

EXTENDED WARRANTY CONTRACT - ARCTIC SERIES ROBOTS

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THIS EXTENDED WARRANTY CONTRACT (the "Agreement") is made
by and between:

POLAR DYNAMICS ROBOTICS, INC., a Delaware corporation with its principal
place of business at 2100 Frost Innovation Drive, Cambridge, MA 02142 ("Company")

and

[CUSTOMER NAME], a [jurisdiction] [entity type] with its principal place of
business at [address] ("Customer")

1. DEFINITIONS

1 "Arctic Series Robots" means the Company's autonomous mobile robots.

2 "BlueCore(TM) Technology" means the Company's proprietary cold-chain technology.

3 "Standard Warranty Period" means the initial twelve (12) month warranty period.

4 "Extended Warranty Period" means the additional coverage period provided under this Agreement.

5 "Covered Components" means all original manufacturer parts and supplies.

2. EXTENDED WARRANTY COVERAGE

1 Term. This Agreement extends warranty coverage for an additional

2 Scope of Coverage. The Company warrants that during the Extended

(a) Arctic Series Robots will perform substantially in accordance with performance specifications;

(b) BlueCore(TM) Technology will maintain operational capability at temperatures down to -40 C;

(c) Navigation systems will maintain accuracy within 2cm in frost conditions;

(d) Battery systems will retain minimum 80% capacity.

3 Covered Services. This Agreement includes:

(a) Parts replacement for Covered Components

(b) Labor for authorized repairs

(c) Software updates and patches

(d) Annual preventive maintenance

(e) 24/7 technical support

(f) On-site service within 48 hours

3. EXCLUSIONS AND LIMITATIONS

1 This Agreement does not cover:

(a) Damage from misuse, abuse, or unauthorized modifications

(b) Cosmetic damage not affecting functionality

(c) Consumable items (e.g., wheels, filters)

(d) Damage from operating outside specified conditions

(e) Third-party software or integration issues

(f) Repairs by unauthorized personnel

2 Coverage Limitations:

- (a) Maximum aggregate claim value: \$500,000 per robot
- (b) Maximum service visits: 6 per year
- (c) Parts replacement limited to original specifications

4. CUSTOMER OBLIGATIONS

1 The Customer shall:

- (a) Maintain environmental conditions within specifications
- (b) Follow prescribed maintenance schedules
- (c) Install required software updates
- (d) Maintain accurate service records
- (e) Allow remote diagnostic access

(f) Use only authorized parts and services

5. SERVICE PROCEDURES

1 Service Requests must be submitted through:

(a) Online portal: support.polardynamics.com

(b) 24/7 hotline: 1-800-ARCTIC-SUPPORT

(c) Email: arctic.support@polardynamics.com

2 Response Times:

(a) Critical issues: 4-hour response

(b) Major issues: 12-hour response

(c) Minor issues: 24-hour response

6. PRICING AND PAYMENT

1 Extended Warranty Fees:

(a) AR-1000: \$12,000 per unit/year

(b) AR-2000: \$15,000 per unit/year

(c) AR-3000: \$18,000 per unit/year

2 Payment Terms:

(a) Annual payment in advance

(b) Net 30 days from invoice

(c) Late payments subject to 1.5% monthly interest

7. TERMINATION

1 This Agreement may be terminated:

- (a) By mutual written consent
- (b) For material breach with 30 days' notice
- (c) Upon robot decommissioning

2 Early termination fees apply per Schedule A.

8. LIMITATION OF LIABILITY

1 Company's maximum liability shall not exceed fees paid.

2 Neither party liable for consequential damages.

9. GENERAL PROVISIONS

1 Governing Law: Delaware

2 Dispute Resolution: Binding arbitration in Boston, MA

3 Assignment: No assignment without written consent

4 Amendments: Only by written agreement

5 Force Majeure: Standard provisions apply

10. EXECUTION

IN WITNESS WHEREOF, the parties have executed this Agreement and the first above written.

POLAR DYNAMICS ROBOTICS, INC.

By: _ - 9 -

Name: Victoria Wells

Title: Chief Financial Officer

Date: _

[CUSTOMER NAME]

By: _

Name: _

Title: _

Date: _

SCHEDULE A - EARLY TERMINATION FEE SCHEDULE

[Detailed fee schedule based on remaining term]

