EXHIBIT A

ADVANTAGE PLAN TERMS AND CONDITIONS

A. Support Services – Hardware

1. **RVG Sensor Products.** If a defect in materials or workmanship occurs in an RVG Sensor under normal use and service during the Initial Warranty Period, then we will replace that RVG Sensor (i) at no cost during the 12 months after the delivery date (the "100% Warranty Period"); and (ii) at a cost to you as listed in the following table during the period beginning on the first day following the end of the 100% Warranty Period and ending on the third anniversary of the delivery date:

Product	Initial Warranty Replacement Fee	
	Year 1	Year 2-3
RVG 5200	$0	$2,500 + Shipping & Handling
RVG 6200	$0	$2,995 + Shipping & Handling
CS 6200	$0	$2,995 + Shipping & Handling

If the RVG Sensor is covered by the **RVG Sensor Extended Maintenance Plan**, and if a defect in materials or workmanship occurs in an RVG Sensor under normal use and service, then we will expedite a replacement of that RVG Sensor (i) at no cost during the first 36 months after the delivery date and (ii) at a cost to you as listed in the following table per RVG Sensor for the subsequent years. If we replace an RVG Sensor as provided above, and there is a defect in materials or workmanship in that replacement sensor under normal use and service during the first 12 months after the replacement sensor is delivered, then we shall replace that replacement Sensor at no cost.

Product	Extended Maintenance Plan Replacement Fee	
	Year 1-3	Year 4-5
RVG 5200	$0	$2,500 + Shipping & Handling
RVG 6200	$0	$2,995 + Shipping & Handling
CS 6200	$0	$2,995 + Shipping & Handling

If the RVG 6200 Sensor is covered by the **RVG Sensor Life Time Plan**, then if a defect in materials or workmanship occurs in an RVG 6200 Sensor under normal use and service, we will expedite a replacement of that RVG 6200 sensor (i) at no cost during the first 36 months after the delivery date of the sensor and (ii) at a cost to you as listed in the following table for the subsequent years. If the replacement sensor can no longer be an RVG 6200 after 36 months, then the latest equivalent sensor generation will be used as a replacement as listed in the following table. If we replace an RVG 6200 Sensor as provided above, and there is a defect in materials or workmanship in that replacement sensor under normal use and service during the first 12 months after the replacement sensor is delivered, then we shall replace that replacement Sensor at no cost. After 12 months, the replacement sensor will be enrolled in the Life Time Plan and will carry the age of the original sensor initially replaced.

Product	Life Time Plan Replacement Fee	
	Sensor age 0 to 36 months	Sensor age from 37 months and beyond
RVG 6200	$0	$2,995 + Shipping & Handling OR 45% off the list price of latest equivalent sensor generation if same generation is no longer available

The Life Time Plan covers an unlimited number of RVG 6200 sensors per physical location where they are used. If a sensor is used in multiple locations, then a Life Time Plan must be subscribed for each location to the sensor is being used.

The following are conditions for enrolling RVG 6200 sensors into the Life Time Plan:
A. Any new purchased RVG 6200 sensor is enrolled immediately into the Life Time Plan of the site at which it is being used; and
B. RVG 6200 sensors purchased before the Life Time Plan subscription begins are enrolled retrospectively into the Life Time Plan if they are already covered by an Extended Maintenance Plan or if they are still covered by the Initial Warranty Period. Sensors are enrolled with their current age.

2. **Extraoral Digital Imaging Systems.** If a defect in materials or workmanship occurs in an Extraoral Digital Imaging System under normal use and service during the Service Period, we will then, either directly or through independent technicians certified by us, and at no cost to you; (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) replace any malfunctioning parts.

