

Inspection Services: Scope and Terms

(Pilot Program)

1. General

1.1 Description. Inspection Services (as defined below) is an add-on Support Services option that may be available to you with ChargePoint's then-current Support Service offerings (e.g., Assure, Assure Pro, or Customer Managed Labor Plan) or your then-in effect ChargePoint-provided warranty coverage for your Hardware.

1.2 Subscription Terms and Conditions. Your Subscription for Inspection Services are subject to (a) the terms and conditions of this Scope and Terms document; and (b) ChargePoint's Master Support Services Terms and Conditions (found at www.chargepoint.com/legal/support-services ("**Master Support Terms**")), as each may be amended from time to time by ChargePoint. Any capitalized term not otherwise defined in this Scope and Terms document has the meaning ascribed in Master Support Terms.

1.3 Term and Termination of Pilot Program. The pilot program for Inspection Services is available to you for the time duration specified in the applicable purchase order or ChargePoint invoice under which you acquired entitlements for Inspection Services. During the first three months of the term of Pilot Program, you may terminate for convenience with 5 business days prior written notice to ChargePoint.

2. Scope of Inspection Services. The following subsections of this Section 2 collectively constitute the scope of services that ChargePoint will provide to you in connection with the pilot program for Inspection Services ("**Inspection Services**"). In connection with each onsite visit for Inspection Services, ChargePoint's authorized service provider, who will perform Inspection Services on behalf of ChargePoint ("**Service Provider**"), will undertake the following:

2.1 Hardware Inspection. Visually inspect the exterior of the applicable Hardware, including, without limitation, its main body, charging cable(s), cable management kit, and screen and inspect for any reported faults displayed on the Hardware's display. If a failed charging session has been reported by the applicable Hardware to ChargePoint prior to the applicable onsite visit, then Service Provider will perform a test charge to diagnosis the issue.

2.2 Hardware Cleaning. Wipe down and clean the applicable Hardware, including, without limitation, the removal of any unauthorized stickers on such Hardware.

2.3 Hardware Repair. Perform any adjustments to Hardware for it to operate in accordance with ChargePoint's applicable specifications for such Hardware. If Hardware has a then-in effect warranty coverage from ChargePoint or other Support Services-related coverage by ChargePoint (e.g. Assure, Assure Pro, etc.), then Service Provider will install Replacement Parts that are non-electrical in nature, e.g. charging cable latches, screen lenses, and cable management kit retractor cables, and subject to exclusions described in Master Support Terms. If there is an electrical-related issue, then such repair may be covered by other applicable Support Services that you may have entitlements from ChargePoint. In that case, ChargePoint will determine which other applicable Support Services may provide the appropriate coverage and refer such issue for resolution to ChargePoint's support team, and may be covered, subject to the applicable Support Service.

2.4 Site Area Inspection. Visually inspect the physical site area, as such area is owned or managed by you, where the applicable Hardware is installed (“**Site Area**”) for potential issues that pertain to Site Area and/or may impair the performance and operation of the Hardware. Such issues will be reported to you in accordance with Section 2.5 (Monthly Reporting). For the avoidance of doubt, Inspection Services does not include, and ChargePoint will not be responsible or liable for, the repair, maintenance, fixes, or remediation in any manner of any issues that pertain to Site Area.

2.5 Monthly Report. Provide you a monthly report of the findings of Service Provider’s visual inspection of the applicable Hardware and/or Site Area (as described in this Section 2) during the applicable reporting period, including recommendations for the maintenance and repair of Site Area, issues that may require other Support Services dispatches for Hardware, and repairs and cleanings made to Hardware.

2.6 Service Cadence. Various cadence for onsite visits are available (e.g. weekly, monthly, quarterly). The cadence of such onsite visits is determined by the SKU that you acquire entitlements to Inspection Services.

3. Your Responsibilities. You are required to inform ChargePoint of all pertinent information in connection with onsite visits for Inspection Services, including, without limitation, any blackout dates for such onsite visits and access requirements to Site Area and/or applicable Hardware. ChargePoint will schedule onsite visits for Inspection Services based on such pertinent information.