

## TERMS AND CONDITIONS FOR THE SUPPLY OF HARDWARE RELATED SERVICES

1. **APPLICATION.** (1) These Conditions and Conditions for the supply of Services (these “Conditions”) apply to the provision of services set out in a Service Contract or quotation which are provided in relation to the Alaris Product / Installed Product (“the Product”) or such other equipment specifically set out in the Service Contract (“Services”) by Kodak Alaris Ltd. Dubai Branch or any of its affiliates (“Alaris”) to the customer named in a quotation or Service Contract (“Customer”). (2) For the purposes of these Conditions, a quotation once accepted shall be deemed to be a ‘Service Contract.’ (3) Terms used in these Conditions shall have the meaning as prescribed herein or as set out in the Service Contract. (4) If there is a written Contract signed by both parties relating to the transaction to which these Conditions apply, the terms and conditions of the signed written agreement shall prevail to the extent they are inconsistent with these Conditions. (5) Any terms and conditions contained or referred to in any purchase order, acknowledgements, confirmation or other documents issued by Customer shall not be applicable, shall in no way modify these Conditions or bind Alaris, and are expressly excluded unless Alaris has expressly agreed in writing to their inclusion. If applicable, special terms of business are set out in Alaris catalogues, price lists, or other literature. (6) No terms and conditions which may be implied by trade, custom or practice or course of dealing, will apply to the provision of Services.
2. **TERM:** (1) The provision of Services shall commence on (i) the Start Date as set out in the Service Contract or (ii) where no date is specified, a date to be mutually agreed between the parties following acceptance of the quotation. The provision of Services shall continue in force until (i) the End Date as set out in a Service Contract or (ii) until completion of the Services in the case of Services rendered pursuant to a quotation, unless and until terminated in accordance with these Conditions (the “Initial Term”). (2) Following expiry of the Initial Term, this Contract shall automatically renew for successive periods of 1 year unless terminated by either party on providing at least 30 days’ notice prior to the expiry of the Initial Term or subsequent term.
3. **SUPPLY OF SERVICES:** (1) Alaris shall supply the Services to the Customer at the Service Location set out in the Service Contract. (2) Details regarding the relevant Support Plan are provided to Customer by Alaris from time to time. (3) The Service Contract, Support Plan and these Conditions (together the “Contract”) govern the supply of Services by Alaris. Alaris shall use all reasonable endeavours to meet any performance dates specified in a Service Contract, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services. (4) Alaris shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement and/or which do not materially affect the nature or quality of the Services, and Alaris shall notify the Customer in any such event. (5) In the event additional equipment is added to the Customer portfolio, additional Services will be provided at the then current rates of Alaris. (6) Alaris reserves the right to inspect the Product and charge the Customer for any parts and labour required to place the Product in an operating condition consistent with Alaris specifications prior to the commencement of a new Support Plan.
4. **ACCEPTANCE:** Customer shall on request of Alaris confirm in writing its acceptance of the Services. In the event that written acceptance is not requested or provided, the Services shall be deemed to have been accepted by Customer 2 days after completion of the Services.
5. **SERVICE LIMITATIONS:** (1) Unless specifically set out in the Contract, the following are excluded from the scope of the Services: (i) supply and/or installation of consumables (ii) replacement/modification of the Product to which the Services relate (iii) software support (iv) loss or damage to the Product directly or indirectly caused by or resulting from a) transportation or relocation of the Product not undertaken by Alaris b) failure or fluctuation in electrical power or telecommunications c) unauthorised repair of the Product d) use of non Alaris approved consumables e) failure to carry out routine maintenance and/or (f) fire, water or accident and g) operation or use of the Product other than in accordance with the manufacturers guidance; (v) replacement parts if no longer available from Alaris or equipment manufacturer (vi) digital print scanner plate glass (vii) replacement head unit consoles, screen or printer equipment in the first 30 days of the Contract where continuity of the Services has been broken by Customer for more than 60 days (viii) repair of Product which is no longer economically viable and/or (l) end of life removal or disposal of the Product. (2) Nothing in this Section shall prevent Alaris from providing a costs estimate on a time and materials basis in relation to the matters set out above.
