



IRISBOND - [Maicare Service Conditions](#)

March 2022

General terms.

Maicare is to be obtained with the purchase of any IRISBOND Hiru. Maicare (basic) shall be obtained with the purchase of 1 IRISBOND Hiru or more.

Delivery term.

Once you have confirmed your subscription to Maicare you will receive a confirmation email that includes the conditions of your agreement. By means of this document you will know the beginning and end dates of your service plan with Maicare. Service begins the date subscribed, and ends 12 months from that date, unless otherwise stated.

Extended Warranty.

- The user has a default warranty period of 2 years from the date of shipment to the customer.
- This warranty covers manufacturing defects, and damage from normal use of the IRISBOND product.
- Under the extended warranty, the time period of the original warranty is extended 1 additional year, under the same conditions listed for the original warranty.

- The warranty of a repaired or replaced IRISBOND product begins again when the repair or replacement is shipped to the customer and lasts for 6 months past the original warranty period.
- Accessories such as articulated arms and tablet trays are not guaranteed.

Pricing.

- Maicare:
 - 600€ per year (\$670). To be paid at the time of purchase of the IRISBOND product.
- Maicare+:
 - 3200€ per year (\$3600). To be paid at the time of purchase of the IRISBOND product.
- Extended warranty add on:
 - 200€ per unit (\$115)
 - 100€ per unit (\$230)with Maicare +

Purchase methods.

- Payments are made in euros or USD. Payment methods:

- By bank transfer upon request for the corresponding pro forma invoice.

VAT and additional fees.

Orders in territories outside the EU: VAT is not applied. The customer will be responsible for paying VAT in his country, as well as all fees that can be added to the order price (e.g. tariffs, customs costs, etc.).

Training.

The customer subscribed to Maicare has an allocated amount of training hours available to be used during the subscription period. These training sessions can be selected from the available menu of training options available from IRISBOND, or specialized to the customer's needs. The customer has the option to offer attendance of these training sessions to their internal teams, external collaborators, or product users.

Maicare includes a total of 4 hours of product training to be imparted by IRISBOND.

Maicare+ includes a total of 8 hours of product training, including a preferred supplier certification.

The training sessions will be carried out remotely via video conferencing unless otherwise specified. The sessions will be carried out in English unless otherwise specified. If another language or location is needed, contact Irisbond about options.

Exclusive training materials from the sessions can be provided to the customer upon request for internal use. The material is the

Preferred Supplier Certification.

Maicare+ includes a Preferred supplier Certification for customers who complete the certification training for IRISBOND products.

Services.

Services within Maicare depend on the Maicare plan version. They include the following.

Maicare:

- Access to training services.
- Access to the (1 year) extended warranty add on.

Maicare +:

- Access to training services.
- Access to exclusive support content in the form of Question and Answer recorded sessions.
- Priority support and service, including reduced wait time for repairs and replacements, responses from support within one business day (excluding holidays).
- Replacement for up to 2 devices with accidental damage outside the regular warranty.
- Access to the (1 year) extended warranty add on.

Definitions.

The following are the definitions of the services and products that IRISBOND provides as part of a package and that can also be purchased separately.

- Technical support. The necessary support will be administered during the warranty period by phone, email and, if necessary, by remote connection.
- IRISBOND Products: any products manufactured by IRISBOND. This includes Duo, Hiru, Oskol. This does not include any accessories such as tablets, iPads, mounting arms or switches.
- Unit: any individual IRISBOND product.

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