

## SAFEGUARD CARE SCOPE AND TERMS

### 1. General

**1.1 Description.** Safeguard Care (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 Safeguard Care is 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](http://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.

**2. Scope.** The following subsections of this Section 2 collectively constitute the scope of services that ChargePoint will provide with Safeguard Care. In connection with each onsite visit for Safeguard Care, ChargePoint's authorized service provider, who will perform Safeguard Care 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 diagnose 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 repairs 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, Safeguard Care 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 Report.** Provide you with a 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. The report is provided (a) on a monthly basis for biweekly and monthly service cadence, or (b) on a calendar quarterly basis for quarterly service cadence.

**2.6 Service Cadence.** Various cadence options for onsite visits are available (e.g. biweekly, monthly, quarterly). Please note that biweekly means twice a calendar month, or 24 visits per year. The cadence of such onsite visits is determined by the SKU that you acquire entitlements to Safeguard Care.

**3. Your Responsibilities.** You are required to inform ChargePoint of all pertinent information in connection with onsite visits for Safeguard Care, 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 Safeguard Care based on such pertinent information.