**Attachment C**

**SandStar AI Cooler SaaS Support Services**

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**MicroBox Technologies and dbas powered by SandStar**

**Pass through Warranty and SaaS Support Services**

**September 1, 2025**

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\*SandStar reserves the right to revise the standard terms of service from time to time

**SandStar AI Cooler SaaS Support Services**

According to the SaaS terms and conditions and the SaaS payment terms specified in the purchase order, during the service period, SandStar shall: (i) maintain the software and customer data on the SaaS system, (ii) allow users to remotely access and operate the software through the network with a compatible and properly configured browser, and (iii) allow users to access and modify customer data and store additional customer data using the software. All SaaS services will be provided in English. The principles of use applicable for the level of SaaS services purchased by the customer are listed in the quotation and/or relevant instructions. The customer confirms that the SaaS services only allow the customer's designated users to remotely subscribe to and use the software under the SaaS terms, and do not allow the customer to obtain a copy of the software and use it in a non-subscription mode. SandStar shall use commercially reasonable efforts to maintain the normal operation and support responses of the SaaS services.

## Description of the Support Services

### 1.1 Customer Service Request

The Customer Service Request (CSR) Processing Service is the core part of the AI Cooler support services, in which inquiries or questions raised by the customer via various contact means will be recorded, saved and archived in the form of a CSR, and CSR records and processing results will be reported to the customer regularly so as to facilitate the customer's making records of failures. More importantly, the customer's operation and maintenance personnel can summarize the solutions for configuration failures/common failures /recurring failures common and recurring failures by reviewing CSRs and their processing results, so as to improve their own operation and maintenance level and further ensure the efficiency of daily operation and maintenance work.

When reporting a CSR, the customer and SandStar should first determine the level of failure. The processing time of a CSR varies depending on the level of failure. The priority of a serious failure is much higher than that of a failure on intermediate or low level, so that resources could be utilized in a reasonable manner and rapid and timely resolution of major failures could be guaranteed.

SandStar shall address different levels of CSRs within specified time and provide a CSR reply. If the CSR processing time is exceeded, SandStar shall promptly notify the customer of the CSR progress.

Note: remote access (network support) is a prerequisite for the AI Cooler to be effectively supported. If necessary and with the permission of the customer, SandStar will connect to the customer's AI Cooler through remote access, to ensure that SandStar experts across the world can access the equipment as if they were on site and quickly resolve a failure and resume normal operation.

**Service Provision**

The Customer Service Request Processing Service will be jointly provided by a SandStar local team, the SandStar Global Support Team and the SandStar Global Expert Team. The service request is in the form of work order (WO), and SandStar will create an account for a customer and provide training on how to fill in a WO.

**Service Process**

（1） Provide training to a customer and create an account for the customer;

（2） The customer submit a WO in the system;

（3） A SandStar local team will be responsible for the processing, follow-up, escalation and feedback in relation to the issue within the service time;

（4） The WO will be closed once the customer receives a reply.

**Service Level**

|  |  |  |
| --- | --- | --- |
| Level of Failure | Response Time Frame | Response Availability |
| A Level: system-level failure, where more than 5 units of or 10% smart AI Coolers fail concurrently due to reasons attributable to SandStar and normal shopping become impossible. | Over 90% response within 2 hours  Over 98% response within 4 hours | 7\*24, available all year round |
| B Level: serious influence, where some smart AI Coolers fail due to reasons attributable to SandStar and normal shopping becomes impossible. | Over 90% response within 3 hours  Over 98% response within 6 hours | 5\*24, available on working days |
| C Level: general influence, where smart AI Coolers fail due to reasons attributable to SandStar and no capital loss is caused, or consumer experience is not affected | Over 90% response within 24 hours  Over 98% response within 48 hours | 5\*8, available in working hours |

### 1.2 Software Patch and Installation Service

The Software Patch and Installation Service is to provide the customer with a software patch that has been verified or improved in the laboratory environment and send experienced engineers to install them in a safe, reliable and verified manner. The main purpose of a software patch is to eliminate the potential risks of the software, prevent the occurrence of failures, improve the reliability of the equipment, and keep the customer's equipment always in the best running state.

A software patch has two functions:

Repair – to carry out reparative maintenance in relation to failures found with the current equipment

Prevent – to carry out preventive maintenance based on problems of other similar equipment to prevent occurrence of similar failures

Note:

Additional functions and function extensions are regarded as software upgrades, which are not a software patch and need to be ordered separately.

Software patches provided by SandStar are safe, stable and virus-free.

