

SUPPORT SERVICE LEVEL AGREEMENT - FASTENAL

SUPPORT SERVICE LEVEL AGREEMENT

THIS SUPPORT SERVICE LEVEL AGREEMENT (this "Agreement") is made 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 Company, a 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 s

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3 "Service Hours" means 24 hours per day, 7 days per week, excluding sched

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4 "Critical Issue" means any malfunction that causes complete failure of the

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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

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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

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2 **Response Times**

Providers shall respond to and resolve issues according to the following schedule:

Severity Level	Initial Response	Resolution Target
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Critical Issue	30 minutes	4 hours
Major Issue	2 hours	12 hours
Minor Issue	24 hours	72 hours

3. SERVICE LEVEL COMMITMENTS

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1 **System Availability**

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

- - 4 -

2 ****Performance Metrics****

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

(b) Fleet Management Platform Uptime: 99.9%

(c) Robot Hardware Availability: 98%

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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

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1 Customer shall:

- (a) Maintain network infrastructure meeting Provider's specifications
- (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

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1 **Support Fees**

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

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2 **Additional Services**

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

6. SERVICE CREDITS

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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

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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

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1 Each party shall protect confidential information using reasonable care and

9. LIMITATION OF LIABILITY

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1 PROVIDER'S TOTAL LIABILITY SHALL NOT EXCEED FEES PAID .

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2 NEITHER PARTY SHALL BE LIABLE FOR INDIRECT, SPECIAL, OR

10. GOVERNING LAW

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1 This Agreement shall be governed by Delaware law without regard to conf

11. ENTIRE AGREEMENT

- - 9 -

1 This Agreement constitutes the entire understanding between the parties re

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

NAVIFLOOR ROBOTICS, INC.

By:

Name: James Wilson

Title: Chief Financial Officer

Date:

FASTENAL COMPANY

By:

Name: 10 -

Title:

Date:

