

1. SCOPE

This Exhibit S0067 ("Exhibit") describes the terms and conditions of the Extended Warranty after Service by which Keysight Technologies UK Limited ("Keysight") will provide to Customer labor, parts and materials necessary to maintain instrument products ("Products") which are returned to Keysight. This Keysight Extended Warranty after Service as described in this Exhibit is subject to:

- The terms of this Exhibit, and
- The quotation sent to Customer ("Quotation").

In case of conflict or inconsistency between the terms of this Exhibit and the Quotation, the terms of this Exhibit shall prevail. This Exhibit and the Quotation comprise the entire Service Agreement ("Agreement") between Customer and Keysight.

The Extended Warranty after Service shall commence on the date of completion of the original Per Incident Repair, Per Incident Calibration, or Upgrade Installation and run for the period stated in the Quotation / Order Acknowledgement document provided as part of that service plus the period of the original Per Incident Repair or Upgrade Warranty.

2. SERVICES INCLUDED

- Return to Keysight Repair Service:** Keysight will provide the following services at designated Keysight Customer Service Centers. Keysight will provide all labor, parts, and materials necessary to maintain the Products covered under this Agreement in good operating condition. Keysight may, at its option, repair or replace the Product. If the product is repaired, replacement parts will be new or their equivalent and replaced parts will become the property of Keysight. Service will include the diagnosis and correction of Product malfunctions and failures. Repaired Products will be verified to confirm proper operation. Engineering improvement modifications may be installed at the time of repair. If the Product is replaced, the replacement may be a new or refurbished Product. Replacement Products will have a different serial number than the original Product. Services designed to minimize Product failure and extend useful Product life, such as cleaning, adjusting, lubricating, inspecting, and testing, may also be performed at the time of repair or replacement.
- Turnaround Time.** For return to Keysight repairs, turnaround time for these services will be determined in accordance with the scheduled repair time as set by the designated service center responsible for the Products except for intermittent failures that may require additional repair time. Turnaround time is measured in elapsed days from the time the Product is received at the Keysight Customer Service Center until return shipment.
- Collection.** Keysight will arrange collection from Customer on UK mainland, Northern and Southern Ireland, Isle of Wight and Isle of Man at Keysight's cost via scheduled service. Cost of collection required outside of scheduled times will be the responsibility of Customer.
- Return Shipment.** Keysight will return covered Products to Customer on UK mainland, Northern and Southern Ireland, Isle of Wight and Isle of Man at Keysight's cost via scheduled service. Cost of delivery required outside of scheduled times will be the responsibility of Customer. For all services, charges for expedited shipment requested by Customer will be invoiced separately.
- Coverage Period.** Services are performed at designated Keysight Customer Service Centers during Keysight's normal business hours: 8:00 AM to 5:00 PM, Monday through Friday, excluding Keysight holidays.
- Geographic Coverage.** Customers who purchase Extended Warranty after Service will receive a global warranty. If the Product is moved to another country, the Extended Warranty will continue to be honored.

3. SERVICE ELIGIBILITY

- Calibration Requirement after Upgrade.** The Extended Warranty after Service can be selected only if a calibration service is performed with the original Upgrade Installation. This condition can be met in one of two ways:
 - A calibration service is already included in the price of the Upgrade Installation, or
 - Customer purchases a Per Incident Calibration service at the time of the Upgrade Installation.

- b) **Calibration Requirement after Repair.** The Extended Warranty after Service can be selected only if a calibration service is performed with the original Per Incident Repair service. This condition can be met in one of two ways:
- i. Customer has an active calibration service agreement at the time of the Per Incident Repair service, or
 - ii. Customer purchases a Per Incident Calibration service at the time of the Per Incident Repair service.

