

Appendix A

Onsite Installation Scope Guide

What's Included

- A single point of contact to oversee the installation and coordinate communication between all related parties
- Unpacking of all boxes delivered to location containing EZBuild components
- Installation of POS System, including software registration and all peripherals (printers, cash drawers, barcode scanners, etc.)
- Connect POS Systems to existing Internet connectivity
- Ensure proper network communication between multiple stations (peer to peer)
- Run test Cash, Credit & Debit transactions and test basic functions (print receipts, open cash drawer, test customer display, etc.)^[1]
- Professional networking for entire system^[2]

Required from Customer Prior to Installation

- Access to the building, an adult 18 years of age or older must be present at time of install
- Electricity available on the day of scheduled installation
- Internet connectivity (High Speed highly recommended)
- Local network access
- Ensure all EZBuild boxes & hardware have been delivered to proper location (please keep boxes unopened)
- Merchant Account approval & files (TID File if using PC Charge)

What's Not Included

- Removal of old POS System or register
- Drilling or cutting of counter or furnishings
- Additional parts or cables unrelated to EZBuild POS System
- Troubleshooting of existing Internet/Network Connection
- Troubleshooting of Merchant Account set-up
- Installation of any hardware not included in the EZBuild System (Kitchen Display Systems, Scales or Scanner/Scales, Office or Label Printers, etc.)

Possible Additional Services Offered by Installation Team

Below is a non-inclusive list of additional services that may be offered by the installation company. These services require additional fees payable directly to the installation company and may not be available for all software configurations. Contact the installation company directly for pricing and availability. See Terms, Conditions and Information section below for further details.

Training (Both management & employee)
Menu Creation

Additional Hardware Installation
Maintenance & Back-up Services

Appendix A

Terms, Conditions and Information

Onsite Installation services are performed by third party companies not affiliated with POS-X. The installation company is required to follow the scope of the project and may offer additional add-on services for your convenience. All details regarding the installation should be handled directly with the installation company. After the installation is complete, you may choose to fill out a performance review of the installation company and submit it directly to POS-X. We want to hear from you because while POS-X does not take responsibility for the actions of the installation company, we understand the necessity for quality service and will only utilize installation companies with a quality track record.

Prior to installation, you will be contacted by the installation company to set-up a date and time for the installation to take place. You may also be asked to fill out a short questionnaire to help enable the installation to be performed efficiently. The installation company is authorized to charge for additional services outside of the scope of the installation project with prior approval. Any delays or return trips due the customer location not being ready for installation, including mis-information regarding the pre-installation questionnaire or End User no show are subject to additional fees payable directly to the installation company.

Please do not open any boxes prior to the installer arriving, missing parts due to opened boxes may result in additional fees.

[1]Credit and Debit test transactions will be tested, however some problems may not be able to be resolved onsite by the technician.

[2]Includes in-wall wiring for standard construction and drop ceilings. When in-wall wiring is not possible (concrete, brick, etc.), wires will be run externally and concealed to reasonable expectations (conduit requires additional charges). Additional charges may apply for locations containing more than one building and/or more than two floor levels. All networking will be done utilizing cat5e network cable or equivalent, wireless networking is not included nor recommended.