Advantage plans offered at the point of Equipment sale of CS 8100 Family Extraoral Digital Imaging System:

Advantage Plan (CS 8100 Family)	Labor	Parts	Remote Support
5 Yr Parts Only	First 12 months	First 60 months	First 60 months
5 Yr P&L	First 60 months	First 60 months	First 60 months

Advantage Plans offered at point of Equipment sale of CS 8200 3D Family or CS 9600 Family Extraoral Digital Imaging System:

Advantage Plan (CS 8200 3D Family / CS 9600 Family)	Labor	Parts	Remote Support
5 Yr Parts Only	First 24 months	First 60 months	First 60 months
6 Yr Parts Only	First 24 months	First 72 months	First 72 months
5 Yr P&L	First 60 months	First 60 months	First 60 months
Labor Add-on Yr 3-5 (Sold with 5 Yr Parts Only)	Extends coverage to first 60 months	N/A	N/A
Parts Add-on Yr 6-10 (Sold with 5 Yr Parts Only)	N/A	Extends coverage to 120 months	Extends coverage to 120 months

All Advantage Plans, except extension plans, are available at the point of Equipment sale in lieu of the Initial Warranty Period. If an Advantage Plan is not included in the quote, the Initial Warranty Period will apply. If an Advantage Plan listed on a Quote does not specify Parts and Labor or Parts Only, it is by default a Parts Only Plan.

Upon the expiration of the Initial Warranty Period or Advantage Plan Service Period, Advantage Plan extensions as shown below are offered on a case-by-case basis:

Advantage Plan Extension	Labor	Parts	Remote Support
1 Yr Extension Parts Only	N/A	12 months	12 months
1 Yr Extension P&L	12 months	12 months	12 months

If a defect in materials or workmanship occurs under normal use and service in a CS 8100 Family Extraoral Digital Imaging System covered under a **5 Year Parts Only Warranty Advantage Plan**, then we will, at no cost to you during the first 12 months after the installation date: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. In the second through the fifth years of the plan, replacement of any malfunctioning parts will be covered, but all labor costs will be at your expense. You are responsible for coordinating and scheduling any service needs with the technicians. Carestream Dental will only ship the covered parts. This warranty is only offered at the initial point of equipment sale.

2.1.1. If a defect in materials or workmanship occurs under normal use and service in a CS 8200 3D Family or CS 9600 Family Extraoral Digital Imaging System covered under a **5 Year Parts Only Warranty Advantage Plan**, then we will, at no cost to you during the first 24 months after the installation date: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. In the third through the fifth years of the plan, replacement of any malfunctioning parts will be covered, but all labor costs will be at your expense. You are responsible for coordinating and scheduling any service needs with the technicians. Carestream Dental will only ship the covered parts. This warranty is only offered at the initial point of equipment sale.

2.2. If a defect in materials or workmanship occurs under normal use and service in a CS 8200 3D Family or CS 9600 Family Extraoral Digital Imaging System covered under a **6 Year Parts Only Warranty Advantage Plan**, then we will, at no cost to you during the first 24 months after the installation date: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. In the third through the sixth years of the plan, replacement of any malfunctioning parts will be covered, but all labor costs will be at your expense. You are responsible for coordinating and scheduling any service needs with the technicians. Carestream Dental will only ship the covered parts. This warranty is only offered at the initial point of equipment sale.

2.3. If a defect in materials or workmanship occurs under normal use and service in an Extraoral Digital Imaging System covered under a **5 Year P&L Warranty Advantage Plan or the combination of a 5 Year Parts Only and Year 3-5 Labor Add-on Advantage Plan**, then we will, at no cost to you during the first 60 months after the installation date: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. This warranty is only offered at the initial point of equipment sale.

2.4. If a defect in materials or workmanship occurs under normal use and service in an Extraoral Digital Imaging System covered under a **combination of a 5 Year Parts Only and Year 6-10 Parts Add-on Advantage Plan**, then we will, at no cost to you during the first 24 months after the installation date: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. In the third through the tenth years of the plan, replacement of any malfunctioning parts will be covered, but all labor costs will be at your expense. You are responsible for coordinating and scheduling any service needs with the technicians. Carestream Dental will only ship the covered parts. This warranty is only offered at the initial point of equipment sale.

