



ENTERPRISE ADVANTAGE PACK TERMS & CONDITIONS

European Union Countries

These Advantage Pack Terms and Conditions (“Terms and Conditions”) are an agreement between you and HTC Corporation and its Affiliates (“HTC”) and contain important terms and information relating to your Advantage Pack for VIVE Enterprise (“Advantage Pack”). Please review these Terms and Conditions carefully. **BY ACTIVATING YOUR ADVANTAGE PACK, YOU ACCEPT THESE TERMS AND CONDITIONS. If you do not agree to these Terms and Conditions, do not activate your Advantage Pack.**

Limitations. Advantage Packs can only be purchased by business/enterprise customer for lawful commercial use, and are not intended for personal consumer purchase. HTC reserves the right to cancel your Advantage Pack if purchased for personal consumer use or any unlawful purchase. Your Advantage Pack may only be utilized by the original purchaser or acquirer and may not be resold, distributed, or otherwise transferred. Each Advantage Pack needs to be accompany with either one of VIVE PRO or VIVE PRO HMD Product.

Manual Website Registration. In order to activate your Advantage Pack, you must register for a VIVE Enterprise account online at <https://enterprise.vive.com/portal>. Once activated, your Advantage Pack may not be disassociated from your VIVE Enterprise account or otherwise transferred, except when your Advantage Pack is returned pursuant to a valid return policy. Please retain proof of purchase for Eligible Products (defined below). Proof of purchase may be required to confirm eligibility for your Advantage Pack programs.

Eligible Products. Each Advantage Pack shall apply to one VIVE PRO head mounted display (“VIVE PRO Headset”; HTC VIVE head mounted display excluded), and one VIVE PRO link control box (“VIVE PRO Link Box”), and up to four (4) additional VIVE or VIVE PRO handheld controllers (“Controller(s)”), VIVE or VIVE PRO laser tracking stations (“Base Station(s)”), and auxiliary tracking devices (“Tracker(s)” or “Tracker2018(s)”) in any combination (whether sold separately, or as part of a VIVE PRO or VIVE kitted system), along with accompanying Accessories, so long as each Eligible Product is registered to Your Advantage Pack, subject to HTC’s confirmation (“**Eligible Products**”). All Eligible Products must be registered to your Advantage Pack within three (3) months of Eligible Product purchase. You can not change, transfer, or remove Eligible Products once they have been registered to your Advantage Pack.

Dedicated Support You will be provided with online chat support for Eligible Products, and dedicated email support for your Advantage Pack and Eligible Products.

Expedited Repair Program. The Expedited Repair Program is designed to help minimize the amount of time you will be without your Eligible Products when seeking repair services, and provides expedited shipping, triage and return for Eligible Products as described herein. This Expedited Repair Program may only be utilized for Eligible Products. Product eligibility is determined at the sole discretion of HTC and is limited to the Limited Warranty Period for your Eligible Product(s). HTC reserves the right not to provide the Expedited Repair Program for out of warranty or otherwise ineligible products. The Expedited Repair Program is only available to physical addresses in a member state of European Union, Iceland, Norway, Switzerland or United Kingdom. A prepaid label will be provided to you via email following issuance of your repair ticket. The label provides you with prepaid shipping for the return of your Eligible Product(s) to HTC. All repair instructions that you received upon issuance of your repair ticket must be followed. Your Eligible Product(s) will be reviewed for damages through an expedited diagnostic process following



receipt of the returned Eligible Product(s). If damages found are covered under your limited warranty, replacement product(s) will be shipped to you at no cost on a prioritized basis. If damages found are not covered under your Limited Warranty, and out of warranty repair for the product(s) is available, HTC will contact you with a quote to obtain your authorization to proceed with any recommended repairs, and a repaired or replacement device will be shipped to you once a quotation is approved and paid in full. If you do not authorize the repairs, if out of warranty repair is not available, or if you do not respond to the repair quotation within ten (10) calendar days, HTC may charge you a service fee and will ship your unrepaired products back to the address you provided.

Limitation of Liability. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ADVANTAGE PACK IS PROVIDED WITHOUT ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. HTC'S ENTIRE LIABILITY IN CONNECTION WITH THE ADVANTAGE PACK, INCLUDING RELATING TO THE EXPEDITED SUPPORT AND REPAIR PROGRAM, SHALL NOT EXCEED THE PRICE PAID TO PURCHASE THE ADVANTAGE PACK. IN NO EVENT SHALL HTC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, BUSINESS, OR GOODWILL, OR USE, LOSS, OR CORRUPTION OF DATA, BUSINESS INTERRUPTION, OR PROPERTY DAMAGE, ARISING OUT OF OR IN ANY WAY RELATED TO ADVANTAGE PACK, EVEN IF HTC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THESE LIMITATIONS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Applicable Law and Venue. These Terms and Conditions will be governed by the law of the country in which the Advantage Pack was intended to be sold and had been purchased by you, the relevant courts of that country will have exclusive jurisdiction in relation to these Terms and Conditions.

Entire Agreement; Severability; Other. These Terms and Conditions set forth the entire agreement and supersede all prior agreements, representations or understandings regarding the subject matter hereof. HTC reserves the right to amend these Terms and Conditions from time to time, provided that any amendments will not apply to the Terms and Conditions to which you have already agreed with respect to prior program participation for Eligible Devices. If any provision of these Terms and Conditions is found to be unenforceable, then the unenforceable provision shall not affect the enforceability of the remaining provisions. HTC's failure to respond or act will not be considered a waiver of any of its rights hereunder.