4. SERVICE LIMITATIONS

- a) **Start Date.** Extended Warranty after Service shall start on the date of completion of the Per Incident Repair, Per Incident Calibration, or Upgrade Installation, and does not cover any repairs required to complete the initial service.
- b) **Scheduled Maintenance.** Any maintenance or calibration services required on a regular or scheduled are not covered under the terms of this Agreement.
- c) **Software and Network Support.** Any maintenance services involving software or network-related problems will be subject to Keysight's standard service rates unless the Products are covered by appropriate contractual software or network support service.
- d) **Product Eligibility.** Only specifically designated Products are eligible for this Agreement.
- e) **Maximum Use Limitations.** Products operated in excess of their maximum usage rate (as specified in the data sheet or operating manual) will not be covered by this Agreement and will only be serviced on a time and materials basis.
- f) **Excluded Repairs:** Repairs deemed to be needed as a result of Customer abuse, misuse or neglect are not covered under the terms of this Agreement.
- g) **End of Support (EOS).** Unless otherwise agreed, Keysight is under no obligation to provide the Keysight Repair Service for Products that are beyond their specified support period. If agreed to by Keysight, the following additional terms will apply to Repair Services offered for Products that are beyond their specified support period:
- i. Repair Turnaround time will be determined on a case by case basis depending on the product and failure.
 - ii. Customer acknowledges and agrees that used parts may be used by Keysight to make repairs and that such parts are NOT new or equivalent to new in performance. If Keysight determines that used parts are required to make repairs, then the Product will be calibrated or verified to meet performance specification.
 - iii. If Keysight is unable to repair the Product, Customer will be entitled to a full refund on the Agreement.
 - iv. The repair service is provided as-is without any warranty whatsoever.
- h) **Non-Keysight Media, Supplies, and Consumables.** Services do not include repairs to Products caused by use of non-Keysight media, supplies, and consumables or such items not designed for use with the Products serviced under this Agreement. If support services are required due to the causes above, Keysight will provide such services at Keysight's standard service rates.
- i) **Nonqualified Devices.** Services are provided for qualified Products. Products not supplied or qualified by Keysight and Products for which Customer does not allow Keysight to incorporate engineering improvements will be considered nonqualified devices. Customer is responsible for removing nonqualified devices to allow Keysight to service the qualified Products. If performance of services is made more difficult or impaired because of a nonqualified device, Keysight will charge Customer for the increased efforts at Keysight's standard service rates.
- j) **Material not covered.** Keysight is only responsible for service of qualified Products under this Agreement. Customer acknowledges that Keysight will not be responsible for the security, protection or safe return of information, data, software, packaging or other materials that may be provided by Customer with qualified Products sent to Keysight and such are not subject to service under this Agreement. Customer understands that it has the responsibility to remove, back-up or take precautions with respect to such materials and information.

5. CUSTOMER RESPONSIBILITIES

- a) **Preparation.** Customer is responsible for performing the following functions prior to having a Product returned for service:
 - i. Perform all steps for self-test and trouble-shooting specified in the operating manual for the Product.
 - ii. Phone the Keysight Customer Care Team to schedule Service, provide the model number, serial number, current failure symptoms, pertinent failure history, service agreement number, and return address.
 - iii. Return of Original Product: For the advance exchange service, Customer is responsible for returning the original product within three (3) working days of receipt of the replacement product. The shipping carton from the replacement product should be used to ship the original product to Keysight. Customer retains all accessories received with the original product.
- b) **Data Reconstruction.** Customer is responsible for maintaining a procedure external to the Products for reconstruction of lost or altered files, data or programs.
- c) **Use of Keysight Infoline.** Customer will use its reasonable efforts to utilize Keysight's Infoline (www.keysight.com/find/Infoline) to request service for return to Keysight calibration or repair. Infoline is an online access portal into Keysight's repair and calibration service system. Its purpose is to enable customers to check progress of equipment being serviced, whether equipment is due for calibration, download a calibration certificate, etc. This service is provided free of charge. For terms of use, please see <http://www.keysight.com/find/termsfuse>.

6. PAYMENT TERMS AND EARLY TERMINATION

- a) **Payment Terms:** Payment for this Extended Warranty after Service is due at the completion of the original Per Incident Repair, Per Incident Calibration or Upgrade Installation service. A corresponding invoice will be provided to Customer.
- b) **Termination & Refunds:** Extended warranty after Service is non-refundable, except under the condition defined in clause 4 g) iii.