

Avid Hardware Products Support Reinstatement Policy

Support Reinstatement is required for customers that have let their support contract for Avid hardware and/or software for hardware expire, and who wish to place such Avid products under a new support contract. Support Reinstatements are subject to availability and the terms and conditions of this Hardware Products Support Reinstatement Policy.

The policy is subject to the following terms & conditions:

1. **Support Contracts:** Except where otherwise indicated in this document or in other policies terms and conditions published by Avid, this policy applies to all hardware and software for hardware support contracts. This Support Reinstatement Policy may not be applicable for certain Avid products and support plan types. Support Reinstatements are not available for Avid products which have been designated by Avid as End of Support, or within 9 months of the End of Support date, as further detailed at https://kb.avid.com/pkb/articles/en_US/faq/End-of-support-dates
2. **Support Reinstatement Fee:** Reinstatement of lapsed support plans are subject to a Reinstatement Fee on the first year to cover Avid's costs. Such Reinstatement Fees are based on (a) the new one-year support contract value; and (b) how much time has lapsed since the previous support contract expired as detailed below. Support plan fees for the reinstated will be charged at Avid's current rates at the time of reinstatement, irrespective of any previously applicable support plan fee.

<i>Days Past Expiration</i>	<i>Reinstatement Fee</i>
1–30	None
More Than 30 Days	35% of the price of a new 1-year support plan
Hardware only more than 2 Years	Cannot be reinstated

3. **Eligibility:** Reinstatement for hardware is possible up to 2 years after prior contract expiration, provided such reinstatement is available and the hardware meets the other requirements as outlined in Section 6. Software for hardware (Consoles) is eligible for reinstatement up to 9 months from the End of Support date regardless of lapsed time.
4. **New Contract Start Date:** If less than 30 days, the new contract start date shall align with the prior contract expiration date; this ensures continuity of coverage and maintains product eligibility support. The new contract pricing will reflect coverage starting from the original end date, not the date of reinstatement. If more than 30 days have lapsed the new contract start date will be the date of reinstatement.
5. **Reinstatement term:** If the applicable hardware or software for hardware has not been covered under a support plan for a period of more than 30 days, the product must be reinstated for a minimum term of two (2) years, or until the products End of Support date, if such remaining life is less than two (2) years.

6. **Additional Hardware Support Reinstatement Exclusions and Requirements** (Does not apply to software for hardware)

- a. If Avid Advantage plan coverage has expired and Avid hardware has not been covered for support for more than two (2) years, then reinstatement is not allowed. Out-of-warranty service costs will apply to cover repairs, replacements or spare parts sale.
- b. Reinstatement is subject to a forty-five (45) day waiting period prior to the commencement of Support services.
- c. Support Contracts are not transferable regardless of whether such support contract was originally purchased from Avid or a third party, and any existing support contract will terminate at the time of transfer of ownership of the hardware to a new owner. Hardware support for such transferred products cannot be repurchased or reinstated, and any hardware replacement is solely available through an authorized Avid repair or advanced exchange plan and not through this Reinstatement Policy. This policy is for any console not currently on a support plan or has had its ownership transferred since 12th September 2025.
- d. Hardware support that has lapsed more than 30 days, which is more than 6 years old – regardless of prior support coverage – may not be reinstated.

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