

FREQUENTLY ASKED QUESTIONS

What Is Bepoz Advantage +™?

Bepoz Advantage +™ is an exciting new innovative offering from Bepoz to existing and prospective customers. Bepoz Advantage + is a subscription based financial package that bundles the cost of hardware, software and professional services into one low monthly payment for the life of the agreed period, selected by the customer.

As the name suggests, it is more than just a financial product. Advantage + also covers the cost of all hardware servicing, repairs, and replacement, including labour costs for the term of the agreement.

Plus, there is more, Advantage + customers also receive the following.

1	Free Visitor Registration System	Valued at \$99.00 per annum
2	Free Set up and Configuration of EzeVouchers, EzeTickets, EzeGift	Valued at \$990*
3	Free Set up and Configuration of the YourOrder Platform	Valued up to \$3,000*
4	Monthly Fee is waived for EzeVouchers, EzeTickets, EzeGift	Valued at \$99 per month
5	Semi-annually onsite hardware preventative maintenance service	Callout + hourly rate
6	Semi-annually 4 hour free training, (onsite, remote or in our office)	Valued at \$900 per visit

*Transaction fees apply on these platforms

Is Bepoz Advantage+™ A Capital Or An Operating Lease?

Bepoz Advantage+™ is neither a Finance Lease (Capital) nor an Operating Lease (Rental). It is a subscription-based service. There is no change in the ownership of the asset, the cost of maintenance remains with Bepoz and the asset is returned to Bepoz once the customer terminates the agreement. The monthly subscription fee in the hands of the customer is effectively an operating expense and 100% tax deductible.

Is The Term Of The Subscription Fixed Or Can The Customer Choose A Term?

Bepoz Advantage+ Subscriptions with respect to term are perpetual in nature. Customers can select the minimum subscription period that best suit their needs from the following choices.

- 1 24 months and then on a month to month basis
- 2 36 months and then on a month to month basis
- 3 48 months and then on a month to month basis

Will The Subscription Fee Cost More Over Time?

Once the customer selects the minimum subscription term and the monthly fee is calculated, that monthly fee is fixed for the term of the agreement. The customer has peace of mind that as the hardware ages or if the software subscription price rises, the monthly fee will be fixed for the term of the agreement.

Where Replacement Hardware Is Required, How Old Will That Hardware Be?

Wherever possible, Bepoz will replace hardware like for like. As Bepoz is responsible for the costs of servicing, both labour and parts, it is not in Bepoz interest to place old or unreliable hardware in any customer venue.

What Hardware Services Are Provided?

Bepoz Advantage+™ covers the cost of repairs and replacement of hardware resulting from reasonable wear and tear and any manufacturing fault. This service covers the cost of all labour, remote or onsite, all parts and the reconfiguration of the software to its original state. The intent of this cover is to ensure that customers on Bepoz Advantage+ will have no more to pay for the solution from reasonable use.

What Hardware Services Are Not Provided And What Happens If There Is Damage?

Damage to hardware, be it malicious or accidental are not covered by the services in this agreement. This includes but is not limited to damage caused by water, power browning, power surges, electrical storms, insect infestation. Customer should insure the hardware for these events that are not covered as the cost of repair, labour and parts will be billable to the customer.

Can We Scale Up And Down The Software And Hardware Quantities On The Agreement?

Once the minimum term is selected there is no provision in the agreement to amend or vary the hardware quantities downward until the minimum term period is reached and the agreement is maintained on a month to month basis. If there is a requirement for additional hardware to be added, the agreement provides for that additional hardware to be added to the existing agreement, and the monthly payment adjusted to reflect that additional hardware. By way of example, if the customer selects a 36 month minimum term period and 12 months into the agreement they wish to add 1 additional till, the pricing of that additional till will be calculated on the basis that there will be 24 remaining months left to bring it inline with the minimal return period.

With respect to software, again there is no provision within the agreement to reduce software licenses until the minimum term period has been met and the agreement has moved to a month to month basis.

