Service Plan Schedule to the iTero Purchase Agreement

SERVICE PLAN, SUPPORT AND MAINTENANCE SERVICES SCHEDULE – NA

Effective: [DATE]

Terms and conditions are subject to change from time to time at Align's discretion.

This Service Plan, Support and Maintenance Services Schedule is a Schedule to an iTero Purchase Agreement between you, the Customer, and Align ("Agreement"). All capitalized terms in this Schedule shall have the same meaning as in the Agreement, and this Schedule is incorporated into such Agreement in its entirety by reference.

SERVICE PLAN

Each Service Plan includes extended Hardware and Software Warranties, support and maintenance services and the features set forth in the table below. The pricing may vary and there may be additional fees. Please reach out to your sales representative for Service Plan specific pricing. The purchase price of an iTero Scanner includes at least 12 months Service Plan, unless a longer term is set forth in the Agreement ("the Initial Term").

For iTero Scanners (except for iTero Scanners listed at Annex A):

Automatic Renewal: The Service Plan will automatically continue after the Initial Term set forth in the Agreement and will be billed automatically at the current monthly or annual list price, as elected by Customer in the Agreement. Full payment for such Service Plan is due no later than 30 days from the date of invoice. The Service Plan may be cancelled any time after the Initial Term with 30 days' prior written notice from the cancelling Party to the other Party. If more than one iTero Scanner is purchased for the same location, Service Plan discounts may be available and only after the expiration of the Initial Term of the Service Plan.

Cancellation: If Customer elects to cancel the Service Plan after the Initial Term of an iTero Scanner (except for iTero Scanners listed at Annex A), then the Customer will be without a Service Plan (noted as "No Service Plan" in the tables below). Without a Service Plan, certain services, Software updates and/or features may be unavailable, disabled or may only be available upon payment of an additional fee, as solely determined by Align and listed in the tables herein. iTero Scanners listed at Annex A, do not require a Service Plan following the Initial Term.

	SERVICE PLAN FEATURE DESCRIPTION	ACTIVE SERVICE PLAN	NO SERVICE PLAN[1]
SUPPORT	Help desk and technical support, local business hours	✓	✓
	Online remote connection, troubleshooting and configuration	✓	Additional fees
	Hardware support and spare parts replacement	✓	Additional fees
	Return-to-Service Scanner Health Check & Associated Costs (subject to Align's approval)	✓	Additional fees
	Accidental Damage Repair Service (subject to eligibility, see below)	✓	Additional fees
SOFTWARE	Software Updates and fixes	✓	✓
	Software feature-updates for add-ons of the selected Software Configuration[2]	✓	-
STORAGE	Unlimited cloud storage	✓	✓
	Secured, GDPR and HIPAA compliant	✓	✓
SCAN	Procedures, all types	Unlimited, at no additional cost	Additional fees
	Digital iCast® service	✓	Additional fees
OTHER BENEFITS	Clinical Workshops/Webinars/Refresher Courses (where applicable)	✓	Additional fees
	Trade-in Program (where applicable)	✓	Additional fees

[1] For iTero Scanners listed at Annex A without a Service Plan, "No Service Plan" column (above) shall apply following the initial Term with the following changes, which may be amended by Align from time to time:

- Procedures, all types - shall be available with no additional fees.
- Software feature-updates for add-ons of the selected Software Configuration - shall be provided for additional fees.
- Cloud storage - shall be provided for additional fees, at Align's option.

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[2] The Service Plan includes Software Feature-Updates for add-ons based on the iTero Scanner Software Configuration purchased and activated.

The following Key Software Features shall be activated based on the iTero Scanner Software Configuration and Service Plan that is purchased by the Customer:

CATEGORY	SOFTWARE FUNCTIONALITY	ACTIVE Service Plan	NO Service Plan[1]
Procedures (scan types)	Study model / iRecord	✓	$
	iCast	✓	$
	Fixed restorative (…)	✓	-
	Dentures/Removables	✓	-
	Implant planning	✓	-
	Appliances (…)	✓	$
	Invisalign	✓	✓
	Invisaline Aligners, First, Vivera retainers	✓	✓
Platform	Ortho Lab workflow	✓	-
	Resto Lab workflow	✓	-
	MyiTero.com web platform	✓	✓
	Open export (case STL export)	✓	✓
Connectivity	Dental Practice Management System (DPMS) integration	✓	-
	Exocad Connector 2.0	✓	-
	Chair side exocad connector	✓	-
Invisalign	Invisalign Outcome Simulator	✓	-
	Invisalign Outcome Simulator with In-Face visualization (Pro)[2]	✓	-
	Invisalign Case assessment	✓	-
	Invisalign Progress Assessment	✓	-
5D NIRI[3]	Intraoral camera functionality	✓	-
	NIRI-based scan	✓	-
Diagnostics & Patient Conversion	iTero TimeLapse	✓	-
	Occlusogram	✓	✓
	OrthoCAD	✓	✓
	Scan report	✓	-

[1] For iTero Scanners listed at Annex A, without a Service Plan, "No Service Plan" column (above) shall not apply, and such iTero Scanners shall continue to have the same Software functionality as when purchased.

