iTero™ Service Plan Schedule to the iTero Purchase Agreement - AU

For scanner sales after 1 July 2026. Effective: 1 July 2026.

IMPORTANT: THIS SCHEDULE APPLIES ONLY TO ITERO SCANNER PURCHASES SET OUT IN THE TABLE BELOW MADE ON OR AFTER 1 JULY 2026.

This Service Plan Schedule is a Schedule to an iTero Purchase Agreement between you (the "**Customer**") and Invisalign Australia Pty Limited ACN 098 357 736 ("**Align**") ("**Agreement**"). All capitalised terms in this Schedule have the same meaning as in the Agreement. This Schedule is incorporated into such Agreement in its entirety by reference.

Nothing in this Schedule excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law.

Service Plans.

The following Service Plans are currently available on the following iTero scanner models:

iTero Scanner Model.	Available Service Plans after Initial Term.
iTero Lumina iTero Lumina Pro iTero Element 5D Plus iTero Element 5D Plus Lite iTero Element 5D iTero Element 5D - Laptop Configuration	1. Comprehensive; and 2. Accelerator.

IMPORTANT INFORMATION INCLUDING AUTOMATIC SERVICE PLAN RENEWALS AND HOW YOU CAN CHANGE YOUR SERVICE PLAN(S):

Each Service Plan includes the relevant support and the features set forth in the tables below. In particular, here is some important information that we want you to be aware of pre-purchase:

a. Where can you find pricing for your Service Plan:

Please reach out to your sales representative for Service Plan specific pricing.

b. Initial Term of your Service Plan:

The purchase price of an iTero Scanner includes a 12-month Comprehensive Service Plan, unless the parties have agreed a longer term in the Agreement ("**the Initial Term**").

c. Automatic renewal of Service Plan after the Initial Term:

The Comprehensive Service Plan **will automatically continue after the Initial Term** and will **be billed automatically** at the then-current monthly or annual (as elected by the Customer in the Agreement) list price unless you elect to change your Service Plan to the Accelerator Service Plan after the Initial Term. We will provide advance notice prior to renewal and you may opt out of the Comprehensive Service Plan at any time after the Initial Term by contacting Align at iterosupportanz@aligntech.com or on 1800 468 472.

d. How to change your Service Plan:

You may change your Service Plan at any time on 30 days' prior notice to Align by contacting us on iterosupportanz@aligntech.com or 1800 468 472. There is no administrative fee payable for making this change. However, if you later switch from the Accelerator Service Plan to the Comprehensive Service Plan, the fees for the Comprehensive Service Plan will apply from the effective date of the change.

e. Important information about what happens to your scanner functionality if you change to "Accelerator Service Plan":

If you elect to cancel the Comprehensive Service Plan after the Initial Term, then you will be moved onto the Accelerator Service Plan. **This means that you will no longer receive the following features**:

i. iTero Design Suite;

ii. Hardware support and spare parts replacement for accidental damage or loss (this does not exclude any rights you have under Australian Consumer Law); and

iii. Software upgrades.

For the avoidance of doubt, "software upgrades" refers to new or enhanced software features or functionality released after purchase. The Accelerator Service Plan does not include any contractual entitlement to receive software upgrades at no additional cost. Any software upgrades that Align may make available from time to time (including through automatic or system wide deployments) are provided at Align's discretion, subject to applicable law, and do not form part of the Accelerator Service Plan[1]. This exclusion does not apply to bug fixes, security patches, error corrections, or other

updates required to maintain the operation, safety or compliance of the iTero Scanner(s), nor does it exclude any non-excludable right under Australian Consumer Law.

f. Your Comprehensive Service Plan rates may change:

Align may change your Comprehensive Service Plan's rate each monthly or annual renewal term after the Initial Term and Align will notify you of any rate change at least 45 days' in advance with the option to change to the Accelerator Service Plan. If you do not agree to the revised pricing for the Comprehensive Service Plan, you may cancel your Service Plan before the change takes effect. If the applicable GST rate (or other included tax or duty) changes during your monthly or annual renewal term, we will accordingly adjust the tax-inclusive price for your plan on your next billing date.

g. When payment is due:

Full payment for the Comprehensive Service Plan is due no later than 30 days from the date of invoice.

h. What happens if you purchase more than one iTero Scanner:

If more than one iTero Scanner is purchased for the same location and by the same Customer, Comprehensive Service Plan discounts may be available and only after the expiration of the Initial Term. Please reach out to your sales representative for pricing.

i. Will Align make variations to my Service Plan after I purchase it?

When purchasing an iTero scanner, you may do so in reliance on the Service Plans, features, functionality and benefits available at the time of purchase.

Accordingly, Align will not discontinue a Service Plan, materially reduce its core features, functionality or benefits, or otherwise make changes that materially diminish the value of the Service Plan offerings available to existing scanner owners at the time of purchase, except where reasonably necessary to:

- comply with applicable laws, regulations or regulatory requirements;
- address cybersecurity, security, technical integrity or patient safety concerns;
- prevent fraud, misuse or unlawful activity; or
- respond to circumstances beyond Align's reasonable control.

Where Align reasonably determines that such a change is necessary, Align will provide affected customers with reasonable prior notice and, where practicable, a substantially equivalent alternative Service Plan.

Nothing in this section prevents Align from:

- introducing new Service Plans, features, functionality or offerings;
- discontinuing Service Plans for new customers who purchase scanners after the change takes effect;
- changing Service Plan rates in accordance with clause (f) (Your Service Plan rates may change); or
- making enhancements, improvements, administrative updates or other changes that do not materially reduce the overall functionality, benefits or value of the Service Plan offerings available to existing scanner owners.

