

CASI Support and Services Agreement

CASI SUPPORT AGREEMENTS ARE NOT MAINTENANCE AGREEMENTS. THE CUSTOMER IS EXPECTED TO PERFORM REQUIRED MAINTENANCE ACTIVITIES AND BASIC MECHANICAL TROUBLESHOOTING WITH CASI REMOTE WARRANTY SUPPORT PROVIDING GUIDANCE IF NEEDED. ADDITIONALLY, THE CASI WARRANTY AND SUPPORT AND SERVICES AGREEMENTS DO NOT PROVIDE CUSTOMERS THE ABILITY TO REQUEST CHANGES IN SYSTEM FUNCTIONALITY.

FUNCTION CHANGE REQUESTS WILL BE QUOTED SEPARATELY AND EXECUTED AS A NEW PROJECT.

FURTHER, CASI DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS OR PROGRAMS SUPPLIED HEREUNDER WILL BE ERROR OR "BUG" FREE. EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE SOFTWARE IS PROVIDED WITH NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS OR SUITABILITY FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE. CASI MAKES NO WARRANTY OF ANY KIND THAT PRODUCTS, PROGRAMS, AND DOCUMENTATION, OR ANY PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET THE CUSTOMER'S OR ANY OTHER PERSON'S REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEM OR OTHER SERVICES, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE, OR ERROR-FREE.

CASI SHALL NOT BE HELD RESPONSIBLE OR LIABLE IN ANY EVENT FOR INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE WHATSOEVER TO PERSONS, PROPERTY, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OR USE OF THE SOLUTIONS, PROGRAMS, PRODUCTS, OR PARTS SOLD HEREUNDER, OR THEIR USE BY A RESELLER, RESELLER'S CUSTOMER, OR AN END USER OF THE PRODUCTS, OR THE EMPLOYEES OR AGENTS OF ANY OF THEM, WHETHER OR NOT CASI HAS ACTUAL KNOWLEDGE REGARDING THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

CASI MAY UPDATE THIS CASI SUPPORT AND SERVICES AGREEMENT, WHICH IS EFFECTIVE UPON POSTING AT: <https://www.casiusa.com/casiterms>. CUSTOMER IS RESPONSIBLE TO REVIEW THE WEBSITE FOR UPDATES.

Revision control

Document Name and Author	Date	REV
CASI Support and Services Agreement	7/12/23	Rev A