Motive Hardware Terms and Warranty

Effective Date: November 30, 2026

Leer en Español: Términos y Garantías de Hardware

Motive Technologies, Inc. ("Motive") provides the following Hardware Terms and Warranty which apply to the original purchaser of Hardware ("Customer"). Any terms not defined in this Hardware Terms and Warranty will have the meaning set forth in the Motive Terms of Service located at https://gomotive.com/legal/terms-of-service/ (the "Terms of Service" or "TOS"). The Hardware Terms and Warranty are incorporated by reference into the TOS.

1. Orders and Acceptance

To place an order for Hardware directly from Motive, you must enter into an Order Form. Motive may also require additional qualifying information prior to accepting or processing any order.

Your delivery and Motive's receipt of your Order Form does not constitute acceptance by Motive, and an order is not considered accepted until Motive accepts the Order Form. Motive reserves the right at any time after receiving your order, but before shipping the requested Hardware, to accept or decline your order for any reason. If Motive cancels an order after you have already been billed, Motive will refund the billed amount.

2. Delivery, Title and Risk of Loss

Title and risk of loss to Hardware will transfer from Motive or its Affiliate to Customer pursuant to the Shipping Table below. Any delivery dates or times provided by Motive (or a delivery agent) are estimates and not guaranteed, unless otherwise agreed to when Motive accepts your Order Form. Motive shall not be liable for any late or delayed delivery of your Hardware.

Shipping table:

Ship-To	Order Placed On	Transfer of Title	Transfer of Risk of Loss
United States and Canada	Motive Technologies, Inc.	First Carrier	First Carrier

If Customer directs Motive to ship Hardware to a third party, including a third-party installer, warehouse, staging location, or other consignee designated by Customer, such third party will be deemed Customer's agent for receipt, custody, storage, handling, inventory tracking, reconciliation, and redelivery of the Hardware. Delivery to such third party constitutes delivery to Customer. Title and risk of loss will transfer in accordance with the Shipping Table above, and Motive will not be responsible for any loss, theft, damage,

delay, shortage, discrepancy, return, or unused inventory arising after such transfer, except to the extent caused by Motive prior to transfer. Motive will activate the subscription for the Hardware upon shipment to the Customer-designated location.

3. Refund and Return Policy for Hardware Sales

On a case-by-case basis, Motive reserves the right to authorize, but Customer does not have a right to, a full refund of any Hardware purchase made where a refund is requested within seven (7) days of the date on which the Customer receives the Hardware. In such cases where a refund is approved, Customer will return the Hardware to Motive. Customer is responsible for shipping and insurance charges and any damage to the Hardware which takes place en route to Motive. Motive reserves the right to charge a restocking fee for any such returns.

In order to return your Hardware for a refund, you must, at your own expense, package and return the Hardware in its original box and packaging, and the Hardware must be returned in its original condition.

4. Hardware Not for Resale

The Hardware may not be purchased for resale purposes by Customer unless Customer is a legal and authorized reseller of Motive products or otherwise with Motive written approval.

5. Limited Hardware Warranty

5.1 Limited Warranty

Motive warrants to Customer that any Hardware shall be free of material defects in materials and workmanship, for the duration of the applicable Warranty Period (as defined in Section 9.4).

If the Hardware fails to conform to this Limited Hardware Warranty during the Warranty Period, Motive will, at its discretion, (i) repair or replace any defective Hardware or component or (ii) if the Hardware is no longer available and repair is not possible, refund the purchase price less reasonable depreciation based on actual use. Notwithstanding the foregoing, the Rechargeable Power Bank is considered defective if it will not charge, will not deliver power, or has been shut off by its battery gauge and expressly does not include the loss of capacity in charge and runtime as this is normal with aging.

Repair or replacement may be made with a new or refurbished product or component at Motive's discretion. Any Hardware that has been repaired or replaced under the terms of this Limited Hardware Warranty will be covered by the terms of this Limited Hardware Warranty for the remainder of the Warranty Period, if any.

This Limited Hardware Warranty will only apply to the actual purchaser and end user of the Hardware, and this Limited Hardware Warranty is not available for products that were purchased used or from any source other than Motive or an authorized reseller or retailer.