Separate to this agreement, Bepoz may on a business case level, consider offering customer a credit to their software subscription where it is reasonable to do so. This credit is not an offset, the customer must continue to maintain monthly payments, any credits approved will be paid back to the customer.

Are Bepoz Version Upgrades Included Under The Agreement?

All software upgrades are provided to customers, free of charge under the Bepoz Advantage+™, provided the technical services to carry out the upgrade is executed during business hours. If the customer requests an after-hours software version upgrade, then this will be billed at after hour rates.

Can We Get New Equipment At The End Of The Agreement?

No. Under this agreement, there is no provision to supply new equipment at the end of this agreement. The customer is required to return the equipment upon termination. However, at the termination of this agreement, or if both parties agree prior to the termination of the agreement, request a new agreement on similar or same terms with the provision of new hardware.

Can We Buy Or Keep The Hardware At The End Of The Agreement?

There is no option to buy or keep the hardware at the end of the agreement. It is a condition of the agreement that the hardware is returned to Bepoz to complete the termination process.

Is The Agreement Between Business Or The Individual?

This agreement is with the customer's legal business entity, as evidenced by the ACN number registered with ASIC. The legal entity is entitled to all the benefits provided under this agreement and to its all obligations. Where the legal entity is unable to meet its obligations, Bepoz may seek to have those obligations and commitments met by the authorized individual nominated in the Credit Application, in particular those obligations will include any of the remaining number of payments left to meet the minimum subscription period.

If The Business Is Sold, Can The Agreement Be Novated To The New Owner?

On agreement with the new owner, yes the existing agreement can be novated to the new owner and continue to run as is. If the new owner does not agree to the novation and the business is sold, the legal entity will remain liable to fulfill its remaining obligations until the minimum subscription period is met and notice of termination is provided.

Can The Agreement Be Terminated Early Without Penalty?

Neither party can terminate the agreement prior to the minimum subscription period being met. In the event the customer terminates the agreement prior to the minimum subscription term, a breach of agreement will occur. Bepoz will be entitled to seek damages to rectify this breach. Remediation of the early termination would take the form of having the remaining monthly payments that would of otherwise have been made in reaching the minimum subscription period.

What Happens If The Customer Defaults On Making Payments?

This agreement, like any credit agreement, should not be entered into lightly or without fully understanding its entitlements and obligations. If a customer is not certain it can meet the obligations, it should not enter into this agreement. In the event the customer defaults on making a payment, the customer will be provided the opportunity to rectify the default within 7 days. If the default is not rectified within 7 days, a final notice to make outstanding payments will be issued with an additional 7 days to rectify the default. Where the default is not rectified within 7 days of being issued a final notice, Bepoz reserves the right to consider the agreement as being in breach and repudiate the agreement on the basis that a serious breach has occurred.

Bepoz further reserves the right to collect the debt, its property, engage a debt collection service together with all additional costs incurred in collecting the debt. Bepoz may at its discretion register the default with a third-party credit rating Agency, such as Equifax and/or Dunn & Bradstreet, which will affect the customers ability to source credit. A customer believing it is likely to be in default must immediately contact Bepoz to make suitable arrangements.

Provide An Example Of How A \$10,000 Agreement Works For A 24, 36 And 48 Minimum Subscription Period

On a \$10,000 Agreement the monthly subscription fee would be as follows.

1	24-month minimum term	monthly subscription	\$460.00 and \$460.00 per month after minimum subscription period
2	36-month minimum term	monthly subscription	\$322.67 and \$322.67 per month after minimum subscription period
3	48-month minimum term	monthly subscription	\$253.63 and \$253.63 per month after minimum subscription period

Will I Receive One Monthly Invoice For Both Hardware And Software?

Yes. The customer will receive one invoice each month. The invoice will detail separately the Bepoz software subscription from the hardware/professional services. The two (2) amounts will be combined to provide one single amount that is payable.