



KEYLOOP (IRELAND) LIMITED

PRODUCT SPECIFICATION

enquiryMAX

1. GENERAL DESCRIPTION

This Product Specification sets out the details of the provision by Keyloop to Customer of Keyloop's enquiryMAX Product. enquiryMAX delivers a simple unified workflow for sales lead management from enquiry, customer vehicle appraisal, offer builder and close the sale.

enquiryMAX includes a desktop and iPad solution.

Capitalised terms used in this Product Specification but not defined shall have the meaning given to such terms in Keyloop's Standard Terms and Conditions.

2. THE SERVICE

2.1 The enquiryMAX Service includes:

2.1.1 a licence to use Keyloop's enquiryMAX software for the duration;

2.1.2 implementation and standard configuration of the enquiryMAX software; and

2.1.3 provision of support and maintenance services for the enquiryMAX software in accordance with Keyloop's Product Specification for Support and Maintenance Services.

2.1.4 provision by Keyloop of patches, upgrades and bug fixes in respect to the enquiryMAX solution

2.1.5 The services included will be dependant on the package which has been purchased.

2.1.5.1 enquiryMAX Basic provides the base enquiryMAX showroom management

solution and includes a configuration integration, provenance check, integration with a valuations provider. Additional modules available to purchase.

2.1.5.2 enquiryMAX Essentials provides the base enquiryMAX showroom management solution and includes a configuration integration, provenance check, integration with a valuations provider, integration with iDealfile, Integration with RapidRTC. Additional modules available to purchase.

2.1.5.3 enquiryMAX plus provides the base enquiryMAX showroom management solution and includes a configuration integration, provenance check, integration with a valuations provider, integration with iDealfile, Integration with RapidRTC, OEM lead integration where applicable, Treating Customers Fairly module, Deal Book, Demo Log, additional lead feed.

3. EXCLUSIONS

3.1 The enquiryMAX Service does not include any of the following, which Keyloop may at its sole option provide to Customer on request in accordance with the Keyloop Rates:

3.1.1 all configuration changes that in Keyloop's reasonable opinion are not standard;

3.1.2 fault resolution of internet connections, wireless networks or Devices not provided or supported by Keyloop;

3.1.3 the provision and configuration of Devices;

3.1.4 a site survey to establish Customer's wireless network requirements; or

3.1.5 any other goods or services not listed in section 2.1 of this Product Specification.

4. REQUIREMENTS FOR PROVISION OF SERVICE

4.1 Customer shall:

4.1.1 ensure the Devices and browsers used meet Keyloop's minimum specification for use with enquiryMAX from time to time (Device); and

4.1.2 ensure that it has in place at all times a contract with Keyloop for the provision of enquiryMAX that meets the minimum requirements for use with enquiryMAX advised by Keyloop from time to time.

5. TERM

Unless otherwise specified in the quotation, the minimum term is 36months from it's start date.

Where additional sites are added the minimum term applicable to the existing contract for enquiryMAX shall apply to the additional Locations, unless otherwise specified in the quotation.