6. **CUSTOMER'S OBLIGATIONS:** The Customer shall (i) co-operate with Alaris in all matters relating to the Services and provide Alaris with such information and materials as Alaris may reasonably require and ensure that such information is accurate in all material respects (ii) where required by a Support Plan, designate an authorised person to manage requests relating to the Services (iii) perform appropriate problem analysis and corrective actions by following trouble shoot instructions and remedial actions as prescribed by Alaris (iv) install any AURs or CRUs as soon as possible after receipt and in accordance with Alaris’s instructions; (v) not permit any person other than Alaris or a Alaris service representative duly certified by Alaris to undertake any repair or service of the Product (vi) notify Alaris as soon as possible if any Product is relocated or disposed of and (viii) undertaking daily Customer maintenance of the Product in accordance with user manual and Alaris’ reasonable instructions provided from time to time. (2) Customer agrees to comply with applicable health and safety laws and regulations concerning the Product and the Service Location and shall notify Alaris in the event that it becomes aware of any health or safety issues and shall cooperate with Alaris in any measures Alaris takes or advises to minimise such risks. (3) Customer shall ensure that any engineers or others carrying out the Services on its premises are able to do so safely and without risk to health. (4) Customer is hereby on notice that the provision of Services is inherently dangerous and entails certain risks, included but not limited to the risk of fire or electrocution, and Customer agrees to assume all such risk without limitation, notwithstanding who performs the maintenance services.
7. **PRICES:** (1) Alaris may vary the prices at any time without notice. (2) Unless Alaris has agreed a fixed price, Services are sold at the then current prices on the date Alaris accepts an order. (3) All prices are exclusive of any applicable VAT. (4) In the event of significant increases in fuel, transportation or material costs, Alaris may on written notice introduce a reasonable surcharge to cover these increased costs.
8. **PAYMENT TERMS AND INTEREST:** (1) All quoted fees are based on the assumption that the Product (i) is in good working order as at the Start Date or other date as agreed as the commencement date of the Services (ii) has been maintained in accordance with manufacturers recommendations (iii) has been and will be subject to reasonable use within a standard 40-hour work week. Alaris reserves the right to make additional charges if these assumptions are incorrect. (2) The Contract Price is paid annually in advance unless otherwise specified in the Contract. (3) All other charges, including but not limited to the Contract Price will be invoiced in arrears and become due and payable as specified in the invoice. (4) Time for payment is of the essence. (5) Unless otherwise agreed, all payments shall be rendered by electronic funds transfer. (6) Alaris may appropriate any payments received that do not refer to a particular invoice to any outstanding invoice. (7) Alaris may charge interest and compensation on any overdue amounts in accordance with the UAE Commercial Code from the due date until Alaris receives payment.
9. **WARRANTY:** (1) Alaris warrants that (i) the Services will be provided using reasonable care and skill (ii) it has the right to provide the Services to the Customer; and (iii) from the date of acceptance of the Services, the Services shall materially correspond with their specification and be free from defects in material and workmanship for the duration of the Service Plan and for any period following termination or expiration (in the event of non-renewals) for ninety (90) days, except to the extent otherwise agreed in writing with Alaris. (2) All warranties, conditions or other terms (whether express or implied by statute, common law or arising from conduct or a previous course of dealing or trade custom or usage) as to quality, fitness for any particular purpose, merchantability, are to the fullest extent permitted by law, excluded from the Contract. (3) Alaris’s warranty shall not apply in relation to any defect arising

from (i) the acts, omissions, negligence or defaults of the Customer or the Customer's employees, agents or end customers, (ii) failure to comply with operating instructions or other recommendations of Alaris as to the storage, handling and/or use of the Services, (iii) wilful damage, (iv) use not in accordance with the purpose for which they were designed, abnormal working conditions, (v) misuse or alteration or repair of the Services other than by persons authorised by Alaris. (4) Customer is not entitled to cancel or withdraw from any Contract or withhold payment of invoices or make deductions on account of Services claimed to be defective. (5) The warranty is not transferable.

10. **LIMITATION OF LIABILITY:** (1) Subject to (2) and (3) below, in no event, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall Alaris be liable for any loss of profits, anticipated savings, revenue, business, loss or corruption of data, loss of use, loss of goodwill, loss due to delay or any indirect or consequential loss or damage whatsoever or any claims from third parties for such damages. (2) Alaris's liability for breach of the warranty set out in Section 8(1) above, is, at Alaris's option, limited to the repair, replacement or crediting of the full price paid for the Services that directly gave rise to the claim. (3) Subject to (1) and (2), Alaris's aggregate liability for all other claims, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall be limited to the net price paid by the Customer for the specific Services giving rise to the claim in the twelve (12) months prior to the date which the loss or damage occurred. (4) Nothing in the Contract shall be deemed to exclude or limit Alaris's liability in respect of: (i) Loss or damage caused by wilful intent or gross negligence of Alaris or Alaris's officers, employees, agents or contractors; or (ii) Injuries to or death of any person, caused by Alaris or Alaris's officers, employees, agents or contractors or (iii) any other liability which cannot be excluded by law. (5) Any claim for loss or damages, (except a claim for damages arising out of (3) (ii)), must be notified to Alaris within twelve (12) months as from the date on which the damage was caused, failing which such claim is deemed to be waived.
