

e360 Product Terms & Conditions

Effective Date: September 2, 2026

These e360 Product Terms & Conditions ("Product Terms") govern purchases of Products from Entisys Solutions, Inc., dba e360 ("e360") by the purchasing client ("Client").



These Terms apply to Client purchases of hardware, equipment, software, licenses, subscriptions, cloud or SaaS offerings, maintenance, support, renewals, and other third-party products or entitlements purchased through e360 (collectively, "Products"). Services performed by e360 are not governed by these Product Terms unless expressly stated in the applicable Quote.

1 HOW THESE TERMS APPLY

- If Client and e360 have a separate written agreement in effect governing the purchase of Products (an "Agreement"), the Agreement will govern the applicable purchase.
- If there is a conflict between the Agreement and these Product Terms, the Agreement will control. If no such Agreement is in effect, these Product Terms are incorporated into and govern the applicable e360 Quote and resulting Order.
- Additional or conflicting terms in a Client purchase order, procurement portal, acknowledgment, or other Client-issued document will not modify an e360 Quote, applicable Agreement, or these Product Terms unless expressly agreed to in writing by e360.

2 QUOTES, PRICING & ORDERS

- Quotes are valid through the expiration date stated in the Quote, or for thirty (30) calendar days if no expiration date is stated.
- Pricing is subject to manufacturer or provider approval, availability, and applicable pricing programs. Before Order acceptance, e360 may adjust pricing for upstream cost changes, tariffs, duties, taxes, governmental actions, supply-chain impacts, or similar changes, and may correct clerical, typographical, pricing, configuration, or similar errors.
- An Order is accepted when e360 confirms it, places it with the manufacturer or provider, fulfills it, or invoices the Products. Once accepted or placed, cancellation or modification is subject to these Product Terms and applicable manufacturer/provider requirements.

3 RETURNS, CANCELLATIONS & WARRANTIES

- Orders may not be canceled, reduced, or modified once accepted or placed with the manufacturer/provider except as authorized in writing by e360 and permitted by the manufacturer/provider.
- All returns, exchanges, credits, restocking fees, and related requirements are subject to the applicable manufacturer/provider policies. Any return must be authorized by e360 and, where applicable, accompanied by a valid Return Merchandise Authorization ("RMA").
- Software, licenses, subscriptions, maintenance, support, cloud, and digital Products are non-returnable and non-refundable once ordered, activated, delivered, provisioned or otherwise committed unless authorized in writing by e360 based on manufacturer/provider terms.
- Product warranties, if any, are limited to those provided by the manufacturer or provider. e360 makes no additional warranties and disclaims implied warranties to the extent permitted by law.

4 BILLING, PAYMENT & OTHER CHARGES

- e360 will invoice hardware upon shipment and software, licenses, subscriptions, maintenance, support, and other Products upon fulfillment, activation, delivery, or according to the billing schedule stated in the Quote.
- Payment is due within thirty (30) calendar days after receipt of invoice unless otherwise specified in the Agreement or Quote. Interest may accrue on past-due amounts at the lower of 1.5% per month or the highest rate permitted by law.
- Product pricing excludes applicable taxes, tariffs, customs charges, duties, freight, shipping, handling, and similar charges unless otherwise stated in the Agreement or Quote. Amounts e360 is required to collect, pay, or pass through may be added to the invoice.

5 MANUFACTURER TERMS & SUBSCRIPTION / MULTI-YEAR COMMITMENTS

- Products may be subject to manufacturer or provider terms, including license agreements, subscription terms, support, maintenance, renewals, and related requirements. Client use is subject to those applicable terms.
- e360 cannot grant Client cancellation, return, refund, termination, reduction, renewal, modification, transfer, usage, or other rights that exceed the rights available from the manufacturer or provider.
- Where a Quote identifies a fixed or multi-year commitment, Client is committing to purchase the applicable Products for the entire stated term. Periodic billing is a billing arrangement and does not create a right to cancel the remaining term.
- Unless otherwise stated in an Agreement or Quote, or authorized in writing by e360 based on manufacturer/ provider rights, fixed-term and multi-year Products are non-cancellable and non-refundable once ordered.

- If the manufacturer/provider allows cancellation or modification with fees or penalties, Client is responsible for those amounts. Refunds, credits, or adjustments will not exceed amounts actually made available to e360. Termination of another Agreement does not eliminate payment obligations for Products already ordered. If Client fails to pay amounts due for a fixed-term or multi-year commitment, e360 may invoice Client for remaining amounts that e360 has paid, committed to pay, or remains obligated to pay to the manufacturer or provider.
- Renewal terms are governed by the applicable Quote and manufacturer/provider terms; these Product Terms do not independently create an automatic renewal obligation.

6 APPLICABLE VERSION

- The version of these Product Terms in effect on the date an Order is accepted by e360 will govern that Order. Any subsequently published version will apply only to Orders accepted after the effective date of the updated Product Terms and will not modify an existing Order.