

# Remote Support Terms For PitneyShip™ Cube

(Last Modified: October 1, 2022)

If you sign up for Remote Support (defined below) service on the Order, we will provide the following support to you:

- a) SELF HELP. 24/7 access to web self-help, internet chat bot assistance, and user and support articles.
- b) TECHNICAL SUPPORT. Technical support over the phone and via the Internet ("**Remote Support**"). To receive Remote Support you must provide us with access to your device. Contact information is located at <https://www.pitneybowes.com/us/business-services/maintenance-support.html>. When submitting an issue, you will be requested to provide sufficient detail for us to reproduce the problem. Additional support, such as diagnosis of your IT environmental or infrastructure issues, may be available, subject to additional terms and fees.
  - (i) Live Chat Support. PB product support via live chat is available from 7 am to 7 pm Central Time, Monday through Friday, excluding PB observed US holidays ("**Normal Operating Hours**").
  - (ii) Telephone Support. PB product support is available toll-free by phone during Normal Operating Hours.
  - (iii) Electronic Requests. You may submit a request to PB Product Support electronically by going to [www.pitneybowes.com](http://www.pitneybowes.com), signing in to Your Account, and submitting a ticket 24 hours a day, 7 days a week. Requests received outside Normal Operating Hours are processed the next business day.
  - (iv) If there are 50 or more users within your organization, then you must identify a limited number of staff who are responsible for escalating requests for support assistance to us ("Authorized Personnel"). We will provide remote technical support assistance to the Authorized Personnel. Authorized Personnel will then be responsible for providing technical support to other users within your

organization. Any issue escalated to us for technical support must be related to the PitneyShip Cube (and not to your organization's operating environment or other hardware or software). Additional fees will apply if your organization does not have Authorized Personnel available.

c) EQUIPMENT REPLACEMENT. If at our sole discretion we determine that a replacement of your equipment is needed, then we will promptly ship a new, reconditioned or remanufactured replacement of the same or a functionally equivalent model to you. Unless PBI instructs you otherwise, within five days of receiving the replacement equipment, you must pack the equipment to be replaced in the shipping carton that contained the replacement equipment, place the pre-paid return address label on the carton, and return it to PBI.

#### ADDITIONAL TERMS

Remote Support doesn't include dispatch of a technician to your location. Remote Support doesn't include services that are made necessary due to any Excluded Circumstance. "**Excluded Circumstance**" is a circumstance outside of PBI's control, including an accident, your negligent or reckless use of the equipment, use of the equipment which exceeds our recommendations or in a way not authorized by this Agreement or any operator guide, use of the equipment in an environment with unsuitable humidity, line voltage, damage in transit, software virus, loss of data, loss or fluctuation of power, fire, flood or other natural causes, and other external forces beyond our control, servicing of the equipment by someone other than us, failure to use required software updates, use of the equipment with any system where we have told you that we will no longer provide support or that we have advised you is no longer compatible, or use of third party supplies (such as label rolls), hardware or software that results in (i) damage to equipment (including damage to printheads), (ii) poor text or image print quality, (iii) image readability failures or (iv) a failure to print text or images. Remote Support excludes the supply of labels.

#### Remote Support Terms

PBI will provide you with Remote Support for twelve months, or if you have a Lease or Installment Sale agreement, then for the term of that agreement (as applicable, the "**Initial Term**"). REMOTE SUPPORT

AUTOMATICALLY RENEWS FOR CONSECUTIVE ONE YEAR TERMS (EACH A "**RENEWAL TERM**") UNLESS A) YOU TERMINATE YOUR REMOTE SUPPORT AS PROVIDED BELOW, B) IN THE CASE OF A LEASE, THE LEASE EXPIRES OR IS TERMINATED, C) IN THE CASE OF AN INSTALLMENT SALE, THE INSTALLMENT SALE AGREEMENT IS TERMINATED BY US, OR D) THE RENEWAL IS PROHIBITED BY LAW. If you don't wish to renew Remote Support, you must deliver a written notice (the "**Termination Notice**") at least 60 days (or 30 days if you are in Wisconsin) prior to the renewal of the term to us at 2225 American Drive, Neenah, WI 54956 or you may notify us by creating a case at [pitneybowes.com/us/contact-us.html](http://pitneybowes.com/us/contact-us.html) (follow the instructions under "how to create a case"). Your Termination Notice must include your customer account number and agreement number (if applicable). PBI reserves the right not to renew your Remote Support agreement for any reason.

### Remote Support Fees

You will pay the Remote Support fees for the Initial Term and any Renewal Term(s). We may increase the Remote Support fees after the Initial Term, and any increases will be reflected on your invoice. If you receive Remote Support for repairs caused by any Excluded Circumstance, PBI will charge you for the Remote Support at PBI's current hourly rates and for any required parts. If you receive a replacement product due to any Excluded Circumstance, then PBI will charge you for the replacement product at PBI's then current price at the time of the replacement.

### Remote Support Changes

PBI may modify its Remote Support terms by giving written notice to you (a "**Remote Support Change Notice**"), which will state whether the change is material. After receiving a Remote Support Change Notice, if the change is material, you may terminate Remote Support by giving us a termination notice at 2225 American Drive, Neenah, WI 54956 or you may create a case at [pitneybowes.com/us/contact-us.html](http://pitneybowes.com/us/contact-us.html) (follow the instructions under "how to create a case").