

ISO 9001:2015 Certified

Termination & Refunds Policy

1. Termination Rights

- **1.1 Notice Period:** Either Party may terminate this Agreement by providing **thirty-six (36) days'** prior written notice.
- **1.2 Minimum Commitment:** Any termination shall not be effective earlier than one hundred twenty (120) days from the Contract Start Date of the then-current term. If terminated within this period, the Customer is liable for a minimum payment equivalent to 120 days of the annual fee.

2. Refund Method

- **2.1 Discretion:** At SeqGen's sole discretion, refunds shall be issued as either (a) a cash refund or (b) Service Credits.

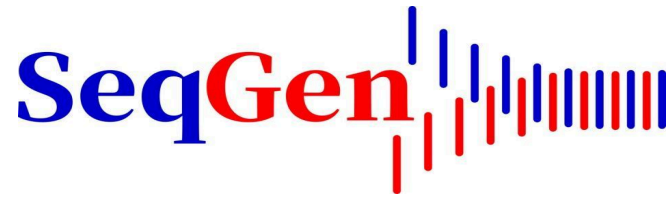
3. Refund Calculation (The "Actual vs. Premium" Rule)

- **3.1 Standard Formula:** For refund-eligible cases, the balance is calculated as: **Refund = (Actual Paid) - (Pro-rated Actual) - (Premium)**
- **3.2 Pro-rated Actual (Time-based):**
 - If Days Used < 120: Actual Paid * (120/365)
 - If Days Used > 120: Actual Paid * (Days Used/365)
- **3.3 Applicable Premium (Service-based):**
 - **No Services Rendered:** Premium = \$0.
 - **One Service Event (1 PM -OR- 1 CM without parts):** A Premium of **30% of the annual MSRP** shall be deducted to cover mobilization and administrative costs.

4. Non-Refundable Scenarios

- **4.1** No refund shall be issued for the current contract year if:
 - **Multiple Services:** Two (2) or more service events have been performed (e.g., 2 PMs, 1 PM + 1 CM, or 2 CMs).
 - **Parts Replaced:** Any Corrective Maintenance (CM) involving the replacement of a non-consumable spare part has been completed.
- **4.2 Floor Limit:** If the calculation results in a negative value, the refund is deemed to be \$0.

5. Multi-Year Agreements



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- **5.1 Independent Calculation:** Each year of a multi-year contract is calculated independently based on the rules in Sections 3 and 4.
 - **5.2 Aggregation:** The total refund shall be the sum of all independently calculated annual balances. The 120-day minimum commitment applies to each year in progress.