

**COGNEX CUSTOMER SUCCESS PLAN
PROGRAM DESCRIPTION
STANDARD AND PREMIUM SUCCESS**

GENERAL

Cognex Customer Success Plans (“Success Plan(s)”) are a subscription support offering that includes access to resources that help all customers use and maximize their Cognex investment. The Standard Success Plan, and if purchased, the Premium Success Plan, will be provided to Cognex customers in accordance with the descriptions outlined in this document.

Success Plans may be purchased against certain Cognex products (“Covered Assets”), and these Covered Assets will be registered by Serial Number against the applicable Success Plan to confirm eligibility of entitlement. Customer may incur additional Success Plan charges as new subscriptions for new Covered Assets or locations containing new Covered Assets are added to the Success Plan. Please contact your local Cognex Sales Engineer for product eligibility.

Subject to the terms and conditions of this Program Description and the related agreements referenced herein below, and conditioned on Customer's and its representatives' compliance therewith, Cognex will provide services to Customer as set forth in this Program Description during the Success Plan subscription term.

CONTACTING CUSTOMER SERVICE

Customers must call Cognex Customer Service for Severity Level 1 (Critical) issues. Customers can contact Cognex Customer Service at [MyCognex](#) or via additional contact methods noted on our website. Contact information for Premium Success Plan dedicated support is provided to Customer in the order acknowledgement.

SEVERITY LEVELS

Severity Levels are defined by Cognex in Table 1 below. The response time specified for each Severity Level is an initial response target, not resolution commitment.

<u>Description</u>	<u>Standard</u>	<u>Premium</u>
<p>Severity Level 1 – Critical An incident that involves a cease of functioning of a Covered Asset with no available workaround. The incident causes severe impact on Customer’s operations.</p>	<p>2 Days Local Business Hours*</p>	<p>1 Hour 24x7</p>
<p>Severity Level 2 – Urgent An incident that involves severe impairment of major Covered Asset functionality, or inability to use features, that will result in long-term impairment of productivity. A Workaround may be available. Note: An incident which would otherwise qualify as a Severity 1 Incident for which a Workaround exists (even if not preferable) would be a Severity 2 Incident.</p>	<p>2 Days Local Business Hours*</p>	<p>2 Hours 24 x 7</p>
<p>Severity Level 3 – Standard An incident that has a limited or minor adverse effect on Covered Asset operation, or involves the inability to access or to use particular features, in a manner that does not substantially reduce productivity. A Workaround may be available.</p>	<p>2 Days Local Business Hours*</p>	<p>4 Hours Local Business Hours*</p>

<u>Description</u>	<u>Standard</u>	<u>Premium</u>
Severity Level 4 – Informational Incidents include general usage questions regarding Covered Asset and requests for supporting.	2 Days Local Business Hours*	8 Hours Local Business Hours*

Table 1 – Severity Levels and Associated Response Times

* Local Business Hours is defined as Monday to Friday from 9:00am to 5:00pm, excluding National Public Holidays

CASE SUBMISSION CONTACTS

Case submission contacts are individuals employed by Customer that submit a support request to Cognex. Case submission contacts are responsible for:

- 1) Conducting basic troubleshooting for the issue before creating a support case, this includes creating a clear statement of the issue, detailing steps already taken and their results up until that point in time.
- 2) When creating a Support Case related to a specific Covered Asset, providing the Cognex Serial Number or Success Plan Number for the Covered Asset to create and initiate the case.
- 3) Enabling and authorizing access to the Covered Asset via the internet so that problems may be diagnosed and, where possible, corrected remotely.

REPRODUCING ERRORS

Cognex must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Cognex to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Subject to Customer's approval on a case-by-case basis, Customer may be asked to provide remote access to the Covered Asset for troubleshooting purposes.

