

## **SCHEDULE K: SERVICE DEFINITION FOR STOCK HOLDING SERVICE**

### **1. Service Overview**

Exponential-e Stock Holding Service is a managed storage solution for the Customer's tangible IT devices, including but not limited to laptops, routers, firewalls, SD-WAN devices, servers, EDDs, cables, and other networking equipment ("Devices").

The Service comprises of three elements as follows:

- (i) Storage of Devices. The quantity of Devices and the period for which they will be held, shall be specified in the Order Form; and
- (ii) Handling Ticket(s) to cover the activities required upon receipt of a new pallet or a new Device; and
- (iii) Handling Ticket(s) to cover the activities required for retrieval and shipping out Devices.

A "Handling Ticket" is defined as a written request by the Customer to [procurement@exponential-e.com](mailto:procurement@exponential-e.com), for Exponential-e warehouse staff to initiate the loading, unloading, or movement of Devices stored within the warehouse.

#### Processing

Upon receipt of new Devices, name and model number of each item are registered in Exponential-e's IT Service Management (ITSM) system. With each retrieval request, Devices are removed from storage, scanned out of inventory for onward delivery to the address provided by the Customer. The Customer is solely responsible for ensuring the accuracy of the address and other delivery information provided to Exponential-e. Exponential-e will not be liable for lost items arising from delivery to an incorrect address or individual. For the avoidance of doubt, Exponential-e will charge the Customer for re-delivery (or redirecting as applicable), in the event of failed delivery due to incorrect address and/or details.

Devices are stored in their original packaging and are handled with due care.

Warehouse operating hours are Monday to Friday, 8:30AM to 6PM.

#### Service Options

- a. Stock holding: This covers storage of the Devices only but Exponential-e will charge the Customer administrative costs in respect of handling the storage. Any Handling Ticket will be charged separately.
- b. Stock holding & Logistics: This is a bundle that includes storage and handling services, with a minimum of two Handling Tickets. The Charge comprises holding the devices together with related administrative costs (i.e. Handling Tickets).

#### Access

Customers are not permitted to access the warehouse premises. All Device retrievals and deliveries are managed by Exponential-e staff.

### **2. Ownership and Liability**

#### Pre-Purchased Devices

Where the Customer has (i) purchased the Devices from another supplier; or (ii) where Exponential-e has purchased the Devices for the Customer as part of a resell contract, the Devices stored under this Service remain the sole property of the Customer at all times. The Customer acknowledges and accepts full responsibility for the Devices, including any associated risk of loss, damage, or deterioration while in storage.

Unless expressly agreed, Exponential-e does not insure the Devices and the Customer shall self-insure or make arrangements to cover the Devices against all insurable risks to their full insurable value.



Exponential-e is not liable for any loss or damage to the Devices except where such loss or damage results from negligence or breach of contract.

#### Managed Service Devices

Where (iii) the Devices are procured by Exponential-e as part of a Managed Service to the Customer, Exponential-e will retain ownership and be responsible for the Devices for the duration of the Contract Term.

#### **3. Target Service Commencement Date**

The Service commences on the date the first Device is logged into Exponential-e ITSM system.

#### **4. Handling Tickets KPI**

Each device retrieval request requires a Handling Ticket to be raised by sending an email to Procurement@Exponential-e.com. The Service is not subject to SLAs, but Exponential-e will use reasonable endeavours to process and complete all requests within three (3) business days.

#### **5. Termination**

Upon termination or expiry of the Contract, the Customer is responsible for removing their Devices from the warehouse within thirty (30) days of the termination or expiry date. If the Customer fails to remove their Devices within that period, Exponential-e reserves the right to dispose of the Devices and invoice the Customer for the disposal expenses.