

# CUSTOMER IMPLEMENTATION COST STRUCTURE

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**Polar Dynamics Robotics, Inc.**

*Effective Date: January 1, 2024*

*Document Reference: PDR-IMP-2024-001*

### 1. PURPOSE AND SCOPE

1. This Customer Implementation Cost Structure ("Cost Structure") do
2. This Cost Structure applies to all new customer implementations in

## **2. DEFINITIONS**

1. "Implementation Costs" means all direct and indirect expenses associated with the implementation of the project.
2. "Site Assessment Fee" means the fixed cost for preliminary facility site assessment.
3. "Integration Services" means technical services required to integrate the project with the existing facility.
4. "Cold Environment Modification" means specialized adaptations required for the project to operate in a cold environment.

## **3. STANDARD IMPLEMENTATION COMPONENTS**

1. Base Implementation Package

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Initial site assessment and thermal mapping

- - 2 -

Project management services

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Basic system integration

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Standard training package (up to 20 hours)

-

Documentation and standard operating procedures

-

Quality assurance testing

-

30-day deployment support

2. Optional Implementation Components

-

Advanced WMS integration

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Custom workflow development

-

Extended training programs

-

Specialized thermal barrier installations

-

Enhanced safety system configurations

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Custom reporting development

-

Extended deployment support

#### **4. COST CALCULATION METHODOLOGY**

## 1. Base Implementation Fees

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Site Assessment Fee: \$15,000 per facility

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Project Management: \$175 per hour

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System Integration: \$225 per hour

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Training: \$1,500 per day

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Documentation: \$5,000 per deployment

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Quality Assurance: \$10,000 per deployment

## 2. Variable Cost Factors

- - 5 -

Facility square footage

-

Number of deployment zones

-

Temperature range requirements

-

Integration complexity level

-

Custom development requirements

-

Geographic location

3. Cost Adjustments

-

Volume discounts apply for multi-facility deployments

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Rush implementation surcharge: 25%

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Remote location surcharge: Variable based on location

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Extended support packages: Priced per agreement

## **5. PAYMENT TERMS**

### **1. Standard Payment Schedule**

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30% upon contract execution

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40% upon equipment delivery

- - 7 -

20% upon deployment completion

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10% upon final acceptance

## 2. Payment Methods

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Wire transfer

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ACH payment

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Corporate check

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Letter of credit (for international customers)



## 6. IMPLEMENTATION TIMELINE

### 1. Standard Implementation Phases

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Phase 1: Site Assessment (2-3 weeks)

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Phase 2: Planning and Design (3-4 weeks)

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Phase 3: Integration Development (4-6 weeks)

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Phase 4: Deployment and Testing (2-3 weeks)

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Phase 5: Training and Handover (1-2 weeks)

## **7. MODIFICATIONS AND CHANGES**

### **1. Change Orders**

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Must be submitted in writing

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Subject to Company approval

-

May impact timeline and costs

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Require customer authorization

### **2. Cost Adjustments**

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Annual review and adjustment of base rates

- - 10 -

Market condition considerations

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Technology advancement impacts

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Regulatory compliance requirements

## **8. CONFIDENTIALITY**

1. All pricing information, methodologies, and implementation procedures

2. Disclosure to third parties is prohibited without written consent from

## **9. LEGAL NOTICES**

1. This Cost Structure is subject to change without notice.

2. All implementations are subject to Company's standard Terms and

3. This document shall be governed by the laws of the State of Delaware

## **AUTHORIZATION**

APPROVED AND ADOPTED by Polar Dynamics Robotics, Inc.

**By:**

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Title: Chief Financial Officer

Date: January 1, 2024

**By:**

Name: Sarah Nordstrom

Title: Chief Operating Officer

Date: January 1, 2024