CUSTOMER SUPPORT ENTITLEMENTS BY SUCCESS PLAN TYPE

<u>Entitlements</u>	<u>Standard</u>	<u>Premium</u>
Cognex Expert Coaching (CEC) Session Select 1-hour sessions during office hours booked in advance on MyCognex.com (Not available as part of free trial period)	Available on Request*	6 x 1hr Sessions**
Training Events Classroom, online, or on demand training, as available on the Cognex.com/training website Per 12-month subscription period (Not available as part of free trial period)	Available on Request*	Seats for two (2) participants at 2 training events**
Business Health Review This review may include topics such as: Case trend rates, case performance management and SLA adherence, identification of frequently encountered issues, root cause determination and proposed remediation plans. (Not available as part of free trial period)	N/A	1 Annual Review

<u>Entitlements</u>	<u>Standard</u>	<u>Premium</u>
Expedited Warranty Fulfilment*** Expedited processing and shipment of entitled Covered Assets under warranty	N/A	Shipped within 1 Business Day

Table 2 – Customer Support Entitlements

*Additional fee may apply

**Prorated during any trial period

***For Americas orders received before 1PM EST, 1pm IST for EMEA customers

EDGE INTELLIGENCE PRODUCT OFFERINGS

Customers who purchase a Cognex product that includes Tunnel Manager software will have access to the Edge Intelligence functionality noted in the “Standard” column in the table below. For Customers who purchase a subscription to a Premium Success Plan, additional Edge Intelligence Tunnel Manager functionality will be enabled for the Covered Asset based on the Customer Success Plan selected, as further described in the table below:

<u>Edge Intelligence Offerings</u>		<u>Standard</u>	<u>Premium</u>
Logistics	Tunnels	Tunnel Manager <i>(Basic)</i> Includes: Setup Applications & Basic analysis	Tunnel Manager <i>(Advanced)</i> Includes: Tunnel Manager Limited Edition Functionality Plus Enriched & Aggregated Data Provisions, with Advanced Data Connectivity & IT Security Compliance
<u>EI Tunnel Manager Function</u>		<u>Basic</u>	<u>Advanced</u>
Live Tunnel View		Yes	Yes
Image View		Last 72 Hours	Unlimited
Tunnel Triggers		Last 72 Hours	Unlimited
Ignition Connectivity & MQTT Forwarding		N/A	Yes
Cloud Image & Data Forwarding (to Customer’s cloud - AWS, Azure)		N/A	Yes
Bulk Download Images & Triggers for offline analysis		One at a Time	Unlimited
Trend Charts		Yes - Basic (Read Rates, No-Reads, Throughput)	Yes - Advanced

Tunnel Setup Apps	Yes	Yes
IT Policy Compliance: Manager User roles/provisions via Single-Sign-On (SSO)	N/A	Yes
Additional Features	For a full list of Edge Intelligence Tunnel Manager features, please visit our website .	

Table 3 – Additional Edge Intelligence Tunnel Manager Benefits

SUCCESS PLAN BILLING TERMS

Except as otherwise agreed via separate written agreement between Cognex and Customer, Customer agrees to the following billing terms:

Certain Cognex assets may be eligible for a 6-month free trial. After the free trial period ends, or if your product or solution is not eligible for a free trial, you may purchase a Customer Success Plan via purchase order through your Cognex Sales Engineer. By submitting a purchase order for a Customer Success Plan, Customer agrees to pay the initial subscription fee net 30 days from receipt of invoice (subject to credit approval) and to be automatically invoiced and pay the subscription fee annually thereafter for the Customer Success Plan. Sales and use taxes may apply. Subscription fees are non-refundable. Where eligible for a 6-month free trial, you must activate your trial no later than 12 months after Cognex product delivery.

Fee Increases. Cognex reserves the right to increase fees by providing written notice to Customer at least 60 calendar days prior to the commencement of each renewal term.

