ASBIS AFRICA (PTY) LTD

ONBOARDING PLUS SERVICES TERMS AND CONDITIONS

Once-off, per-device advanced integration and enablement package
Applicable to all Onboarding Plus Services ordered on or after 1 October 2026

1. THE SERVICE

1.1 This document governs the once-off, per-device Onboarding Plus service (the "Onboarding Plus Service" or "Service") provided by ASBIS Africa Proprietary Limited (Registration Number: 2019/513098/07) ("ASBIS", "we", "us" or "our") to the business customer identified in the applicable quotation, order form or statement of work issued by ASBIS or by an Authorised Reseller (as defined in clause 1.6) ("Order Confirmation") ("you", "your" or the "Client"), in respect of the devices identified in the Order Confirmation (each a "Device").

1.2 The Onboarding Plus Service is an end-to-end integration and enablement package for complex environments, building on ASBIS's standard Onboarding Service with identity federation, advanced device management configuration, asset lifecycle management and administrative training. It is typically suited to small-to-medium and enterprise organisations with existing IT infrastructure (such as Microsoft 365, Google Workspace or Microsoft Entra ID), and to businesses transitioning from Windows-only, mixed, or legacy management environments.

1.3 The Onboarding Plus Service is a once-off, per-Device professional service. It is distinct from, and does not include, the ongoing Tech Support Service, which is available separately on an annual subscription basis.

1.4 By placing an order for, accepting a quotation in respect of, or using the Onboarding Plus Service, you agree that you have received, read, understood and accepted these terms and conditions (the "Terms"). The version of these Terms published on the ASBIS website on the date of your order applies to that order.

1.5 Where an Order Confirmation, quotation or statement of work issued or signed by ASBIS contains terms that conflict with these Terms, the terms of the Order Confirmation, quotation or statement of work will prevail solely to the extent of the conflict, and these Terms will apply to all other matters.

1.6 Where the Onboarding Plus Service is purchased through a reseller appointed by ASBIS (an "Authorised Reseller"), the contract for the Onboarding Plus Service is between you and ASBIS, and ASBIS alone is responsible to you for performing the Onboarding Plus Service. The Authorised Reseller's role is limited to quoting for, invoicing and collecting the fees for the Onboarding Plus Service, and those fees are payable to the Authorised Reseller in accordance with its invoice.

1.7 An Authorised Reseller is not ASBIS's agent and has no authority to vary these Terms, to give any warranty or make any representation on behalf of ASBIS, or otherwise to bind ASBIS. Any undertaking given to you by an Authorised Reseller that is not recorded in these Terms, or in an Order Confirmation issued by ASBIS, is the responsibility of that Authorised Reseller alone.

1.8 ASBIS's obligation to perform the Onboarding Plus Service arises once ASBIS has received and accepted the order for the Onboarding Plus Service from the Authorised Reseller. Any refund due to you under these Terms will be paid through the Authorised Reseller that invoiced you, unless ASBIS agrees otherwise.

2. SCOPE OF THE ONBOARDING PLUS SERVICE

2.1 Subject to these Terms, the Onboarding Plus Service includes, per Device, the standard onboarding elements of Apple Business Setup, device enrolment into Apple Business (including Manual Enrolment in accordance with clause 6 where Automated Device Enrolment is not available), assessment and validation of any existing Apple Business portal configuration, Volume Purchase Program (VPP) setup, essential security configuration, silent deployment of standard business

productivity applications, core MDM enrolment and Apple Push Notification service certificate pairing, and Wi-Fi and corporate network payload configuration.

2.2 In addition to the elements described in clause 2.1, the Onboarding Plus Service includes:

(a) Identity Provider (IdP) integration, federating Microsoft Entra ID or Google Workspace with Managed Apple IDs.

(b) Platform Single Sign-On (PSSO) payload configuration for your enterprise resources.

(c) Advanced Mobile Device Management (MDM) configuration, with support for Jamf, Hexnode, Microsoft Intune or Mosyle, in addition to Apple Business' built-in MDM.

(d) Department-specific configuration profiles, smart groups and scoped policies, where supported by the chosen MDM platform.

(e) Enterprise patch management workflows and custom packaging for bespoke applications.

(f) Self-service portal configuration, providing a custom app store for end users.

(g) Endpoint security compliance configuration.

(h) Cloud and security ecosystem integration, including Microsoft 365 desktop application integration and cloud alignment.

(i) Lifecycle and asset management, including asset tagging, inventory register compilation and lifecycle mapping.

(j) IT admin enablement training, being a technical walkthrough of your Apple Business portal and MDM operations and policy editing, and end-user productivity enablement covering macOS/iOS business features, shortcuts and self-service tools.

(k) Limited technical escalation support for a defined period immediately following deployment, to assist your IT team with issues arising directly from the Onboarding Plus deployment.

2.3 A separate Onboarding Plus Service must be purchased for each Device to be onboarded. The Onboarding Plus Service is delivered once per Device and does not automatically recur.

2.4 The Onboarding Plus Service is delivered remotely unless an onsite visit is expressly quoted for and confirmed in the Order Confirmation, in which case additional charges may apply.

3. WHAT IS NOT INCLUDED

3.1 The Onboarding Plus Service does not apply to, and does not include:

(a) ongoing MDM maintenance, policy updates, fleet monitoring, or helpdesk and ticketing support after the defined post-deployment escalation window referred to in clause 2.2, which are covered under the separate Tech Support Service;

(b) hardware repair, replacement, or any hardware warranty (including the ASBIS Apple Extended Warranty);

(c) licence fees or subscription costs for any third-party MDM platform, identity provider, or cloud service used as part of the integration;

(d) the cost of Devices or of any third-party software or services;

(e) correcting configuration issues arising from changes you or a third party make after handover;

(f) data recovery, data migration, or back-up of any data residing on a Device;

(g) resolution of issues in your existing IT infrastructure (such as Microsoft 365, Google Workspace or Entra ID) that are not directly caused by the integration work performed by ASBIS;

(h) onsite enrolment of a Device after it has been dispatched by ASBIS, which is quoted for and charged separately under clause 6.16;

(i) travel beyond an agreed local service radius, where an onsite visit has been separately quoted for and agreed.

