

SERVICE LEVEL GUARANTEE - FAMILY DOLLAR

SERVICE LEVEL GUARANTEE AGREEMENT

THIS SERVICE LEVEL GUARANTEE AGREEMENT (the "Agreement")
January 15, 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 ("NaviFloor")

and

Family Dollar Stores, Inc., a Delaware corporation with its principal place of
business at 500 Volvo Parkway, Chesapeake, VA 23320 ("Family Dollar")

1. DEFINITIONS

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1 "AMR Fleet" means the collective autonomous mobile robots provided by

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2 "Operating Hours" means the hours between 6:00 AM and 11:00 PM Eastern

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3 "System Availability" means the percentage of Operating Hours during wh

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4 "Critical Failure" means any malfunction that renders an individual AMR u

2. SERVICE LEVEL COMMITMENTS

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1 System Availability Guarantee

NaviFloor guarantees a minimum System Availability of 98.5% measured on a monthly basis across all deployed AMR units at Family Dollar facilities.

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2 Response Time Standards

(a) Emergency Response: NaviFloor shall respond to Critical Failures within 15 minutes during Operating Hours.

(b) Standard Maintenance: NaviFloor shall respond to non-critical maintenance requests within 4 hours during Operating Hours.

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3 Performance Metrics

NaviFloor guarantees the following performance metrics for the AMR Fleet:

- (a) Navigation Accuracy: 99.9% successful completion of assigned routes
- (b) Pick Rate: Minimum 150 items per hour per AMR unit
- (c) Battery Uptime: Minimum 18 hours of continuous operation per 24-hour

3. SERVICE CREDITS

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1 System Availability Credits

If System Availability falls below the guaranteed level in any month, Family Dollar shall be entitled to service credits as follows:

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97.5% - 98.4%: 5% of monthly service fees

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96.5% - 97.4%: 10% of monthly service fees

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Below 96.5%: 15% of monthly service fees

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2 Performance Metric Credits

Failure to meet any performance metric in Section 2.3 shall result in a 2% service credit for each metric not met, up to a maximum of 6% per month.

4. EXCLUSIONS

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1 The following events shall not be counted against System Availability:

- (a) Scheduled maintenance windows
- (b) Force majeure events
- (c) Family Dollar network or power failures
- (d) Physical damage caused by Family Dollar personnel

(e) Unauthorized modifications to AMR units

5. REPORTING AND VERIFICATION

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1 Monthly Reports

NaviFloor shall provide monthly performance reports detailing:

- (a) System Availability statistics
- (b) Response time compliance
- (c) Performance metric achievements
- (d) Service credit calculations, if applicable

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2 Audit Rights

Family Dollar may audit performance data once per quarter with 5 business days

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6. TERM AND TERMINATION

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1 This Agreement shall commence on the Effective Date and continue for 36

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2 Family Dollar may terminate this Agreement if:

(a) System Availability falls below 95% for three consecutive months

(b) NaviFloor fails to provide service credits as required

(c) Critical Failures exceed 5% of deployed AMR units in any month

7. GENERAL PROVISIONS

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1 This Agreement is governed by Delaware law.

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2 Modifications must be in writing and signed by both parties.

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3 This Agreement constitutes the complete understanding regarding service l

IN WITNESS WHEREOF, the parties have executed this Agreement as of th
Date.

NAVIFLOOR ROBOTICS, INC.

By:

Name: Richard Torres

Title: Chief Operating Officer

Date: - 8 -

FAMILY DOLLAR STORES, INC.

By:

Name:

Title:

Date:

