

## NEWTRAX STANDARD LIMITED WARRANTY (SOUTH AFRICA)

1. Limited warranty.
  - 1.1. Automatic acceptance. By opening the packaging containing Hardware and/or Software, turning on the Hardware, and/or logging onto the Newtrax Web Console, the Customer accepts the terms of this Newtrax Standard Limited Warranty (this “**Warranty**”).
  - 1.2. Sole warranty. Newtrax’s sole and exclusive warranty and obligations for Newtrax branded Hardware, Software and Services (each as defined below and subject to their own warranty terms as specified hereunder) are set forth in this Warranty unless otherwise expressly specified in a specific written warranty statement delivered with such Newtrax branded Hardware, Software and/or Services.
  - 1.3. Priority of documents. This Warranty shall prevail over any other terms and conditions as may be found in other documents, including subsequent warranty documents or Customer's general terms and conditions of purchase regardless of whether or when Customer has submitted its purchase order or such terms. For greater clarity, fulfillment of Customer's order does not constitute acceptance of any of Customer's terms and conditions and does not serve to modify or amend the terms and conditions of this Warranty. In case of conflict between documents, the order of priority shall be the following: i) Newtrax’s quotation, ii) this Warranty and iii) the Customer’s purchase orders. **A Customer sending a purchase order to Newtrax is presumed to have renounced its general terms and conditions of purchase and to any special condition which has not been expressly agreed upon in writing by Newtrax, including any stipulation to the same effect as the present clause.**
  - 1.4. Amendment. This Warranty may be modified only by a written notice signed by a duly authorized officer of Newtrax specifically indicating the terms and conditions being amended.
2. Newtrax branded hardware limited warranty.
  - 2.1. The hardware, manufactured by Newtrax, including the parts thereof which are integrated by Newtrax into such hardware but excluding any software, firmware, data files and dynamic link libraries (the “**Hardware**”), will have all of the qualities and features, and be capable of performing substantially all of the functions in accordance with Newtrax’s published specifications and is warranted to be free from material defects in materials and workmanship at the time of delivery.
  - 2.2. Any Hardware or part thereof found to be defective, upon examination by a properly authorized Newtrax representative, will be refurbished, repaired or replaced Ex Works (Incoterms 2020) at the applicable Newtrax offices or its authorized representative. Upon receipt of the defective Hardware shipment, Newtrax’s personnel will inspect and sort same. All Hardware covered by this Warranty as per clause 2.1 above will be refurbished, repaired or replaced free of charge. However, Hardware that is found to have been returned for other reasons (dirt, misuse, physical damage, repair by unauthorized personnel, etc.) will be refurbished, repaired or replaced against payment by Customer for parts and labor.
  - 2.3. Refurbishing, repair and/or replacement is at Newtrax’s sole option and subject to the following conditions: all Hardware or parts will be refurbished, repaired or replaced at no charge, if the claim is

made within twelve (12) months of the installation date or eighteen (18) months after shipment by Newtrax or the delivery as per the agreed Incoterm in accordance with the Contract, whichever is earliest. Notwithstanding the above, Newtrax shall, at its own discretion, be entitled to replace the reported defective Hardware without requesting shipment of same to Newtrax.

### 3. Software limited warranty.

3.1. Defined. As used herein, software, firmware, data files and dynamic link libraries purchased in machine-readable, object-code form for internal business purposes and on the specific hardware on which it was initially installed by Newtrax, in accordance with the terms and conditions set forth in the Supply of Digital Services (the “**Software**”).

3.2. Warranty. Newtrax warrants, commencing from the date of shipment to Customer or delivery as per the agreed Incoterm in accordance with the Contract and continuing until the earliest of: i) ninety (90) days from the date of shipment, ii) sixty (60) days from date of arrival on site, or iii) when Customer signs off upon system commissioning that the Software performs substantially in accordance with its published specifications when used with the corresponding Hardware on site, that (a) the Software will be free of material programming errors, (b) the Software will substantially operate and conform to Newtrax’s published specifications, (c) the media on which the Software is furnished will be free of defects in materials and workmanship under normal use.

3.3. Limitations. Except for the above, the Software, including any firmware is provided “as is”. This Warranty extends only to the Software purchased from an approved source by a customer who is the first registered end user. In no event does Newtrax warrant that the Software is error free or that customer will be able to operate the Software without problems or interruptions. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Newtrax does not warrant that the Software or any equipment, system or network on which the Software is used (including any Hardware) will be free of vulnerability to intrusion or attack.

3.4. Sole remedy. Customer's sole and exclusive remedy and the entire liability of Newtrax and its suppliers under this Warranty will be (i) replacement of defective media and/or (ii) at Newtrax’s option, repair, provide a replacement or provide a work around in all cases subject to the condition that any error or defect constituting a breach of this Warranty is reported to the approved source supplying the Software to Customer within the warranty period. Newtrax or the approved source supplying the Software to Customer may, at its option, require return of the Software and/or documentation as a condition to the remedy.

3.5. Restrictions. This Warranty also does not apply to (a) any temporary Software modules or patches; (b) any Software not posted on Newtrax’s standard software list; (c) any Software that Newtrax expressly provides on an “as is” basis on Newtrax’s standard software list; (d) any Software for which an approved source does not receive a license fee; and (e) Software supplied by any third party which is not an approved source.

### 4. General conditions.

4.1. Notification by Customer. Customer will have the obligation to advise Newtrax of the existence of any warranty claim or any defect as soon as possible after same is brought to its attention and to provide Newtrax with all useful information and explanations relating to same. Customer shall allow Newtrax to have free access to any Hardware and/or Software at all reasonable times and

shall promptly return, at the Customer's cost, any defective Hardware and/or Software to Newtrax warehouse designated by Newtrax.

- 4.2.** No transfer. This Warranty cannot be transferred; it applies only to the original Customer and a valid proof of purchase may be requested for this Warranty to be acted upon. This Warranty does not cover an item where the original label or the serial number has been removed, defaced or modified.
- 4.3.** Restrictions. The limited warranties referenced above are voided and do not apply in the following circumstances:
- i. if the Hardware and/or Software has been installed, refurbished, repaired, adjusted or maintained by a person not authorized in writing to do so by Newtrax,
  - ii. if the Hardware and/or Software has not been shipped, stored, installed, operated, refurbished, repaired, used, adjusted, maintained or otherwise handled in accordance with written instructions made available by Newtrax, for example **if Hardware and/or Software is used for purposes other than those for which it was designed;**
  - iii. if the Hardware and/or Software has been subjected to abnormal or unusual physical or electrical stress or environmental conditions, misused, or negligently handled, maintained or operated, for example as a result of failure to provide a suitable installation/operation environment for the products;
  - iv. if the Hardware and/or Software is acquired by Customer for beta, evaluation, testing, demonstration purposes or other circumstances for which Newtrax does not receive a payment of a purchase price or license fee.
- 4.4.** No obligation to continue. Newtrax shall be under no obligation to Customer to continue, discontinue or change any Hardware or Software.
- 5.** Newtrax Services limited warranty.
- 5.1.** Customer acknowledges that Newtrax assumes no obligation or liability to Customer for any technical advice provided free of charge by Newtrax with respect to the use of the Products and for the advice given or results obtained, all such free advice is given by Newtrax and accepted by Customer at Customer's risk.
- 5.2.** Billed services provided in relation to the Newtrax Hardware and/or Software ("Services") will be performed with promptness and diligence and will be executed in a workmanlike and professional manner, in accordance with the practices and professional standards used in well-managed operations performing services similar to the Services.
- 5.3.** Customer must notify Newtrax promptly, but in no event more than thirty (30) days after completion of any Service, of any defects that have appeared and give Newtrax reasonable opportunity to inspect and remedy them.
- 5.4.** Customer's sole and exclusive remedy for any defects under this Warranty shall be, at Newtrax's

option, re-performance of the Services, or termination of the terms of sale related to the applicable Service and return of the portion of the applicable Service fees paid to Newtrax by Customer for such non-conforming Service(s).