### 1.3 Support Desk Service (5x8) (optional, subject to extra charge)

The Support Desk Service (5x8) is one of the most frequently used support services. With the Support Desk Service (5x8), the customer only needs to make a call to get the help of SandStar’s professional technicians. The Support Desk Service (5x8) will be provided through the support desk of the local support department of SandStar. During normal working hours, the customer can call the hotline at any time and inquire about non-emergency issues encountered while operating or maintaining the SandStar system. Also, when a CSR is being processed, the customer can check the progress of CSR processing through the Support Desk Service (5x8).

The Support Desk Service (5x8) is only available during normal working hours, i.e. 9:00-17:30, Monday to Friday, local time, except for statutory holidays.

In case of an emergency failure out of normal working hours, you can call SandStar's emergency support service line. For the definition of an emergency failure, see relevant description in the Emergency Failure Support Service.

**Service Provision**

This service may be provided by a SandStar local team or Distributor.

**Service Time**

Available 5\*8 hours depending on the working hours of a SandStar local team.

**Service Level**

The service level of this service is determined by the number of support staff and office location.

The number of support staff refers to the number of engineers allocated to a customer.

Office location means when the number of dedicated support staff is greater than 3, a customer can designate the location where the engineer is from among the offices where SandStar services are available.

### 1.4 Guarantee Service (optional, subject to extra charge)

Based on the demands of different customers, after friendly negotiation between a customer and SandStar, SandStar's after-sales service team can transfer technicians to monitor the customer's equipment, so that any problems with the monitored equipment can be resolved immediately and various questions raised by the customer can be answered in a timely manner.

Important guaranteed service tasks are temporary, transient and non-daily tasks. Customers who need this service from SandStar shall timely contact SandStar's local support department by e-mail or fax and inform the details of the task, including:

* Time
* Location
* Specific services required
* Contact people and numbers

Since such tasks are usually required in conjunction with very important events and are often sudden and unexpected, this service must be approved by the SandStar management department, who will authorize an appropriate department to make the most reasonable and targeted arrangements to achieve the best results. If necessary, a special preparatory meeting attended by the personnel of both parties can be held to coordinate the actions of both parties.

### 1.5 Recognition Accuracy Optimization Service

The Recognition Accuracy Optimization Service refers to the service triggered when the inconsistency between actual order results and recognized order results exceeds a predetermined rate, except for issues resulting from consumer blocking, new products and new packaging for which no learning has been completed, intentional theft, unstable network and abnormal environment.

**Service Provision**

The Recognition Accuracy Optimization Service will be jointly provided by a SandStar local team, the SandStar Global Support Team and the SandStar Beijing Expert Team. For the recognition accuracy result, a SandStar team will provide a monthly sampling report, and a sampling plan will be jointly determined by the customer and SandStar.

**Service Process**

1. Discuss a sampling plan with the customer, and the customer needs to provide SandStar with relevant real data.
2. SandStar will send back a monthly sampling report to the customer based on the sampling plan and relevant data every month.
3. According to the results of the sampling report, SandStar will provide a recognition accuracy optimization plan.
4. The customer and SandStar will jointly implement the accuracy optimization plan to improve the accuracy.

**Service Level**

|  |  |
| --- | --- |
| Recognition accuracy | Service to be provided |
| [98.5%, 100%] | No action, excessive optimization is not recommended. |
| [95%, 98.5%) | Routine iterative optimization. |
| [85%, 95%) | Analyze wrong orders, provide an analysis report and targeted improvement suggestions. |
| [0,85%) | Urgent service required, basically caused by operation errors, and very low probability for the problem of the recognition algorithm itself. |

Note:

As may be affected by containers, orders, network and other factors, both parties shall negotiate the number of orders to be sampled amicably. Customers may also have more or even all orders to enter the report analysis based on their own needs.

### 1.6 New Product (or New Packaging) Learning Service

The New Product (or New Packaging) Learning Service is that when a customer provides collected data on a new product (or new packaging), SandStar will provide the customer with the recognition service for the new product (or new packaging) after assessment.

**Service Provision**

This service will be provided by a SandStar local team.

**Service Time**

Collect data on each Tuesday (9:00-18:00 UTC+8);

Send capability deployment requests each Wednesday (9:00-18:00 UTC + 8).

**Service Process**

1. Data collection: the customer can choose to collect the data of a new product (or new packaging) by themselves after receiving SandStar training, mail products to SandStar for data collection, or have SandStar to come and collect data.
2. Data review: SandStar will review and confirm the quality of collected data, including whether a new good (or new packaging) can be recognized.
3. Capability deployment: SandStar will provide the learning capability for new products (or new packaging), which will then be deployed to the equipment by SandStar (or a customer) as agreed.
4. Recognition testing: the customer needs to conduct acceptance testing to confirm that the recognition capability for new products (or new packaging) is correctly deployed.

**Service Level**

The service level of this service is defined by delivery percentage and lead time.

The delivery percentage refers to the percentage of delivery of all new products (or new packaging) submitted by a customer in a corresponding period during the term of a contract or agreement (generally billed based on the number of products) under which the customer is entitled to the new product (or new packaging) learning service in the number of all new products (or new packages) submitted.

The lead time refers to a period from the time when a SandStar local team receives collected data to the time when the SandStar local team sends a capability deployment request.

|  |  |
| --- | --- |
| Delivery Percentage | Lead Time |
| 90% | 15 working days |
| 98% | 30 working days |

**Scope of Service**

Rates of each new product (or new packaging) will not be confirmed in this SLA. This part only involves standards of service provided after learning services have been purchased.

## Suspension and Termination of Services

### Suspension of Services

SandStar will suspend the use of the SaaS services by a customer if:

(a) the customer's prepaid amount has been used up; or a post pay customer fails to pay any overdue fees within 5 days after the due date.

(b) SandStar becomes aware of any reliable statement that the customer's use of the services violates any applicable law, rule or regulation or infringes the rights of third parties.

(c) the customer's use of SaaS services violates the user policy or interferes with the normal operation of SandStar’s platform.

(d) the security of customer data or the platform or the customer’s access rights has been compromised, or

(e) under any circumstances where SandStar has the right to terminate this SaaS agreement.

SandStar will notify the customer 3 days in advance of each suspension of the services as stated above, unless SandStar reasonably determines whether it is necessary or unnecessary to give a notice within a shorter time to protect the interests of SandStar, the customer or any third party.

### Term and Termination of Services

(a) The initial term of the SaaS services commences from the time point of service opening specified by the platform, renewable by making a payment without signing documents separately, unless otherwise notified by SandStar to the customer or by the customer to SandStar (and its distributor, if the SaaS services are ordered through the distributor) at least 90 days in advance. If either party violates the terms under this agreement, the quotation or the user policy and fails to correct its violation within 30 days after receiving a written notice from the non-breaching party (but the correction period for overdue payments shall be 10 days), the non-breaching party has the right to terminate the SaaS services.

(b) If the SaaS services are terminated or not renewed after expiration, the customer shall not continue to use the SaaS services and shall immediately destroy or return the originals and copies of any documents provided under these SaaS terms and conditions and other confidential information of SandStar in its possession or control to SandStar. The termination or expiration of the agreement shall not affect any rights that already existed before. Sections 4, 5, 6, 9 (d), 10, 11 and 12 shall survive the termination or expiration of the SaaS services.

## Ownership and Confidentiality

The ownership of the software, SaaS services, any relevant documents, copies, amendments and derivatives of the foregoing documents (in whole or in part) and all relevant copyrights, patents, trade secrets and other property rights and interests remain exclusively owned by SandStar and/or its licensors. Except for the rights expressly granted to the customer in these SaaS terms and conditions, SandStar reserves all rights. The customer shall not use, disclose or provide any software or related documents (or their amendments and derivatives) or any other confidential and/or non-public information related to SandStar products, services or business to any third party, except as permitted by these SaaS terms and conditions.

## Customer Data

SandStar shall treat customer data as confidential and may use it only in the following cases:

(a) when providing SaaS services (including sending feedback on the use of SaaS to the customer);

(b) use summary and/or anonymous information for the purpose of improving existing services, developing new services, displaying the general trend of service uses, data analysis and business strategy.

(c) monitor the customer’s use of SaaS services for the purpose of security and technical support, or to confirm the customer’s compliance with use restrictions, or to fulfill SandStar 's obligations to the customer.

(d) implement SaaS terms; for the avoidance of doubt, SandStar's confidentiality obligation to customer data does not apply to the following information: (1) information learned by SandStar from other channels or developed by SandStar without the help of customer data; or (2) information disclosed by SandStar as required by law (but only disclosed to the extent required by law).

## Developer or Nonproductive Services

If it is specified in the quotation that the SaaS service environment is "developer", "development", "sandbox", "demo", "evaluation" or similar nonproductive services or environment, the customer can only use such SaaS services or related environment for nonproductive purposes.

## Warranty and its Limitation and Exemption

(a) SandStar warrants that it will provide high-quality and sophisticated SaaS services in accordance with industry standards. Except the warranty liabilities expressly agreed in the SaaS terms and conditions, SandStar for itself and on behalf of its licensors disclaims (and the customer does not require SandStar to assume) any other warranty liabilities, whether express or implied, written or oral, including warranties in relation to any quality satisfaction of products and suitability for any specific purpose, and/or the guarantee that the customer can obtain any specific return on investment, or any guarantees generated by laws and regulations, or any guarantees incurred by or in any transactions, and/or any guarantees about SaaS security quality, or any guarantees that customer data will not be damaged, lost, intercepted and changed by unauthorized persons. SandStar does not guarantee that the operation or other use of the software or SaaS services will not be subject to any interference, error, or any loss or interference of customer data. SandStar Distributors are held harmless from any and all liability from SLA performance.

