

# AI AUTOMATED COOKING APPLIANCE PROTECTION SERVICE CONTRACT

Reliable, Ongoing Support So You Never Have to Stop Your Kitchen.



This Protection Service Contract (the "Contract") is entered into between our company (referred to as "Party A") and the purchaser of the appliance (referred to as "Party Z").

Party A will provide the protection services (referred to as the "Services") and special warranty coverage under the terms and conditions of this Contract. This Contract applies to all appliances covered under this Contract.

## 1. PURPOSE



The purpose of this Contract is to ensure that the Appliance (as defined below) continues to operate at optimal performance by providing protection services and special warranty coverage in the event of malfunction or failure.

## 2. APPLIANCE FEATURES & FUNCTION UPDATES



This appliance is equipped with an AI control system, sensors, and recipe data. To continue providing optimal performance, software updates and service improvements may be automatically delivered via the internet or communication network. These updates and improvements are part of the Services provided under this Contract.

## 3. HOW THE SERVICE WORKS

### SERVICE HOURS

Services are available during the times below.



Weekdays: 9:00 AM – 6:00 PM  
(Excluding Saturdays, Sundays, and public holidays)



### COMMUNICATION ENVIRONMENT

A stable internet connection is required. Communication fees and related costs are the responsibility of the customer.

## 4. FUNDAMENTALS OF THE CONTRACT

### CONTRACT TERM & COVERAGE



- The standard contract term is 3 years from the date of installation or handover.
- For extended contract coverage: Extended coverage is available in 1-year increments (up to a maximum of 3 additional years). Terms are subject to the conditions of this Contract.

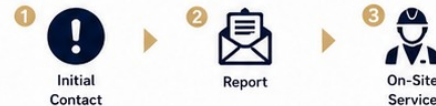


### SERVICE FEES & PAYMENT

- Service fees are based on the plan selected by the customer at the time of purchase. Prices are subject to separate quotation.
- Payment terms may vary by plan.
- Late payments may incur additional fees, suspension of services, or termination of this Contract.

## 5. CUSTOMER SUPPORT SYSTEM

### EMERGENCY RESPONSE FLOW



## 6. COMMUNICATION ENVIRONMENT

The customer must ensure a stable internet connection and necessary infrastructure. We are not responsible for service interruptions or failures caused by the customer's communication environment or equipment.

## 7. EXCLUSIONS & CUSTOMER RESPONSIBILITIES

### EXCLUSIONS

- Damage caused by misuse, neglect, fire, natural disasters, unauthorized repairs, or modifications.
- Damage caused by use beyond the intended purpose, including operation in unsuitable environments.
- Consumable parts (e.g., batteries, gaskets, blades) and damage due to normal wear and tear.

We are not liable for any indirect damages (e.g., loss of profits or business interruption) resulting from appliance failure.



### CUSTOMER RESPONSIBILITIES

Customers are responsible for the proper use, daily maintenance, and regular inspections of the appliance as outlined in the User Manual.

## 8. OTHER PROVISIONS

### ASSIGNMENT PROHIBITED

The customer may not transfer or assign this Contract or its rights under this Contract without the prior written consent of our company.

### GOVERNING LAW

This Contract shall be governed by and construed in accordance with the laws of Japan.

### DISPUTE RESOLUTION

In the event of a dispute, the parties shall endeavor to resolve the matter through good-faith discussions. If resolution cannot be reached, the dispute shall be submitted to the court with jurisdiction over our company's principal place of business.

## 9. FREE SERVICES

- The following services are included during the contract term at no additional cost.
- These services do not include replacement of consumable parts.
- Details are provided separately.
- Repairs outside the contract term or beyond the coverage period are available at the standard rates (e.g., for 12 months).

## 10. DATA SECURITY & HANDLING



- Customer information, appliance operation data, and recipe data will be handled in accordance with our Privacy Policy.
- Data may be collected (including by our affiliates and partners) and used for improving services, system upgrades, and support.

## 11. CONTRACT TERMINATION



- Either party may terminate this Contract in accordance with the terms of this Contract.
- Upon termination, all rights and obligations under this Contract shall cease.
- Even after termination, fees incurred prior to termination remain payable.

\*This is a summary of the key points of the Contract. For full terms and conditions, please refer to the detailed Contract document.