- 5.5. The provision of Services under this Warranty shall not extend the warranties provided with any Newtrax branded or third-party hardware purchased, or software licensed by Customer from Newtrax or any other party.
6. Warranty disclaimer. Newtrax assumes only those obligations set forth herein, excluding all other warranties or obligations. No other warranty is expressed or implied by this policy statement. This Warranty for Hardware, Software and Service is, to the extent allowed by law, expressly in lieu of any other expressed or implied warranty, condition or guarantee, agreement or representation made by any person with respect to the Hardware, Software and Services. Except for the warranties contained above, **NEWTRAX DISCLAIMS AND CUSTOMER WAIVES ALL REPRESENTATIONS, CONDITIONS AND WARRANTIES, EITHER EXPRESSED OR IMPLIED, LEGAL OR CONVENTIONAL, WITH REGARD TO ANY HARDWARE, SOFTWARE OR SERVICE INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OR CONDITION (A) OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, TITLE, SATISFACTORY QUALITY, QUIET ENJOYMENT, ACCURACY, OR SYSTEM INTEGRATION, OR (B) ARISING FROM ANY COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE IN THE INDUSTRY. TO THE EXTENT AN IMPLIED WARRANTY OR CONDITION CANNOT BE DISCLAIMED, SUCH WARRANTY OR CONDITION IS LIMITED IN DURATION TO THE APPLICABLE EXPRESS WARRANTY PERIOD.**
7. Limitation of liability. Regardless of how such loss arises and regardless of the cause of action (including any claim for breach of contract or warranty, tort (including negligence), product liability, indemnity, contribution, strict liability or any other legal theory), and to the extent permitted by law, Newtrax expressly excludes any liability for any consequential, incidental, indirect, special, exemplary or punitive damages and any loss of actual or anticipated earnings, profit or revenue; loss of business or customer; loss of savings or anticipated savings; loss of contract or opportunity under or in respect of any other contract, including the Contract; loss or denial of any other opportunity; loss of access to markets; cost of sourcing any alternate supply or substitute for the Newtrax Goods; loss of production or loss arising from an interruption (including costs for completing unfinished work); loss under any of the Customer's third party agreements in connection with the Contract or the Newtrax Goods, including sale, purchase or off-take agreements; loss of use; loss of property or equipment; loss by reason of shutdown or non-operation; increased capital, or operating costs; loss of goodwill or reputation; loss of information or data; increased financing costs or the costs of obtaining new finance; and any expenditure of time by managers and employees. The Customer waives all claims it may have for any consequential loss against Newtrax, the members of the Newtrax Group, or any of either of their affiliates, contractors, subcontractors, consultants, employees, agents, for any of the types of loss or damage specified in this clause 7 and indemnifies them and holds them harmless in relation to the same. **NEWTRAX'S TOTAL AGGREGATE LIABILITY TO THE CUSTOMER IS LIMITED TO THE PURCHASE PRICE PAID FOR THE PRODUCTS AND/OR SERVICES THAT FIRST GAVE RISE TO SUCH LIABILITY.**
8. Third-party products and services. Products manufactured by a third-party, including sensors, equipment, hardware, software, firmware, data files and dynamic link libraries ("**Third-Party Products**") may constitute, contain, be contained in, incorporated into, attached to or packaged together with Newtrax Hardware and/or Software. **Third-Party Products are not covered by any warranty provided by Newtrax.** Unless otherwise specified in writing by Newtrax, the limited warranties referenced herein do not apply to any Third-Party Products that may be offered for sale

on the Newtrax Price List even if separately listed. Third-Party Products are warranted solely by the applicable manufacturer or licensor. Newtrax will pass through, to the extent permitted, the manufacturer's and/or licensor's warranties and Customer shall look solely to such manufacturer and/or licensor for warranty claims.

9. Title and risk of loss. Risk of loss passes to Customer upon delivery of the Hardware and/or Software at the delivery point. Title passes to the Customer upon payment in full to Newtrax. Customer hereby grants to Newtrax a security interest in and to all of the right, title and interest of Customer in, to and under the Hardware and/or Software, wherever located, and whether now existing or hereafter arising or acquired from time to time, and in all accessions thereto and replacements or modifications thereof, as well as all proceeds (including insurance proceeds) of the foregoing.
10. Acknowledgement. Customer acknowledges and agrees that Newtrax has set its prices and entered into the agreement in reliance upon the disclaimers of warranty and the limitations of liability set forth herein, that the same reflect an allocation of risk between the parties (including the risk that a contract remedy may fail of its essential purpose and cause consequential loss), and that the same form an essential basis of the bargain between the parties.
11. Customer shall indemnify and hold Newtrax harmless regarding any legal or extra legal proceedings, notice, or claim by the Customer or by a third party which is a result of Customer's negligence or failure to follow Newtrax's instructions or recommendations in relation to the Hardware and/or Software, including those specified in clause 4.3 above, and regarding any legal and extra legal expenses and fees brought forward on by such damages at an attorney and own client scale.
12. Governing law. This Warranty shall be governed by the laws of South Africa. The parties specifically disclaim the application of the UN Convention on Contracts for the International Sale of Goods to the interpretation or enforcement of this Warranty.