(b) The maximum liabilities of SandStar, its licensors and its distributors arising from the creation, licensing, provision, failure to provide or use of SaaS services or otherwise related to these SaaS terms and conditions, whether based on warranty, contract, tort or other reasons, shall not exceed the amount of fees charged by SandStar for SaaS services causing relevant disputes in 1 month before any loss is incurred. Under no circumstances shall SandStar, its subsidiaries or affiliates, distributors, licensors and their respective directors, officers, employees or agents be liable for any special, accidental or direct or indirect losses (including but not limited to: loss of profits, loss caused by operation interruption, loss caused by loss of use data, and any loss caused by interruption, termination or failure of network, third-party telecom service or third-party security function or system), even if SandStar has been informed in advance that such losses may occur. The customer acknowledges that complex software will never be completely free of defects, errors and breaches; subject to other provisions of this SaaS agreement, SandStar and SandStar distributors will be completely discharged of warranties or representations of defects, errors and breaches if it does not provide SaaS services. The customer acknowledges that, to a certain extent, the charges and quoted prices hereunder are based on the warranty liability exemption and limitation clauses specified herein; if the customer does not agree to accept such warranty liability exemption and limitation clauses, the fees and quoted prices offered by SandStar to the customer will be significantly increased.

## Limitation of Liability

(a) SandStar or Distributor are not responsible for the quality and integrity of customer data.

(b) The customer shall be solely responsible for establishing, operating and maintaining the link between itself and the SaaS system through the network (its speed has a great impact on the software response performance), including but not limited to all computer software and hardware, properly configured web browser, router and connecting line. SandStar shall provide necessary technical supports to the customer.

(c) Unless otherwise expressly agreed in Annex C, SaaS services only come with the current and latest version of the software. The SaaS services do not include:

(1) any execution, integration, custom code development, etc. All such services are deemed to be beyond the scope of the SaaS services.

(2) provision of support on the customer's website.

(3) design, code development, break-fixes, integration, customization and/or modification of support or testing.

(4) incorporation of third-party software in the SaaS services.

(5) customer development and/or all applications.

(6) change of materials caused by the customer’s software configuration.

(7) errors caused by the customer's negligence or willfulness.

(8) consultation or training services.

## Customers’ Responsibilities

(a) When SandStar is using its best to solve problems reported by the customer and determine the problems, the customer shall cooperate with SandStar.

(b) Before reporting a ticket to SandStar, the customer shall use all online information and resources provided by SandStar and take commercially reasonable measures to solve the customer's problems.

(c) The customer shall ensure that it has been clearly stated in any communication system or document provided by the customer to a user that in case of technical problems related to the SaaS system or software, the user shall call the customer for seeking solutions for such problems. SandStar has no obligation to provide any help, information or documentation directly to the user or other technical support personnel designated by the customer.

(d) In some cases, SandStar will need detailed information about the customer's system environment to solve problems in a timely manner. In such cases and in case of other integration/gateway related problems, SandStar will require the customer’s information technology support personnel to provide necessary information for solving the problems. The customer should ensure that SandStar can have access to such personnel in a timely manner.

(e) The customer is responsible for properly maintaining the normal operation of information technology equipment and interface functions, including connecting to the network. The SaaS services do not include consulting, operation, customer interface integration and support or training services required for the customer to use the revised or new version of the software.

(f) The customer shall be responsible for providing virus protection for its workstation and all its managed systems connected to the workstation.

(g) The customer is responsible for deploying an enterprise network firewall to ensure that the necessary ports can be used.

## Force Majeure

SandStar or Distributor shall not be liable for any delay or failure in performance caused by factors beyond its control, including but not limited to acts of God, acts of the customer, acts of third parties not related to SandStar, acts of any government organizations, war, rebellion, sabotage, armed conflict, injunction, fire, flood, strike or other labor unrest, interruption or delay of transportation, unavailability, interruption or delay of communication or third-party services, virus attacks or hackers, failure of third-party software (including but not limited to e-commerce software, payment gateway, chat tools, statistics or free source code), or inability to obtain raw materials, supplies or power required to provide the SaaS services.

## Governing Law and Dispute Resolution

These SaaS terms and conditions shall be governed by and construed in accordance with the laws of North Carolina and any dispute related to this Agreement shall be settled exclusively in the venue of the N.C..

## Changes of the Service Agreement

SandStar retains the right to make updates to these terms and conditions, SandStar customer can view changes on the website portal shown on the PO. The new service terms and conditions will be generally applicable to all customers rather than specific customers.

All SaaS or hardware are guaranteed only by and from SandStar not MicroBox Technologies LLC or any affiliated company or dba as the distributor of the SandStar software and hardware.