2.5. If a defect in materials or workmanship occurs under normal use and service in an Extraoral Digital Imaging System covered under a **1 Year Parts Only Advantage Plan Extension**, then we will, at no cost to you during the 12-month Service Period expedite replacement of any malfunctioning parts following our receipt of the service request whenever reasonably possible. During this 12-month Service Period, replacement of any malfunctioning parts will be covered, but all labor costs will be at your expense. You are responsible for coordinating and scheduling any service needs with the technicians. Carestream Dental will only ship the covered parts. This warranty extension is only offered after the initial point of equipment sale.

2.6. If a defect in materials or workmanship occurs under normal use and service in an Extraoral Digital Imaging System covered under a **1 Year P&L Advantage Plan Extension**, then we will, at no cost to you during the 12-month Service Period: (i) initiate repairs following our receipt of the service request whenever reasonably possible; and (ii) expedite replacement of any malfunctioning parts. This warranty extension is only offered after the initial point of equipment sale.

3. **Intraoral Camera Products.** If a defect in materials or workmanship occurs in an Intraoral Camera or any of its components (excluding batteries and the SD card, which are not covered by this warranty) under normal use and service during the Initial Warranty Period, we will repair or replace that Intraoral Camera or component at no cost.

   3.2.1 If the Intraoral Camera is covered by an Intraoral Camera **2 Year Advantage Plan Extended Warranty**, and if a defect in materials or workmanship occurs in the Intraoral Camera or one of its components under normal use and service during the 24 months after delivery, then we will expedite a replacement of that Intraoral Camera or component at no cost.

3.1. If the Intraoral Camera is covered by an Intraoral Camera **3 Year Advantage Plan Extended Warranty**, and if a defect in materials or workmanship occurs in the Intraoral Camera or one of its components under normal use and service during the 36 months after delivery, then we will expedite a replacement of that Intraoral Camera or component at no cost.

4. **Intraoral Generator Products.** If a defect in materials or workmanship occurs in an Intraoral Generator or any of its components under normal use and service during the Initial Warranty Period, we will repair or replace that Intraoral Generator or component at no cost.

   4.1.1. If the Intraoral Generator is covered by a **2 Year Extended Warranty Advantage Plan**, and if a defect in materials or workmanship occurs in the Intraoral Generator or one of its components (excluding batteries, which are not covered by this warranty) under normal use and service during the 24 months after delivery, then we will expedite a replacement of that Intraoral Generator or component at no cost.

   4.1.2. If the Intraoral Generator is covered by a **3 Year Extended Warranty Advantage Plan**, and if a defect in materials or workmanship occurs in the Intraoral Generator or one of its components (excluding batteries, which are not covered by this warranty) under normal use and service during the 36 months after delivery, then we will expedite a replacement of that Intraoral Generator or component at no cost.

5. **Limitations and Conditions on Hardware Support Services.** We are not responsible under a warranty or a Plan to provide Hardware Support Services to repair conditions to the extent caused by: (i) misuse, abuse, neglect, or Force Majeure; (ii) installation, modification, alteration, or repair other than by us or a technician certified by us; or (iii) other circumstances affecting the Product beyond our reasonable control. In our sole discretion, we may use a combination of identical or equivalent product(s) or part(s), which may be new or factory refurbished. Time expended by us for providing Support Services shall not interrupt or prolong the term of the Service Period. Unless otherwise provided herein, we will pay all shipping costs associated with the provision of Support Services or any replacement parts.

6. **Return of Defective Parts.** If we ship replacement parts or components, then we will provide a return shipping label required to return your defective Product. You will have 14 days from delivery of the replacement to return the defective Product using the shipping label provided. If the defective Product is not returned as requested within 14 days, then you will be charged and agree to pay the full replacement cost of the replacement product shipped to you.

7. **Remote Technical Support.** We will provide remote technical support during the Service Period for your Product. For remote support of Products outside of Initial Warranty or Advantage Plan Service Period, you will be charged at the then current rates for remote support.

Accepted: Customer Initials _____