

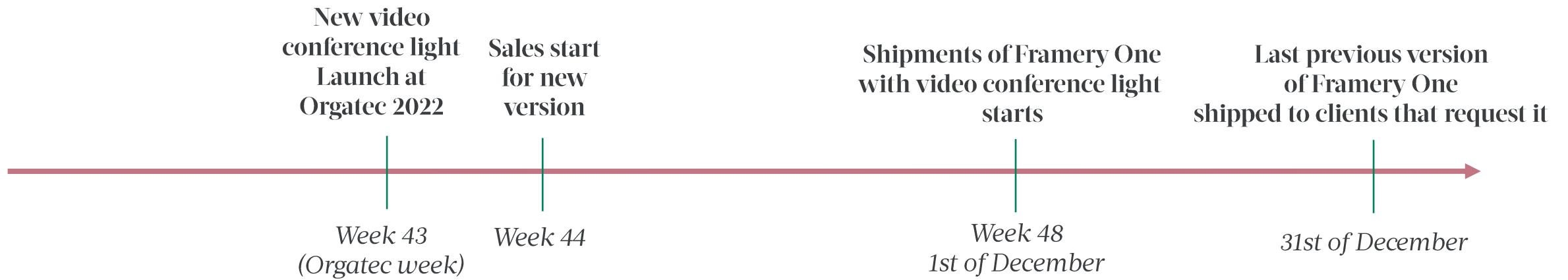


framery

SERIOUS ABOUT HAPPINESS

Framery One update: FAQ

October 2022



All pods shipped before 1st of December will be the current version of Framery One

Framery One shipped with new video conference light

General guidelines:

- Orders from Monday 31st of October (week 44) are made for Framery One with video conference light (configurator updated to the new version of Framery One on that date)
- From 1st of December onwards, new version of Framery One will be shipped (including the video conference light). However possibility to ship the previous version of Framery One until the 31st of December, for customers who specifically request it (need to be approved case-by-case by Supply Chain).

Question 1:

My customer has confirmed an order including Framery One previous version during October before the new version was launched, with a planned ship date before the 1st of December. But the customer is now interested to change it to the new version of Framery One. Is that possible ?

It might be possible for the customer to change their order to the new version of Framery One free-of-charge, however this is something that needs to be checked and confirmed case-by-case by Supply Chain. If that's possible, then the new ship date for the order will have to be moved to after the 1st of December 2022.

Question 2:

My customer has confirmed an order including Framery One previous version during October before the new version was launched, but with a planned ship date after the 1st of December. What should we do?

The customer will be contacted regarding this order. If the customer wants to upgrade to the new version of Framery One, then the planned ship date can remain after the 1st of December. If the customer is not interested in the new version of Framery One, then he will be offered a new ship date before the 1st of December.

Question 3:

My customer has confirmed an order including Framery One after the 31st of October, but is not interested to get the new version of Framery One. What is possible ?

It is possible for the customer to still order the previous version of Framery One, if the planned ship date of the order can be set before the 31st of December (absolute final date for shipping previous version of Framery One).

Question 4:

A customer who has the previous version of Framery One already installed is interested to retrofit the new video conference light to their existing fleet of pods. Is that possible ?

It is possible for the customer to order and install a retrofit kit for the video conference light. More details regarding the retrofit kit on the dedicated 1-pager.