

Touchpoint White Glove Service and Remote-In Support

Scope:

- Touchpoint's White Glove Service and Remote-In Support includes access to Touchpoint's technical specialists via phone, email, and/or chat support. Touchpoint technicians can troubleshoot, correct, and update your TimeClock device remotely.
- Any TimeClock device defects will be repaired by Touchpoint at no cost when shipped back to the Phoenixville, PA, facility.
- Service and Support may be annually renewed at the current Touchpoint price per device until the TimeClock device model is sunsetted.

White Glove Service and Remote-In Support does **not** include:

- Customizations beyond current production scope
- Adding or editing additional applications
- Software upgrades
- Managing Microsoft Windows service updates
- Configuration of customer's network settings
- Security settings on customer's network or the TimeClock device itself

Service and Support Exclusions:

Customer's improper use, management, or supervision of the TimeClock device or other failure to use the TimeClock device in accordance with Touchpoint's usage guidelines*; or

The addition of any software or hardware peripherals, and/or proximity or barcode badges that are not pre-approved by Touchpoint; or

Customer's repair, attempted repair, or modification of the TimeClock device without prior authorization from Touchpoint; or

Customer's failure to vet 4G service prior to purchase of the 4G Neverdown system; or

Customer's use of the TimeClock device for purposes other than those for which they were designed or the use of accessories or supplies not approved by Touchpoint; or

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Any accidental or willful damage to the TimeClock device including, but not limited to, electrical work, fire, flood, water, wind, lightning and transportation, or any act of God; or

Customer's failure to continually provide a suitable installation environment as specified in Touchpoint's usage guidelines*; or

The TimeClock device's void sticker has been damaged or removed from the device; or

Damage incurred to the TimeClock device due to misuse or abuse, improper handling, or insufficient packaging for returns. (Carrier mishandling notwithstanding.)

Service Coverage Period:

8:00 am - 4:00 pm Eastern Time, Monday through Friday, excluding Touchpoint holidays.

Other Requirements:

For this White Glove Service and Remote-In Support plan to be successful, timely communication/notification of issues/support tickets from the customer is required. Customer negligence may result in extended solution lead times.

To renew annual White Glove Service and Remote-In Support on non-sunsetted/obsolete expired TimeClock devices, the customer must renew service and support for **all** expired TimeClock devices before any service or support will be performed on the expired TimeClock device. (This renewal is optional.)

Touchpoint's Technical Specialist must be given an opportunity to troubleshoot issues remotely before shipping devices back to Touchpoint's facility. If Touchpoint's Technical Specialists are not given this opportunity, and no issues are found upon receipt of the Timeclock, the customer may be invoiced for shipping charges from, and back to the customer.

When shipping the TimeClocks back to the facility, if you do not have the original box and packing materials, please make sure that the unit is packaged securely (paying special attention to the screen) to avoid any damages during the shipping process.

Expiration or Lapse in Coverage:

If the TimeClock device model is sunsetted, you will no longer be eligible to renew service and support on your existing device(s). At this time, you would be able to upgrade to our newest model TimeClock which would come with a new Service and Support Agreement and a trade in discount.

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A lapse in coverage occurs when you do not renew immediately upon your agreement expiration. At that time your devices will no longer be supported until payment is received for the time period that the coverage has lapsed, and a new service and support agreement is purchased.

***Usage guidelines:**

Touchpoint TimeClock devices are to be:

- Used with Frontline Time & Attendance software and Touchpoint-approved application.
- Used indoors in a dry, safe, temperature-controlled environment (generally between 50 and 95 degrees fahrenheit) and protected from exposure to the elements.
- Used solely as a dedicated digital timeclock device for users clocking in and out.

White Glove Service and Support Existing Coverage:

This document is subject to change.

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