SUBSCRIPTION TERM

Initial Term; Renewals. The initial term of the Customer Success Plan for each Covered Asset commences either (i) as of the date Customer registers for a Customer Success Plan on mycognex.com, at which point it will continue for 6 months before expiring, or (ii) 3 business days after the date Cognex confirms (via Cognex order acknowledgement) receipt of your purchase order for a 12-month subscription. Paid subscriptions to a Customer Success Plan will automatically renew for successive 1-year subscription periods unless earlier terminated by providing notice of non-renewal at least 30 days prior to the end of the then-current term.

Termination. A Customer Success Plan subscription may be terminated at any time: (a) by Cognex, effective on written notice to Customer, if Customer fails to pay any amount when due, where such failure continues more than 10 days after Cognex’s delivery of written notice thereof; or (b) by either Party, effective upon written notice to the other Party, if the other Party breaches this Program Description and such breach: (i) is incapable of cure; or (ii) being capable of cure, remains uncured 30 days after the non-breaching Party provides the breaching Party with written notice of such breach; or (c) by either party for convenience prior to commencement of a Customer Success Plan renewal term by delivering written notice at least 30 days prior to the start of the next renewal period. Notice of non-renewal by Customer must be sent to Cognex Customer Care at CustomerSuccessPlans@cognex.com.

Effect of Termination. Upon termination of Customer’s subscription to a Customer Success Plan, Customer access to Customer Support Entitlements and Edge Intelligence Tunnel Manager Specific Functionality by Success Plan for the terminated subscription will revert back to “Standard” access as described in the applicable tables above. If either party terminates Customer’s subscription to a Customer Success Plan for convenience pursuant to sub-section (c) of the Termination paragraph, Customer’s access and subscription benefits will continue for the remaining days in the current subscription period.

ADDITIONAL PROGRAM TERMS

Precedence. This Customer Success Plan Program Description is a supplement to the Cognex Terms and Conditions of Sale for Standard Products and Services and the Cognex Software License Agreement, both available at <https://www.cognex.com/terms-and-conditions> (collectively, the “Terms and Conditions”), which Terms and Conditions are fully incorporated herein and hereby and form an integral part of this document. In the event of a conflict between the Terms and Conditions and this Program Description, this Program Description takes precedence.

Access. Customer shall provide Cognex with all such cooperation and assistance as reasonably requested or required to enable Cognex to perform its obligations specified herein, including reasonable access to appropriate Customer personnel, and access to applicable networks and systems.

Limitations. Cognex has the sole right to determine, in its reasonable discretion: (a) what constitutes an incident and the associated severity level; and (b) when an incident is deemed to be resolved. Cognex will use commercially reasonable efforts to: (i) respond within the applicable response time provided in each table for the applicable Success Plan; and (ii) resolve an incident, but does not guarantee that it will be able to respond within the specific time period or that any incident will be resolved. Cognex is not responsible or liable for any delay or failure of performance caused in whole or in part by any delay or failure to perform any of Customer's obligations under this Program Description or the referenced Terms and Conditions.

Exclusions. Customer is responsible for evaluating any advice or guidance received from Cognex as part of a Success Plan and for implementing any such advice and guidance. Cognex Success Plans do not include the following services, which can be quoted separately upon request: (i) installation or implementation of the services, (ii) assistance with non-Cognex supplied products, services or technologies, and (iii) creation or testing of custom code, except as may be provided under Cognex Expert Coaching Sessions.

Travel Expenses. Each company is responsible for its own costs incurred in connection with travel to attend trainings and Business Health Reviews.

Success Plan Materials. All materials provided by Cognex to customer as part of a Success Plan are the confidential information of Cognex and may not be copied, disclosed or distributed to anyone other than Customers' internal users operating the Covered Asset for which the Success Plan applies. Cognex retains ownership of all intellectual property rights in the materials and reserves all rights in the materials not expressly granted to the Customer.

Changes to Success Plans. Cognex may modify the scope of services offered under each Success Plan on occasion, provided the level of support and service under the plans will not materially decrease during a subscription term.

Support is provided in English. Support in additional languages may be available but is not guaranteed.

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