11. **FIRMWARE:** In relation to any Alaris firmware supplied as part of the Product ("Firmware"), Alaris shall provide updates where possible to correct errors and bugs in the Firmware, in accordance with the response time set out in the Support Plan. Firmware for the purposes of these Conditions does not include software, embedded or otherwise which is provided by a third party in third party hardware ("Third Party Software"). Support for Third Party Software is subject to the terms of a separate agreement between the Customer and the third party supplier. If updates, upgrades or supplements of the Firmware are provided, use is governed by these Conditions, subject to any amendments made by Alaris from time to time, unless otherwise notified in writing. For the avoidance of doubt, Alaris has no obligation under these Conditions to provide support in relation to any ancillary, additional or supporting software which is subject to separate agreement.
12. **INTELLECTUAL PROPERTY:** All Intellectual Property Rights in or arising out of or in connection with the Services shall be owned and retained by Alaris.
13. **INDEMNIFICATION:** (1) Customer shall (i) not cause or permit any third party to cause any damage or endanger the intellectual property rights of Alaris; and (ii) without prejudice to any other rights of Alaris, indemnify Alaris for any loss suffered by Alaris by reason of any use by Customer, Customer's employees, agents or customers, of intellectual property rights of Alaris other than in accordance with the Contract. (2) Customer shall without prejudice to any other rights of Alaris, indemnify Alaris for any loss suffered by Alaris, howsoever arising, by reason of Customer's breach of its obligations pursuant to Section 6 above.
14. **SUSPENSION AND TERMINATION.** (1) If Alaris's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation ("Customer Default"), Alaris shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays Alaris's performance of any of its obligations. (2) Alaris shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from Alaris's failure or delay to perform any of its obligations as set out in the Contract; and the Customer shall reimburse Alaris on written demand for any costs or losses sustained or incurred by Alaris arising directly or indirectly from the Customer Default. (3) Where in Alaris's reasonable opinion, equipment is no longer capable of economic repair or where parts are no longer available, such equipment may be removed from the scope of the Contract on written notice to the Customer. (4) Without prejudice to its other rights, Alaris may terminate the Contract or in its sole discretion suspend performance of the Services immediately by written notice to the Customer in the event that (i) Customer fails to pay any sums due under and in accordance with the Contract (ii) Customer breaches any terms of the Contract (iii) Customer is unable to pay its debts as they fall due, passes a resolution for winding up (other than for the purposes of a solvent amalgamation or reconstruction) or if a court of competent jurisdiction makes an order to that effect, enter into a receivership or liquidation or otherwise ceases to carry on business or an analogous event occurs to Customer in any jurisdiction (iv) an event pursuant to Section 18 (6) or (v) pursuant to Section 17 (2).
15. **CONFIDENTIAL INFORMATION.** (1) All non-public, confidential or proprietary information of Alaris, including but not limited to, specifications, samples, patterns, designs, plans, drawings, documents, data, business operations, pricing, discounts or rebates, disclosed by Alaris in connection with the Contract, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," shall be deemed to be confidential, to be used solely for the purpose of performing under the Contract and may not be disclosed or copied unless authorized in advance by Alaris in writing. (2) Upon Alaris's request, Customer shall promptly return all documents and other materials received from Alaris. (3) Alaris shall be entitled to apply for injunctive relief for any violation of this Section. (4) This Section does not apply to information that is: (i) in the public domain; (ii) known to Customer at the time of disclosure; (iii) rightfully obtained by Customer on a non-confidential basis from a third party; or (iv) is required to be disclosed by any applicable law or by order of any Court of competent jurisdiction or any government body, agency or regulatory body, provided that the receiving party shall use all reasonable endeavours to give the disclosing party as much written notice of the disclosure as it reasonably can to enable the other party to seek a protective order or other action protecting the confidential information from disclosure.
