

KITCHEN ARMOR – 2023 SUPPORT AND ONSITE SERVICES OVERVIEW

This Agreement outlines the Support Services provided by Kitchen Armor.

This Agreement is for an annual service beginning on January 1st, 2023 and it shall remain in effect until the end of the calendar year and thereafter renew annually on January 1st unless the Agreement is terminated by written notice by either party at least thirty (30) days prior to end of its initial term or any renewal term.

Customer Support Process

To reach Kitchen Armor Support, please call 1.949.308.7227 (Option 1 for Support). Alternatively – you can email support@kitchenarmor.com to initiate a call as well. Email requests are lower priority than call-in requests.

Depending on the support request, the Kitchen Armor Support Team will work with the customer to resolve the issue, provide a quote for the work requested if it's a billable request, or facilitate a hand-off to the appropriate Kitchen Armor Team responsible. Calls are addressed on a “first come, first serve” basis and prioritized based on severity level.

Customer Support Requirements

KA will provide our best effort to resolve each support issue quickly and effectively. To do this, we kindly ask our customers to assist us with the following:

- Customer should provide a representative onsite to assist KA with trouble shooting
- Customer may be asked to take and share photos and accurately describe the situation
- Customer must provide KA access to relevant hardware and software
- Remote access must be used through KA secure BOMGAR connection method

Scope of Services - Support

- Support hours of operation are 24 hours/day, 7 days/week, 365 days/year
- Support requests will be addressed based on the “Severity Levels” below. KA will do our best to resolve each issue as quickly as possible.

Severity Levels

1) Severity Level 1 (Highest Priority) <ul style="list-style-type: none">• Entire system down• No Orders to KDS• Expo down/ Main terminal failure	2) Severity Level 2 <ul style="list-style-type: none">• Non-Main station failure• Printer failure• Digital Order Issues• RMA Request
3) Severity Level 3 <ul style="list-style-type: none">• Dataset Changes• Dataset Testing• Reporting issue• Other hardware failure	4) Severity Level 4 <ul style="list-style-type: none">• Sales request• Training request• Glitch/Bug research• Feature request• Other

Services covered for contracted KA Support customers:

- Remote troubleshooting for hardware and software failures
- Break-fix resolutions / Hardware configuration
- Dataset Adjustments

Services excluded:

- Major Dataset Changes / POS initiated changes / Dataset Rollouts
- New system configurations / upgrades (New Routing, Item Timing, Dataset changes requiring testing = <30 minutes)
- 3rd party system support/setup/troubleshooting

Support Billable Rates

Billable Support rate = \$150 / hour

- There is a 1 hour minimum charge for billable remote support

Scope of Services - Onsite Service

All Kitchen Armor Provided Onsite Services are Billable

Service requests will be addressed based on the "Severity Levels" below. KA will do our best to resolve each issue as quickly as possible.

KA will dispatch based on earliest availability depending on KA Service schedule. We offer cross shipments and remote support for "self-service" if requested or if necessary.

Current Onsite Service is restricted to the Southern California Area.

Travel time and onsite time are billable at the same rate as remote support (\$150/Hour)

- There is a 2 Hour minimum charge for onsite service (\$300)

Severity Levels

1) Severity Level 1

- Server failure (system down)
- Catastrophic hardware failure (multiple stations)
- Mounting failures

2) Severity Level 2

- KDS station failure
- Printer failure
- Other hardware failure

Services excluded:

- Electrical systems
- Network cabling + network infrastructure
- 3rd party system hardware/support/setup/troubleshooting