5.2 Hardware Upgrades

In the event that Customer is entitled to a replacement under the terms of this Limited Hardware Warranty and either (i) Motive replaces the Hardware with upgraded Hardware or (ii) Customer requests that Motive replace the Hardware with upgraded Hardware, and Motive fulfills such request, Motive may charge an additional fee for the upgraded Hardware based on the upgraded Hardware's purchase price and, upon

Customer's return of the old units, provide Customer with a rebate equal to the purchase price of the old units, less reasonable depreciation based on actual use, in the form of a credit on its account or otherwise.

6. Warranty Claim Procedure

6.1 How to Make a Claim

In order to make a claim under this Limited Hardware Warranty, Customer must report any defect to Motive by email at support@gomotive.com or by phone at +1-855-434-3564. Upon receipt of such report, Motive shall run a remote diagnostic test of the Hardware, if applicable, to determine if there is a defect ("Remote Troubleshooting"). Remote Troubleshooting is free of charge, as long as Customer gives the physical assistance Motive reasonably requests ("Physical Assistance"). Physical Assistance may include: (a) inspecting, power cycling, reseating, or reconnecting Hardware, cables, or accessories; (b) providing photos, video, serial numbers, or vehicle information; (c) giving Motive access to the affected vehicles, Hardware, or devices; and (d) making knowledgeable personnel available at mutually agreed times.

If Customer is unwilling or unable to give the Physical Assistance Motive requests, Customer may request that Motive send Motive personnel to Customer's site ("On-Site Troubleshooting"). If Customer requests On-Site Troubleshooting, Customer will pay the rate agreed by the Parties, which may include any travel costs for On-Site Troubleshooting. The Parties must agree on the rate in writing, which may be by email or Order Form, before On-Site Troubleshooting begins. Motive has no obligation to send personnel until the Parties have agreed on the rate. If Customer fails to reasonably provide Physical Assistance and refuses to abide by the requirements of On-Site Troubleshooting, Motive may determine that such issue is not a Hardware defect subject to a claim under this Limited Hardware Warranty.

Upon determining that there is a Hardware defect, Motive shall, within fifteen (15) days, send a replacement unit of Hardware to Customer, at Motive's expense. Upon the determination that there is a defect, Motive will give the Customer a Return Merchandise Authorization ("RMA") number and a return packing label.
Customer shall be required to package and return the defective Hardware to Motive. Customer must contact Motive and receive an RMA number to be eligible for any replacement or repair under this Limited Hardware Warranty. Title to defective Hardware shall pass to Motive upon receipt by Customer of the replacement Hardware. Risk of loss for the replacement Hardware shall pass to Customer upon shipment of such replacement Hardware to Customer.

6.2 Unreturned, Voided Warranty, or Defaced Devices

If Customer has (a) not returned Hardware for which a warranty claim has been made in accordance with the requirements of the Limited Hardware Warranty within thirty (30) days of receipt of replacement Hardware, (b) has returned such Hardware in a condition that voids the Limited Hardware Warranty, or (c) if the Hardware is excluded in accordance with Section 7.2 below, Motive shall have the right to charge Customer either the fee negotiated in Customer's applicable Order Form or the Replacement Fee for the Hardware that was repaired or replaced. If Customer returns any Hardware in a defaced manner, for example, with writing on the Hardware or with the serial number removed or scratched off, unless otherwise approved by Motive, Motive may charge Customer the Restoration Fee.

6.3 Data on Returned Devices

Upon return of any Hardware, Motive may delete all data stored on the Hardware, and Motive is not responsible for any loss of data on returned Hardware.

7. Limitations

7.1 Limitations on Warranty

This Limited Hardware Warranty is null and void in the event that Hardware has been (a) altered or modified, (b) used in a way that does not substantially conform with instruction manuals, user guides, and other information provided by Motive, posted to its website, or set forth in the Terms of Service ("TOS"), (c) tampered with, abused, improperly maintained, or otherwise damaged in a way outside of Motive's control, (d) installed or de-installed without following Motive's written instructions, (e) used with the Services not in the ordinary course of Customer's business operations, (f) connected to an improper voltage supply, (g) used with accessories and/or devices which are not expressly approved by Motive, or (h) used with incorrect or unauthorized Cables.

The Parties acknowledge that the AI Omnicam is positioned outside of the vehicle and may become damaged in collisions with other vehicles, by items while the vehicle is in motion or items while the vehicle is not in motion. Motive does not warrant and is not responsible for damaged AI Omnicams arising from improper installation which is not completed by a Motive Installer or collision damage described above. Notwithstanding the foregoing, Replacement Hardware may be provided to Customer in the above mentioned situations with the Replacement Fee assessed.

7.2 Exclusions

The Limited Hardware Warranty does not cover (i) cosmetic damage, including, but not limited to scratches, dents and broken plastic on ports, (ii) damage caused by accident, abuse, misuse, neglect or failure to properly maintain (to include but not limited to water damage and/or condensation or improper temperatures during storage), or improper installation not by Motive, (iii) Internet connectivity with the Hardware, (iv) interruptions in electric power, (v) consumable parts, including batteries (not including the Rechargeable Power Bank), (vi) SIM cards, (vii) SD cards or memory cards, (viii) consumable installation materials, including adhesives, zip ties, loom, tape, wraps, clips, third-party mounting brackets, mounts and similar installation components, (ix) charging issues when usage and/or storage of Rechargeable Power Bank was outside of recommended temperatures and charging limits, or (x) damage caused during shipment (due to Customer's improper packaging) from Customer to Motive in the case of Hardware returns for repair (collectively "Exclusions"). If Customer requires replacement Hardware due to any Exclusion, Customer will be charged either the fee expressly agreed upon for additional Hardware purchases in the applicable Order Form or in the absence or expiration of such provision, the Replacement Fees in Section 9.3.

8. Cable Sets

a. Motive Replacement

If Motive provides Customer with the wrong set of Cables due to no fault of Customer, Customer may, within thirty (30) days of receipt of the Cables, request a replacement set of Cables. Motive will, within fifteen (15) days of Customer's request, send a replacement set of Cables. Customer must package and return the original Cables within thirty (30) days of Customer's request. If the original Cables (a) are not

returned within thirty (30) days or (b) show evidence of use, Motive will have the right to charge Customer a Replacement Fee.

8.2 Customer Replacement

If Customer orders replacement Cables for any other reason, Customer may return original Cables that are in new or like-new condition for a credit equal to the current retail price for the original Cables.

9. Definitions

9.1

"Hardware" means the Motive devices listed below:

1. AI Dual-Facing Dashcam,
2. AI Dual-Facing Dashcam Plus,
3. AI Omnicam,
4. AI Omnicam Mirror Mount,
5. AI Omnicam Plus: central box
6. AI Omnicam Plus: In-cab Monitor
7. AI Omnicam Plus: Interior, Rear, or Side Camera
8. AI Omnicam Plus: Large Side Camera Mirror Mount
9. AI Omnicam Plus: Small Side Camera Mirror Mount
10. AI Road-Facing Dashcam,
11. AI Road-Facing Dashcam Plus,
12. Asset Gateway,
13. Asset Gateway Mini (unpowered),
14. Asset Gateway Mini (powered)
15. Beacon Sensor
16. Cables,
17. Driver ID Reader,
18. Engine Immobilizer,
19. Environmental Sensor,
20. Rechargeable Power Bank,
21. RFID Reader,
22. Smart Dual-Facing Dashcam,
23. Smart Road-Facing Dashcam, and
24. Vehicle Gateway.

9.2

"Restoration Fee" means USD $25 with respect to any unit of Hardware, as Motive may update the amount from time to time.

9.3

"Replacement Fee" means (all amounts are in US Dollars):

1. $450 with respect to an AI Dual-Facing Dashcam,
2. $600 with respect to an AI Dual-Facing Dashcam Plus,
3. $499 with respect to an AI Omnicam,
4. $100 with respect to an AI Omnicam Mirror Mount,
5. $600 with respect to an AI Omnicam Plus: central box
6. $150 with respect to an AI Omnicam Plus: In-cab Monitor
7. $150 with respect to an AI Omnicam Plus: Interior, Rear, or Side Camera
8. $50 with respect to an AI Omnicam Plus: Large Side Camera Mirror Mount
9. $45 with respect to an AI Omnicam Plus: Small Side Camera Mirror Mount
10. $350 with respect to an AI Road-Facing Dashcam,
11. $500 with respect to an AI Road-Facing Dashcam Plus,
12. $300 with respect to an Asset Gateway,
13. $150 with respect to an Asset Gateway Mini (unpowered),
14. $200 with respect to an Asset Gateway Mini (powered)
15. $20 with respect to a Beacon Sensor
16. $50 with respect to Cables, (except for the Thermo King cable, which is $99),
17. $159 with respect to a Driver ID Reader,
18. $150 with respect to an Engine Immobilizer,
19. $99 with respect to an Environmental Sensor,
20. $100 with respect to a Rechargeable Power Bank,
21. $150 with respect to a RFID Reader,
22. $350 with respect to a Smart Dual-Facing Dashcam,
23. $250 with respect to an Smart Road-Facing Dashcam, and
24. $150 with respect to a Vehicle Gateway.

