESS WHEREOF, the parties have executed this Agreement as of the
Date.
NAVIFLOOR ROBOTICS, INC.
By:
Name: James Wilson
Title: Chief Financial Officer
Date:
FASTENAL COMPANY
By:

**Name:** 10 -

Title:

Date:

