



**System Support and Service Agreement**

**Arnold / Under Armour**

**IBOD Duo (Box Opener)**

**Mount Juliet, TN**

**Date: March 31, 2025**

**Produced By: Jeff Grindstaff**

*Confidentiality Agreement*

*By receiving and viewing this document, every recipient agrees that this proposal and the information contained herein, including attachments, are confidential and proprietary to Cornerstone Automation Systems, LLC (CASI). Without written consent of an officer of CASI, no such information is to be used by the recipient for purposes unrelated to this proposal or is to be disclosed to CASI's competitors, the recipient's vendors, other third parties, or to others affiliated with the recipient that do not have a need to know such information to evaluate this proposal.*

## SUMMARY

CASI will provide **Arnold / Under Armour** ("Customer") with remote support resources to assist in maintaining the **IBOD Duo (Box Opener)** currently in operation in **Mount Juliet, TN**.

## EXTENDED SERVICE & SUPPORT OPTIONS

CASI offers several support plans to customers desiring to extend service coverage beyond the hours of 8:00 AM to 5:00 PM CST, Monday through Friday, and/or needing to extend CASI's support and services beyond the first year of operation.

For clients in North America, there are three Premier Plans. Each plan extends the service and support coverage schedule and includes other features that will help keep your system operating at peak performance.

- **Silver:** Priority access and support coverage Mon-Fri 8:00 AM - 5:00 PM CT.
- **Gold:** Extends priority support coverage to Sun-Sat 8:00 AM - 8:00 PM CT.
- **Platinum:** Extends priority support coverage to Sun-Sat 6:00 AM - Midnight CT.

## PROCESS

A CASI Certified Support Technician will acknowledge the ticket within the service response time. The technician then determines if the ticket is critical or non-critical.

The Support Technician remotely performs a high-level evaluation of the mechanical, electrical, and HMI-displayed issues. If this issue cannot be resolved in one hour, it is escalated to a Senior CASI Certified Support Technician.

The Senior Support Technician will perform a deeper diagnostic on the software, database, and controls. If the Senior Support Technician is unable to resolve the reported issue, they will either (a) escalate to a Systems Engineer for further remote evaluation or (b) coordinate on-site servicing.

All initial requests for support must be submitted through one of our three intake channels:

- Webform on CASI Support Website: <https://casiusa.com/supportform>
- Technical Support Hotline: **+1 800-930-3788**
- Email to CASI Support Inbox: [support@casiusa.zendesk.com](mailto:support@casiusa.zendesk.com)

## PREMIER PLAN INCLUSIONS & BENEFITS

Support Packages <sup>1</sup>	Standard	Silver	Gold	Platinum
Coverage Days and Hours	Monday - Friday 8:00 AM - 5:00 PM CT	Monday - Friday 8:00 AM - 5:00 PM CT	Sunday - Saturday 8:00 AM - 8:00 PM CT	Sunday - Saturday 6:00 AM - 12:00 AM CT
Unlimited Calls, Inquiries, and Remote Diagnostics	✗	✓	✓	✓
Prioritized Support Access with Dedicated Response Times	✗	✓	✓	✓
Priority Processing for Parts and Scheduling Field Service Trips	✗	✓	✓	✓
Spare Parts and Field Service Rate Discounts	✗	✗	✓	✓
50% off first Annual Preventative Maintenance & Health Check <sup>2</sup>	✗	✗	✗	✓
<u>Pricing Discounts</u>				
Spares Parts Discount Rate <sup>3</sup>	0%	5%	10%	15%
Field Service Visit Discount Rate	0%	0%	15%	25%
Minimum Outcall Service Visit <sup>4</sup>	8-Hours	4-Hours	4-Hours	4-Hours

1. Silver is included for all systems under warranty. 2. Field service visits and Preventative Maintenance travel expenses invoiced separately; discounts based on regional rates. 3. Spare parts discounts apply only to CASI products, not 3rd party products. 4. Remote and Onsite Service Technician and Engineering rates can vary year-to-year and by region of the country; ask your representative for current rates.