[2] Available only on iTero Element Plus Series

[3] Available only on iTero Element 5D, Laptop and Plus (all HW configurations).

SUPPORT AND MAINTENANCE SERVICES

Support Services: Align will provide Support Services with respect to the Product(s) during the Warranty period in accordance with the applicable Warranty as described in the Agreement. Thereafter, Support Services will be provided if Customer has purchased an annual or multi-year Services Plan, which includes Support Services, or if no such plan is in effect, Support Services will be provided according to Align's then current support services policy and pricing.

With respect to the iTero Scanner Laptop Model, Support Services will only be provided if the Laptop Software and operating system are in good working order and in the version published on the Website or otherwise conforming to Align's specifications

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at any given time, and Customer agrees that Customer is solely responsible for upgrading or updating or replacing such Laptop Software or operating system to be compatible with the iTero Scanner Laptop Model. In the event that Align notifies Customer that an update, upgrade or other fix to Customer's Laptop Software is required in order for the iTero Scanner Laptop Model and/or Align Software to function properly, Customer agrees to promptly obtain such update, upgrade or other fix, and Customer's failure to do so shall relieve Align of any obligations hereunder, including its Warranty obligations, and shall be considered a material breach of this Agreement.

Support Services are not provided for Third Party Products, including the Laptop. In the event that, in the provision of the Support Services, the Align support technician determines that a defect or other issue is as a result of a Third Party Product, Customer will be required to obtain support services from the Third Party Product supplier or manufacturer.

Support Services for Align Software will only be provided on a remote basis.

Reporting Issues. Customer agrees to promptly report, by telephone, email or other way as defined by Align, at the contact information located on the Website any malfunctions in the iTero Scanners together with sufficient information to enable Align to perform a root cause analysis.

Phone Support. The technical support helpdesk is available Monday through Friday (excluding support team holidays and closures for maintenance) during normal local business hours. Helpdesk will initially attempt to diagnose the problem over the telephone. If technical support is unable to resolve the issue by telephone, then Support Services shall be provided remotely in accordance with the terms set forth herein, in the Documentation and in the applicable Warranty or Service Plan.

Customer's Responsibilities for Defective Products. In the event of a defect in the Hardware or Align Software which is covered by the applicable Warranty or Service Plan, Customer agrees to: (i) cooperate with Align's efforts to repair the defect remotely in the case of Align Software, or (ii) in the case of a Hardware defect, return, at Align's cost, the defective Hardware, according to Align's instructions, using packing materials supplied by Align for any returned Hardware, and (iii) provide insurance for shipment of the Hardware using a reputable shipping party for the return of the defective Hardware.

Support Service Lapse Fee. After the Warranty period, if the Customer does not purchase Support Services when Customer enters into the Agreement, then an additional evaluation fee may be incurred as solely determined by Align for services such as (i) an onsite or remote, online evaluation, (ii) any required repairs, (iii) any required training and (iv) retroactive unpaid Support Services periods. Such additional fees will be billed at the then current rates and subject to Align then current policy and procedures.

Replacement Parts. Replacement parts may be new or refurbished parts, at Align's discretion, and will be warranted for the later of: (i) the remainder of the warranty period in effect for the Hardware, if any, or (ii) in accordance with the manufacturer's warranty for hardware provided by Align, if any, unless otherwise mandated by applicable law.

Accidental Damage Repair Service. As part of the support and maintenance services provided under this Service Plan, Align offers a limited accidental damage repair service (the "Accidental Damage Service") for certain eligible iTero Scanners. For purposes of determining eligibility for the Accidental Damage Service, "Qualifying Accidental Damage" means physical damage to an eligible iTero Scanner resulting from a single, unexpected and unintentional external incident that materially affects the functionality of the iTero Scanner.

The Accidental Damage Service is available only as an ancillary service under a current Service Plan and is not available or offered on a stand-alone basis. The iTero Scanner must have a current make-it-mine registration and be less than five (5) years old, based on its original shipment date, in each case as determined by Align's records.

