

Version 1.0 (published on August 6, 2012)

PRODUCT SUPPORT ADDENDUM – DEALER AGREEMENT

This Product Support Addendum (“Addendum”) forms part of the Dealer Agreement between Dealer and Harman (“Agreement”). This Addendum sets forth additional terms and conditions relating to the repair, warranty and customer support services relating to the Products (“Addendum Subject Matter”), which terms and conditions Dealer has agreed to honor. In the event (and to the extent) of any conflict between this Addendum and the Agreement pertaining to the Addendum Subject Matter, then this Addendum shall prevail, and the Agreement shall prevail in respect of any other issue outside of the Addendum Subject Matter.

Product Support Services.

1. Product Support Services. Dealer shall provide prompt and effective product support services at its expense, in compliance with any technical and engineering instructions prescribed by Harman for the handling and disposition (including return to Harman) of End User inquiries or of Products that may be returned to Dealer by End Users. Harman shall have no liability to Dealer, its employees, or any End User or Product owner in connection with any product support services performed by Dealer or its representatives or agents, and Dealer shall make no warranties or representations, either orally or in writing, to anyone on behalf of or in the name of Harman.

2. Qualified Personnel. Dealer shall exert best efforts to maintain at each authorized location a staff of competent sales personnel who are highly conversant with audio products in general and thoroughly familiar with the specifications, features and technical advantages of the Products as verified by Harman. Dealer shall make available to its sales personnel the technical training offered by Harman and its representatives (if any), and shall require its sales personnel to study and be familiar with any sales bulletins, printed aids, manuals, specification sheets, test reports, and other sales material issued to Dealer by Harman.

3. Product Warranty Procedures. Harman provides warranty service only to End Users (and not any dealers) according to the warranty terms and conditions set by Harman for each of its products. Dealer is required to inform End Users of these warranty policies and assist the End Users in obtaining warranty service as needed. The Product Warranty is valid only in the United States. Should Dealer wish to provide in-store warranty service for the Products, a separate Authorized Service Center Agreement/Service Agency Agreement (or similar agreement) must be completed by Dealer and approved by Harman.

Credit Return Policy.

Harman’s Product return policies applicable to the Dealer shall be set forth in separate policies that may be issued by Harman from time to time in its sole discretion (“Credit Return Policy”). Harman extends a limited, express Product Warranty to End Users only, and not to Dealer. The terms and conditions applicable to any proposed return by Dealer of any Products that may be covered by Harman’s Product warranties (if any) shall be set forth in the Credit Return Policy and the Terms of Sale Addendum, and no return of such Products may be made by Dealer unless permissible and authorized under the Credit Return Policy and the Terms of Sale Addendum.