

Owl Care Advanced Support Program

Cost: \$149 per Meeting Owl

Owl Labs, Inc. ("We" or "Owl Labs") offers customers ("Customer" or "You") of our "Owl" product (the "Product" or "Owl") the opportunity to obtain extended warranty coverage on the Product at a cost of \$149. This extended warranty program is called "Owl Care" and must be purchased within 30 days of the date you purchased your Owl. Except as set forth in this document, Owl Care does not amend our standard warranty covering your Owl.

Extended Warranty Period

- Owl Care provides you with a three (3) year warranty from the date of purchase of your Owl. In addition to the coverage provided on the Product by our standard warranty found at: <https://support.owllabs.com/hc/en-us/articles/115009077347-Owl-Labs-Warranty-Return-and-Repair-Policy>, Owl Care also includes the following coverage for the Product:

Advance Replacement Program

- After you notify our Support team, and they have responded, that you believe your Owl is defective, and prior to us receiving the defective Owl from you, we will provide a one time advance replacement of your Owl to you for any reason with a like/refurbished Owl.
- You must return your complete Owl, in its original packaging, after you receive the replacement from us.
- We will ship the replacement Owl to you within two (2) business days of our completion of evaluation of the Owl warranty claim you have submitted to our Support team..
- After you have received a replacement Product, your replacement Owl will be covered by our standard warranty (see link above) for the remaining three years of the warranty period.

Unlimited End User Training

Owl Care includes unlimited new user training as described below.

Training must be scheduled within East Coast business hours (9am to 6pm ET).

New users can choose from the following training modules:

- Setting up and starting a meeting in your video conferencing platform
 - [Supported platforms only](#). Some limited training may be available for other platforms that have been tested to work with the Meeting Owl
- Tips for optimal performance

- Meeting Owl App
 - Navigating and understanding the Meeting Owl app
- Meeting Analytics Overview
- New Features as they are introduced

Online Installation Support

For initial Meeting Owl Setup, you or your designated IT manager may sign up to have Remote Basic installation support.

The installation support session must be scheduled within East Coast business hours (9am to 6pm ET).

- Room setup
- Initial Meeting Owl Setup
 - Get Started
 - Connect to Wi-Fi
 - Sign up for Meeting Analytics
- Starting a meeting in your video conferencing platform
 - [Supported platforms only](#). Some limited training may be available for other platforms that have been tested to work with the Meeting Owl