Priority Support Access with Dedicated Response Times (see below) is available to customers who enroll in a Premier Support Plan. Response times for customers not enrolled in a Premier Plan are based on queue volume and are not subject to dedicated response times.

### Premier Plan Response Times\*

Priority	Description / Example	During Plan Support Hours	Outside Plan Support Hours
<b>CRITICAL</b>	The entire system or critical part of the system is unavailable or will become unavailable soon	2-Hours or less	Next Business Day
<b>NON-CRITICAL</b>	No immediate business impacts and/or operational workarounds are identifiable	4-Hours or less	Next Business Day

\*Excluding CASI holidays.

## ASSUMPTIONS

1. This support agreement does not provide Client with the ability to request changes in system functionality.
2. Change in function request will need to be quoted and provided as a separate proposal and executed as a separate project.
3. Support is provided to aid in maintaining system performance levels consistent with performance levels occurring at the time of the agreement's activation date.
4. Client must provide remote VPN access to the system for remote support and diagnostics of the IBOD Duo (Box Opener).
5. This agreement does not include mechanical or electrical support; these support needs, should they arise, will be quoted separately.

## FEES AND PAYMENT TERMS

<input type="checkbox"/>	<b>Silver</b>	<b>Annual</b>	<b>\$20,723</b>
		<b>Warranty Year</b>	<b>Included</b>
<input checked="" type="checkbox"/>	<b>Gold</b>	<b>Annual</b>	<b>\$31,084</b>
		<b>Warranty Year (50% off)</b>	<b><del>\$15,542</del> \$0.00</b>
<input type="checkbox"/>	<b>Platinum</b>	<b>Annual</b>	<b>\$44,900</b>
		<b>Warranty Year (50% off)</b>	<b>\$22,450</b>

\*CASI has agreed to provide a one-year upgrade to the Gold Plan at no additional cost to the Customer, waiving the standard fee associated with this level of service. This complimentary upgrade is intended to demonstrate CASI's commitment to ensuring optimal system performance and customer satisfaction throughout the initial year of operation.

Premier Support Agreement renewals shall have a one-year term (effective January 1 through December 31) and shall automatically renew for successive one-year periods (each a "Term"), unless either party provides written notice of its intent not to renew at least sixty (60) days prior to the expiration of the then-current annual Term. Mid-year enrollments will be invoiced and become effective on the date of customer acceptance of this agreement, with invoicing prorated for the number of days left in the current Term. System Support Agreement renewals will be invoiced December 1 in the current Term for the upcoming Term.

All invoices issued under this agreement are due and payable within thirty (30) days from the invoice date. Payments must be made in full within this period to ensure the continuation of services. Please ensure timely payment to avoid any disruptions.

**Confidential:** Use or disclosure of data contained on this page, or in the appendix, is subject to the restriction on the title page of this document.

## SIGNATURE

An authorized signature on this page by Customer indicates its acceptance of this System Support Agreement beginning on **31 Mar 2025** and expiring at end of day on **30 Mar 2026**. By executing this Proposal, the Customer has accepted CASI's offer, and this Proposal now constitutes a binding agreement between the parties and is subject to and governed by CASI terms which are incorporated herein by reference in their entirety, located at <https://www.casiusa.com/casiterms>. Any terms or conditions set forth in a purchase order issued by the Customer for this Proposal that are in addition to or that conflict with this Proposal and/or the Agreements shall not apply and are to be considered null and void.

### Arnold / Under Armour

Michael Arnold 3/31/25  
Signature of Approval      Date

Michael Arnold  
Name (Please Print)

President  
Title

### Cornerstone Automation Systems, LLC (CASI)

Benjamin Comeau 3/31/25  
Signature of Approval      Date

Ben Comeau  
Name (Please Print)

Project Manager  
Title