Any change under this section will apply prospectively only and will not affect services already supplied.

The date at the top of this Schedule indicates when it was last updated and the current version will be made available to you.

1. Paying for a Comprehensive Service Plan does not mean that future software upgrades will only be available to those customers. Align may make software upgrades available to other customers, including customers who are subscribed to the Accelerator Service Plan (although this is not guaranteed for customers subscribed to the Accelerator Service Plan).

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Service Plan Information: Each Service Plan includes the support and maintenance services and the features set forth in the table below.

	Service plan feature description	Comprehensive	Accelerator
Support	Help desk and technical support, local business hours	•	•
	Online remote connection, troubleshooting and configuration	•	•
	Hardware support and spare parts replacement for accidental damage or loss[1]	•	-
	Return-to-Service Scanner Health Check[2]	•	•
Software	Software fixes and OS upgrades	•	•
	Software feature-updates for add-ons[3]	•	-
Storage	Unlimited cloud storage	•	•
	Secured, GDPR and HIPAA compliant	•	•
Scan	Scans, all types	•	•
	Digital iCast® service	•	•
General	iTero TimeLapse	•	•
	Align Oral Health Suite (AOHS)[4] (available only on eligible scanner models)	•	•
	iTero Design Suite	•	-
	Align Oral Health Report	•	•
Invisalign	Invisalign + iRecord® scan and web-based view	•	•
	Invisalign Open Export	•	•
	Invisalign, Vivera scans and workflow	•	•
	Invisalign Outcome Simulator and Progress Assessment	•	•
	Invisalign Outcome Simulator Pro[4] (available only on eligible scanner models)	•	•
	Vivera Pre-Debond scan service	•	•

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Restorative	Restorative scans, open-export and web-based view	•	•
	Restorative Lab	•	•
	Chair Side Milling, Implant, Scan Body workflow	•	•
Orthodontic	Orthodontic scans, open-export and web-based view	•	•
	OrthoCAD® software and Viewer	•	•
	Ortho Lab workflow	•	•
5D Aid Diagnostics	NIRI-based scan[5], Open Export and web-based view (available only on eligible scanner models)	•	•
	5D Aids Diagnostics software feature-updates	•	•

1. This is in addition to and does not exclude any rights that you have under Australian Consumer Law. Please refer to the Agreement for further information relating to the Hardware Warranty and Software Warranty and how you can make a Warranty claim.
2. The Return-to-Service Health Check is a comprehensive evaluation conducted by Align team members to check the operational readiness of a Scanner that is switching between Service Plans. This process involves remotely assessing the Scanner's performance, identifying any potential issues, and verifying that it meets the necessary standards for re-instatement into a specific service plan. The health check aims to ensure that the scanner is functioning correctly and is capable of delivering reliable results before it is subscribed to the new service plan.
3. "Software upgrades" refers to new or enhanced software features or functionality released after purchase. The Accelerator Service Plan does not include any contractual entitlement to receive software upgrades at no additional cost. Any software upgrades that Align may make available from time to time (including through automatic or system wide deployments) are provided at Align's discretion, subject to applicable law, and do not form part of the Accelerator Service Plan[1]. This exclusion does not apply to bug fixes, security patches, error corrections, or other updates required to maintain the operation, safety or compliance of the iTero Scanner(s), nor does it exclude any non-excludable right under Australian Consumer Law.
4. Align Oral Health Suite (AOHS), and Invisalign Outcome Simulator Pro are only available on the following scanner models: iTero 5D Plus, iTero 5D Plus Lite, iTero Lumina and iTero Lumina Pro.
5. Access to iTero NIRI Technology is only available on the iTero Lumina Pro, iTero Element 5D Plus and iTero Element 5D scanner models. iTero NIRI technology is available on the iTero Element 5D Plus Lite and iTero Lumina scanner models for an additional fee. A new wand will also be required to upgrade from an iTero Lumina to iTero Lumina Pro scanner

1. Paying for a Comprehensive Service Plan does not mean that future software upgrades will only be available to those customers. Align may make software upgrades available to other customers, including customers who are subscribed to the Accelerator Service Plan (although this is not guaranteed for customers subscribed to the Accelerator Service Plan).

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Support and Maintenance Services.

Support Services: Align will provide the following "Support Services" with respect to the Product(s) during the Warranty period in accordance with the applicable Warranty as described in the Agreement:

1. Help desk and technical support, local business hours;
2. Online remote connection, troubleshooting and configuration; and
3. Return-to-Service Scanner Health Check.

After expiry of the Warranty period, Support Services will be provided if Customer is on an active Service Plan, which includes Support Services. 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 the version published on the Website or otherwise conforming to Align's specifications 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 may mean that Align is unable to fulfil any of its obligations relating to Warranties.

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 may report, by telephone (1800 468 472), email (iterosupportanz@aligntech.com) or other way as defined by Align (including using 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.

Defective Products. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. The contractual rights that you may be entitled to under the Warranty in the Purchase Agreement are in addition to these statutory rights. Should your Product be defective, then you can choose to make a claim under Australian Consumer Law or the Warranty. Please refer to your Agreement for more information.

Replacement Parts. Replacement of non-conforming Products or parts of Products may be made by substitution of similar or upgraded Products having the same or similar functionality. Replacement parts will be provided on an exchange (refurbished) or new part basis, as determined by Align acting reasonably.

Physical Move of Scanner. If the iTero Scanner Wheelstand/Cart 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/Mobile 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.

End of Support. Align shall maintain general support services for at least 5 years for newly purchased iTero Scanners.

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.

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