The Accidental Damage Service may be used for a maximum of one (1) Qualifying Accidental Damage incident per eligible iTero Scanner during each twelve (12) month Service Plan term, measured from the start date of the Service Plan for such iTero Scanner. For an eligible service request, Align will assess the affected iTero Scanner and determine the appropriate service response. Align may, at its discretion, repair the affected iTero Scanner or its relevant parts or components. Where Align determines that repair is not reasonably appropriate, Align may instead provide replacement equipment, parts or components as part of the service. Any such replacement may be new, repaired or refurbished, as determined by Align.

Any subsequent accidental damage incident affecting the same iTero Scanner during the same twelve (12) month Service Plan term is outside the scope of the Accidental Damage Service. Any repair, replacement or other service requested in relation to such subsequent incident may be provided separately by Align and charged at Align's then-current applicable service rates.

Exclusions and Service Limitations. The Accidental Damage Service is not available in respect of: (a) loss, theft or unexplained disappearance of any iTero Scanner or component; (b) cosmetic damage that does not affect functionality, or normal wear and tear; (c) damage resulting from reckless, abusive, willful or intentional conduct, unauthorized modification or use inconsistent with Align's instructions or intended use; (d) damage caused by fire, flood, earthquake or other natural disaster; (e) damage resulting from repair, service, maintenance, modification, transfer or disassembly by anyone other than Align or an Align-authorized service provider; (f) equipment with an altered, defaced, removed or otherwise unverifiable serial number; (g) damage or conditions existing before the iTero Scanner became eligible for the Accidental Damage Service; or (h) consumables or accessories subject to normal wear, unless Align determines that their damage resulted from the same Qualifying Accidental Damage incident accepted for service under this Section.

As a condition to requesting the Accidental Damage Service, Customer must, at Align's request, make the affected iTero Scanner available for inspection and return any damaged or replaced equipment or component to Align in accordance with Align's instructions and the requirements under the "Customer's Responsibilities for Defective Products" section above. Align may verify eligibility, ownership and Service Plan status, inspect the affected equipment and circumstances of the reported incident, and determine in its reasonable discretion whether the applicable requirements for the Accidental Damage Service are satisfied and what repair or other service action, if any, is appropriate.

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The Accidental Damage Service forms a limited and ancillary part of the support and maintenance services provided by Align under the Service Plan. It is a contractual commitment by Align to perform the services expressly described in this Section, subject to the applicable eligibility requirements, exclusions and service limits. It does not provide compensation, reimbursement or payment to Customer for any loss or damage, and Customer has no right to receive any monetary payment or reimbursement instead of the applicable repair or replacement service.

The Accidental Damage Service does not expand, modify or constitute any warranty applicable to the eligible iTero Scanner. Except solely with respect to the Accidental Damage Service expressly described above, all applicable warranty exclusions, limitations and other terms of the Agreement and this Service Plan remain unchanged and in full force and effect.

Physical Move of Scanner. If the iTero Scanner Wheelstand Model is moved outside the location designated in the Agreement, Customer shall be solely responsible for any damage caused during the physical move of the iTero Scanner, and with respect to the iTero Scanner Laptop Model, shall be solely responsible for any damage in transport other than in accordance with the transport instructions set forth in the Documentation. If Align is required to provide assistance, either onsite or remotely as a result of such damage, additional charges may apply.

Software Updates and Software feature-updates. As solely determined by Align, certain Software updates and Software featureupdates may not be available without payment of an additional fee by Customer.

End of Support. Align shall maintain all Support Services and Service Plan for at least 5 years for newly purchased iTero Scanner, as well as Flex Restorative Foundation iTero Scanner, or 3 years for Certified Pre-Owned iTero Scanner, from the Warranty Effective Date as defined under the Agreement. Following such term, Align reserves the right to terminate the Support Services and Service Plan, at Align's sole discretion, by providing the Customer with prior written notice, including via email, to any then current Customer contact information in Align's records.

If no termination of Support Services notification was sent by Align as set forth above, Align shall continue to invoice the Customer on a monthly basis according to its then current pricing and shall continue to provide Support Services under its then current Service Plan.

iTero Training: Initial training will be available to Customer via a virtual platform in accordance with Align's then current training program. Additional training may be offered at Customer's request, and additional charges may apply. Align or a third-party representative on Align's behalf, may contact Customer to schedule the additional training. Customer will make available to trainers uninterrupted time for the training. Customer may be requested to: (i) schedule, orthodontic, and/or Invisalign patients, (ii) schedule patients for full mouth scans or digital impressions, and/or (iii) have a specific number of staff members present for the training which in each instance is dependent upon the Product(s) purchased.

Annex A:

List of iTero Scanners:

- iTero Element Certified Pre-Owned Scanners
- iTero Element Flex Restorative Foundation Scanner
- iTero Element 5D Restorative Foundation Scanner, Laptop Configuration

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