



Avid Technology, Inc.
75 Network Drive
Burlington, MA 01830 USA

Avid Technology International B.V.
4051 Kingswood Drive
Citywest Business Campus Dublin
24, Ireland

Avid Technology KK
4F ATT Building
2-11-7 Akasaka, Minato-Ku
Tokyo 107-0052, Japan

Avid Advantage Support Plan Description Extended Hardware Coverage

Extended Hardware Coverage is a basic support offer available for select Avid products. Specific components of this offer include:

a) Information Services

Avid will provide 7 days x 24 hours access to an online Knowledge Base and product forums (available at www.avid.com/support). Product registration and/or secure user login may be required for access and use of forums is subject to the Avid Community Exchange Terms of Use and Conduct Guidelines (available at <http://community.avid.com/forums/terms.aspx>). Availability may be limited during hours of routine maintenance or updates to the web site.

b) Hardware Coverage

Extended Hardware Coverage provides Advance Replacement for failed hardware at no additional charge.

Customer will be entitled to have a replacement part shipped in advance of Avid receiving back the faulty part. Avid will use reasonable commercial efforts to ensure dispatch to customer within two business days for Extended Hardware Coverage plans (excludes weekends and public holidays).

A request for a replacement part that is accepted by Avid manufacturing after 3:00 pm local time (for the Avid Depot location) will be considered a request made on the next business day. Certain geographical locations and/or customs restrictions may delay delivery and these will be notified as soon as Avid becomes aware that there is an issue.

Failure to return the faulty part within 14 days of shipment of the replacement part to the customer ("the Return Period") will result in Avid invoicing the customer for the full retail price of the replacement part.

Parts returned to Avid outside the Return Period, will be credited at Avid's sole discretion and, if a credit is agreed by Avid, this may not be at the full invoiced price. Avid reserves the right to suspend advance parts shipment where there are outstanding invoices relating to replacement parts.

c) Assisted Technical Support not included

Avid does not provide Technical Support, or help with troubleshooting, with Extended Hardware Coverage. Customers are responsible for diagnosing failures to the correct equipment or component thereof before returning parts to Avid. Where a part is returned as faulty to Avid but no fault is found, Avid reserves the right to charge the customer an additional freight, handling and diagnosis charge.

d) Onsite Support not included

Onsite assistance with hardware replacements is at Avid's sole discretion and is chargeable at Avid's then-current rate (together with travel time and expenses) at the time of provision of the service. Onsite resources are not available in all locations. Avid makes no commitment to provide onsite assistance under Extended Hardware Coverage plans.

e) Software Patches and Updates not included

Extended Hardware Coverage does not provide software patches or updates.

f) Exclusions from Coverage

This Support Plan does not apply to third party products, except when explicitly stated in Avid documentation. Please contact the original manufacturer of the third party product for information about support services, if any, offered for such third party product.