

Avid Advantage Support Reinstatement Policy

Support Reinstatement is required and mandatory for customers that have let their previously purchased Avid Advantage support contract expire prior to placing their Avid hardware and/or perpetual software under a new support contract.

The policy is subject to the following terms & conditions:

1. **Support Contracts:** Except where otherwise indicated, this policy applies to Avid Advantage Elite, Elite Live, ExpertPlus, Standard or Extended Hardware support contracts. Support reinstatement policy may not be applicable for certain Avid products and support plan types, including but not limited to Elite Live Instant.
2. **Support Reinstatement Fee:** The Reinstatement Fee is 35% of the new support contract value.
3. **New Contract Start Date:** The new contract start date shall be date set at time of quoting. Avid does not require payment of back support or maintenance unless within the 60 day grace period detailed below.
4. **Waiting Period & RMA Exceptions:** There is a forty-five (45) day waiting period after the reinstated support contract effective start date before hardware support coverage becomes available. Additionally, if a Customer Care case and/or an RMA has been created for failed hardware prior to the quoting and invoicing of the new support contract, regardless of contract start date, customer may not be covered under the new contract for that hardware and may remain liable for out-of-warranty Return to Factory and/or repair costs.
5. **Grace Period:** No reinstatement fee applies to support plans that are renewed within sixty (60) days of the date of expiration, provided that the support contract start date is continuous with the previous contract expiration date.
6. **Support Reinstatement Exclusions and Requirements** (Does not apply to software)
 - a. If an Avid Advantage plan coverage has expired and Avid hardware has not been covered for support for 2 years or **less**, the hardware must be put under support for 2 years (or until the recommended operational life of the product if less than 2 years, except if clause 6(c) is valid) with a 35% reinstatement fee on the first year and 45 day waiting period.
 - b. If Avid Advantage plan coverage has expired and Avid hardware has not been covered for support for **more** than 2 years then Avid Advantage reinstatement is not allowed. Out of warranty repair costs apply.
 - c. If an Avid Advantage plan coverage has expired and Avid hardware is within 9 months of its documented End of Support date, such plan coverage cannot be reinstated.
 - d. Avid hardware purchased in the secondary market must be transferred to the new owner using Avid's Transfer of Ownership process. Sections 6(a), 6(b) and 6(c) apply to transferred hardware. Avid reserves the right to evaluate or certify used hardware in order to verify eligibility for support reinstatement.