16. **DATA PROTECTION:** (1) Each Party will comply with its obligations in terms of laws and regulations relating to the protection or disclosure of personal data, sensitive data or such other data which is deemed to be 'personal' pursuant to applicable data protection law in force from time to time. (2) Each Party shall indemnify, defend and hold the other party harmless against claims resulting from or in connection with the indemnifying party's non-observance or insufficient observance of such obligations or any of its obligations in this Section 16.
17. **MAJOR BUSINESS CHANGE:** (1) If in the reasonable opinion of Alaris there is or is likely to be a major change in the business operations of Alaris which has or could have an adverse impact on the viability of the provision of the Services to be supplied to the Customer ('Major Business Change'), Alaris shall notify the Customer and Alaris and the Customer shall meet and discuss in good faith whether the provisions of any Contract between Alaris and the Customer needs to be varied. (2) In the event that the parties cannot agree in good faith on such contract variations within a period of 30 days of the parties meeting, then either party has the right to terminate any contract between them. (3) Unless otherwise agreed by Alaris and the Customer, the rights and obligations of either party will not be affected until any such contract is terminated in writing. (4) Neither party will be entitled to claim or receive compensation from the other party by reason of the operation of this Section.

18. **MISCELLANEOUS:** (1) Any notices sent to Customer under these Conditions shall be sent to the attention of the Legal Department at [legal@kodakalaris.com](mailto:legal@kodakalaris.com). (2) Provisions of these Conditions which by their nature should apply beyond their terms, will remain in force after any termination or expiration of these Conditions. (3) If any term or provision of these Conditions is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of these Conditions or invalidate or render unenforceable such term or provision in any other jurisdiction. (4) No waiver by Alaris of any of the provisions of these Conditions is effective unless explicitly set forth in writing and signed by Alaris. (5) No failure to exercise, or delay in exercising, any right, remedy, power or privilege arising from these Conditions operates, or may be construed, as a waiver thereof. No single or partial exercise of any right, remedy, power or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power or privilege. (6) Neither party shall have any liability for a failure to meet its obligations to the extent that this failure is directly or indirectly due to riot, terrorism, government act or regulation, fire, flood, explosion, machine breakdowns, materials shortages, transportation or working difficulties, accident, or any other event beyond the reasonable control of the affected party and the period of time to fulfil any obligations (save for obligations to make payment) shall be correspondingly extended. (7) Customer shall not assign, transfer, delegate or subcontract any of its rights or obligations under these Conditions without the prior written consent of Alaris. Any purported assignment or delegation in violation of this Section shall be null and void. Alaris may at any time assign or transfer any or all of its rights or obligations under these Conditions without Customer's prior written consent to any affiliate or to any person acquiring all or substantially all of Alaris's assets. (8) These Conditions are for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of these Conditions. (9) The Contract does not and is not intended to give rights, or any right to enforce any of its provisions, to anyone who is not a party to it. (10) The relationship between the parties is that of independent contractors. Nothing contained in these Conditions or any purchase order shall be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever. (11) Subject to the terms of any signed written agreement which shall prevail, these Conditions constitute the entire agreement between the parties with respect to the subject matter hereof and supersedes and extinguishes any prior drafts, agreements, undertakings, understandings, promises or conditions, whether oral or written, express or implied between the parties relating to such subject matter. (12) Each party acknowledges to the other that it has not been induced to enter into these Conditions by nor has it relied upon any representation, promise, assurance, warranty or undertaking (whether in writing or not) by or on behalf of the other party or any other person. (13) All amounts due to Alaris shall be paid in full without any deduction or withholding and the Customer shall not assert any set-off or counterclaim against Alaris to justify withholding payment in whole or in part. (14) Without waiver or limitation of any of its rights or remedies where Alaris has incurred any liability to the Customer, Alaris may set off the amount of such liability, including any applicable VAT payable, against any sums owed at any time by the Customer to Alaris. (15) Alaris reserves the right to alter or amend these Conditions or any special terms generally or for any particular class of Services by written notice to the Customer. (16) All matters arising out of or relating to these Conditions shall be governed by and construed in accordance with the laws of Dubai, without giving effect to any choice or conflict of law provision or rule. Any dispute, controversy, difference or claim arising out of or relating to this contract shall be referred to and finally resolved by arbitration administered by the Dubai International Arbitration Centre (DIAC) under the DIAC Arbitration Rules. The seat of arbitration shall be Dubai. The number of arbitrators shall be three. The arbitration proceedings shall be conducted in English. Each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding. The application of the United Nations Convention for the International Sale of Goods (CISG) is excluded.