



SenSee Kiosks Offerings & Policies

Discount Details

We provide gracious quantity discounts based upon the following break points:

Number of Kiosks	Quantity Discount	Reseller Discount	Total Discount
1	-	15%	15%
2-3	7%	15%	22%
4-9	14%	15%	29%
10-49	18%	15%	33%
50-99	26%	15%	41%
100+	31%	15%	46%

*Please note that quantity discounts are based upon a per order basis unless an additional agreement is in place.

Payment Terms

We offer financing as low as \$94 per month/per kiosk for companies with good credit.

If our customer chooses not to finance their purchase with us, we require 75% paid at ordering with the remaining 25% paid directly before delivery is released.

For large quantity orders special arrangements can be made.

Production Lead Times

Standard Production: <u>6-10 weeks</u>	Timeline
SenSee receives deposit	Day 1
Kiosk Manufacturing	Week 1-3
Warehouse Logistics to Testing Facility	Week 4-8
Testing	Week 9
Delivery	Week 10

Rush Production: <u>3-5 weeks</u> (+\$500 /Kiosk)	Timeline
SenSee receives deposit	Day 1
Kiosk Manufacturing	Week 1-3
Warehouse Logistics to Testing Facility	Week 4
Testing	Week 5
Delivery	End of Week 5

Delivery

USA Domestic Deliveries:

1-4 Day Fed Ex Freight for domestic deliveries (Avg. \$300 per kiosk, depending on quantity)

Global Ocean Freight Delivery:

DHL Global Forwarding (Avg. \$200-\$300 per Kiosk, depending on quantity)

Other:

- Rush shipping is also available for US domestic shipments via 5 hour Customs Critical (Time Critical) via FedEx (Avg. \$800 per Kiosk)

- White glove unpacking and hand delivery is also available as well as crate removal and disposal

1 Year Standard Warranty

All hardware has a standard 1 year replacement warranty included on all purchases. If a component becomes faulty, customers must remove and ship the faulty component back to SenSee, and SenSee will then send the new part to the customer. If a customer wishes for SenSee to provide On Site Support to remove the faulty part and then install the new one, that service is offered within a SenSee support package.

Support Packages

Total Piece of Mind Support Package: 1,2,3,4, or 5 Year Package (\$89 per month)

This package includes a combination of all separate individual packages shown below. It is designed to cover any and all issues that may arise once a kiosk is installed in the field. The Total Piece of Mind Support Package is also designed to be “totally automatic,” if configured in that fashion, so to have a kiosk automatically fixed when faulty, so to not place a burden on the operations of the customer. This package is great to ease the operations burden from a smaller organization, but is strongly recommended for large rollout customers.

This package includes Full Remote Health Monitoring of the kiosk, Full Extended Warranty on Hardware, Full On Site Support up to 1 visit anywhere in North America or \$360 of On Site Support total per year, as well as 10 minutes per month of Telephone Support totaling 120 minutes per year, and 10 minutes per month of Remote Desktop Support, totaling 120 minutes per year.

Individual Support Packages:

A) Remote Health Monitoring: 1,2,3,4, or 5 Year Package (\$19.99 per month)

SenSee administrators remotely monitor each kiosk for health and functionality, as well as other pre-determined goals, such as sending an alert after a lost Internet connection, monitoring if there are any errors with the kiosk’s software or hardware, or other events, such as monitoring for a “printer low on paper” flag. If at any point a “flag” is raised that constitutes an “alert” in regard to one of the pre-determined goals, an alert email is immediately sent to the customer, as well as a SenSee administrator to notify both parties with regard to the details of the flag. This package includes the \$125 SenSee Remote Desktop Software Free.

B) Remote Desktop Support 1,2,3,4, or 5 Year Package (\$9.99 per month)

If directed by a customer, a SenSee administrator can log into a Kiosk via remote desktop and attempt to remotely fix any issues with the kiosk’s settings, software, or operating system. Each yearly package includes 10 minutes per month, or 120 minutes total support, a \$150 value. Please note that if SenSee’s Remote Health Monitoring package is not present, then SenSee’s Remote Desktop Software must be purchased, and is \$125 per license.

C) Extended Warranty on Hardware 1,2,3,4, or 5 Additional Year Package (\$29.99 per month)

This package extends the warranty on hardware, and covers any parts of the kiosk that become un-usable due to normal wear and tear beyond the 1 year standard warranty. The faulty part must be removed and sent back to our company, and a new part can be sent to the customer. This package covers any faulty parts or components such as a new LCD screen or new computer, but this package does not cover the kiosk frame itself or shipping costs.

D) On Site Support Anywhere in North America 1,2,3,4, or 5 Year Package (\$29.99 per month)

On Site Support is a service that is offered for kiosks installed anywhere in North America. A service technician is deployed that will attempt to repair any problem that can not be repaired remotely, any issues that arise from the kiosk hardware components, or simply to install or uninstall a component. This package includes 1 technician visit anywhere in North America, or \$360 of On Site Support total per year. Hourly charges range depending on location, but average \$75 per hour.

E) Telephone & Email Support 1,2,3,4, or 5 Year Package (\$9.99 per month)

If directed by a customer a SenSee administrator can consult a customer over the phone or via email and attempt to walk them through a problem and fix any issues with the kiosk's settings, software, or operating system. This package includes 10 minutes per month or 120 minutes total support per year, a \$150 value.

F) Content Management (Free with any New Program)

SenSee can develop a "back end" portal with any new Kiosk software application for the customer to log onto the web and change the content of their own Kiosk at any time, totally free of charge.

G) Usage Reporting (Free with any New Program)

SenSee can configure a new kiosk software application to record all usage activities so that the customer can log onto the web and view those statistics at any time.

Other:

Installation

Installation is available anywhere in North America, and is billed at a flat rate of \$75 per hour.

Software Pricing

\$129 Kiosk Lock-down Software + 1 hour of Configuration

\$125 Professional Remote Desktop Control software (.5 hour Configuration included)

Additional Services Pricing

\$75 per hour for Software Development: (http://www.senseekiosks.com/products/kiosk_software_development.html)

\$99 per hour for New Media Design: (http://www.senseekiosks.com/products/new_media_design.html)

Message from the President:

We do business with new technology and methods, but methodically reflect upon "the old fashioned way" of doing business, defined as believing that when a company makes the customer happy, and utilizes flexible policies and customer care, and always stands behind their product, that doing so builds a "long term" relationship where both customer "and" supplier win in the end.

-Joseph M. Baliva, President, SenSee Kiosks

SenSee Kiosks

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www.SenSeeKiosks.com