9.4

“Warranty Period” means, unless otherwise specifically provided herein or an applicable Order Form, the period during which the Customer maintains a continuous and active subscription with Motive. The Warranty Period will remain in effect so long as the Customer’s subscription has not lapsed, been terminated, or otherwise becomes inactive. Notwithstanding the foregoing, the Rechargeable Power Bank has a Warranty Period of two (2) years, and all Cables and Mounts have a Warranty Period of one (1) year from the date of shipment.

Change log

November 30, 2026 - The Limited Hardware Terms and Warranty were updated to: (i) remove Mexico from the Shipping Table as it has its own page; (ii) clarify that when Customer directs shipment to a third party (such as an installer, warehouse, or staging location), that third party acts as Customer’s agent; (iii) add warranty terms for the Rechargeable Power Bank; (iv) provide free Remote Troubleshooting when Customer gives Physical Assistance, and On-Site Troubleshooting at Customer’s cost at a rate agreed in writing; and (v) exclude consumable installation materials (e.g., adhesives, zip ties, third-party mounting brackets) from the Limited Hardware Warranty.

December 31, 2025 - The Limited Hardware Terms and Warranty were updated to: (1) Increase the maximum length of the Hardware Warranty Period for Hardware other than cables and mounts to last for the duration of a non-lapsed subscription period and (2) clarify that Hardware which does not qualify for replacement under the Limited Warranty and listed as Exclusions in section 7.2 will be replaced at either the amount agreed in the applicable order form or the Replacement Fee.

July 8, 2025 – The Hardware Terms and Warranty was updated to: (1) add the new Beacon Sensor product; (2) note difference between AG Mini powered and unpowered versions; (3) add AI Omnicam Mirror Mounts; (4) add Driver ID Reader; (5) add AI Daschcam Plus – Dual and Road Facing.

February 22, 2024 – The Hardware Terms and Warranty were updated to: (i) add terms for Motive's new products: Engine Immobilizer and RFID Reader, and (ii) add shipment schedule based on location and revised language to the Delivery, title, and Risk of Loss section.

October 02, 2023 – The Limited Hardware Terms and Warranty were updated to: (i) remove all mention of Service-Packaged Hardware as Motive no longer offers that program; (ii) remove all mention of Retail purchases as Motive no longer offers that option, (iii) add terms concerning Motive's new products – AI dashboard cameras, Environmental Sensor, AI Omnicam and AG Mini; (iv) remove sections that are already addressed in the TOS (Warranty Disclaimer, Limitation of Liability, Customer Jurisdiction, and Disputes), (v) update the links to the TOS, and (vi) merge the Hardware Terms by adding the following sections: Orders and Acceptance, Delivery, Title and Risk of Loss, Shipment, Limited Warranty exclusions, Refund and Return Policy for Hardware Sales, Hardware Not for Resale, and Cable Sets.

April 12, 2022 – The Limited Hardware Warranty was updated to reflect that KeepTruckin, Inc. has rebranded as Motive Technologies, Inc.

August 6, 2019 – The Limited Hardware Warranty was updated to include: (i) an increase in the warranty terms for new Hardware models; (ii) terms related to the new Asset Gateway, new Dual-Facing Dashcam, and other hardware nomenclature changes; (iii) terms related to outdated Hardware and Hardware upgrades; (iv) clarifications with respect to Service-Packaged Hardware and Purchased Hardware; and (v) terms related to sim cards and SD cards, which KeepTruckin, Inc. does not warrant.

April 1, 2019 – The Limited Hardware Warranty was updated to: (i) clarify warranty claims procedures, and (ii) include the new Smart Dashcam.