4. ORDERING AND DELIVERY

4.1 An order for the Onboarding Plus Service is confirmed once you have accepted the applicable quotation and ASBIS has issued an Order Confirmation.

4.2 Given the additional complexity of identity federation and advanced MDM configuration, ASBIS may conduct a discovery session with your IT team before finalising the project plan and timeline for your environment.

4.3 You must provide an accurate Device count and serial numbers, and administrative access to the relevant identity, MDM and cloud platforms, at the time agreed with ASBIS, to enable delivery of the Service.

4.4 Any timeline communicated to you is an estimate only, made in good faith based on the complexity of your environment, and is not guaranteed. ASBIS is not liable for delay caused by your failure to provide required information or access, or by circumstances outside ASBIS's reasonable control.

5. YOUR OBLIGATIONS

5.1 To receive the Onboarding Plus Service, you must, and you agree to:

(a) hold, or authorise ASBIS to assist you in creating, a valid Apple Business account;

(b) nominate an IT contact or administrator with authority to approve configuration decisions on your behalf, including decisions relating to identity federation and MDM policy;

(c) provide administrative access to your identity provider (Microsoft Entra ID or Google Workspace), your chosen MDM platform (where not Apple Business' built-in MDM), and any cloud services being integrated;

(d) provide an accurate Device inventory, including serial numbers and order numbers, to enable enrolment;

(e) ensure adequate internet connectivity and, where required, provide administrative access to your network infrastructure (including Wi-Fi credentials);

(f) back up any data residing on a Device prior to enrolment; ASBIS is not responsible for any loss of data or software during the Onboarding Plus Service; and

(g) respond promptly to reasonable requests for information required to complete the Onboarding Plus Service, including making relevant staff available for the training referred to in clause 2.2.

6. MANUAL ENROLMENT OF DEVICES PURCHASED THROUGH A DPP RESELLER

6.1 This clause 6 applies to Devices that you purchase through an Authorised Reseller that participates in the ASBIS Distribution Partner Programme and has not yet been appointed by Apple as an Apple Authorised Reseller (a “DPP Reseller”). Because of Apple's chain of trust, a DPP Reseller cannot offer Automated Device Enrolment (ADE), and Devices purchased through a DPP Reseller cannot be assigned to your Apple Business (formerly Apple Business Manager) organisation through ADE. ASBIS will instead manually add each such Device to your Apple Business organisation using Apple Configurator (“Manual Enrolment”). Where this clause 6 conflicts with any other provision of these Terms, this clause 6 prevails in respect of Manual Enrolment.

6.2 Clauses 1.6 and 1.7 apply to a DPP Reseller. In addition, and despite clause 1.6, you appoint the DPP Reseller as your channel for providing to ASBIS the information, instructions and approvals required for Manual Enrolment under this clause 6. In doing so the DPP Reseller acts on your behalf and not as ASBIS's agent.

6.3 ASBIS will not unbox or manually enrol any Device until you and the DPP Reseller have each accepted these Terms, including this clause, in writing, whether by signing the Manual Enrolment Acknowledgement in Annexure A or by another written means acceptable to ASBIS. Any approval, instruction or notice required by this clause to be given in writing may be given by email from an authorised representative of the relevant party.

6.4 Manual Enrolment includes, per Device:

(a) release of the Device, once invoiced and ready to ship, to a designated enrolment area at ASBIS's warehouse;

(b) Device intake and serial number recording and tracking;

(c) unboxing of the Device;

(d) manual enrolment of the Device into your Apple Business organisation using Apple Configurator;

(e) verification by an ASBIS engineer that the Device appears in your Apple Business portal, with a screenshot of the Device in the portal as proof of enrolment (“Proof of Enrolment”), which will be accepted as evidence that Manual Enrolment of that Device is complete;

(f) assignment of the Device to your nominated MDM server, but only on written instruction in accordance with clause 6.9;

(g) repackaging of the Device; and

(h) dispatch of the Device to you or to the DPP Reseller, as instructed in writing.

6.5 Save as provided in clause 6.16, Manual Enrolment is performed at ASBIS's warehouse premises before the Device is dispatched, and only once the Device has been invoiced and is ready to ship and all of the prerequisites in this clause have been met.

6.6 Manual Enrolment is performed in batches, subject to ASBIS's available capacity, during the following enrolment windows (each day an “Enrolment Day”), excluding South African public holidays:

(a) Tuesday: 08:00 to 16:00;

(b) Wednesday: 08:00 to 16:00; and

(c) Thursday: 08:00 to 14:00, being the weekly cut-off time.

6.7 No Manual Enrolment is performed on Mondays or Fridays. Devices for which the prerequisites have not been met in time to be enrolled by the Thursday 14:00 cut-off will be scheduled for the next available Enrolment Day, normally the following Tuesday.

6.8 Where your nominated contact is not available on the scheduled Enrolment Day to provide one-time passcode (“OTP”) or other verification codes required to sign in to your Apple Business account, or where any other prerequisite is not met, ASBIS may reschedule Manual Enrolment of the affected Devices to the next available Enrolment Day. ASBIS is not liable for any resulting delay in enrolment or dispatch.

6.9 **MDM server assignment is not included automatically.** ASBIS will assign a Device to an MDM server only where you, through the DPP Reseller, have specified in writing the MDM server to which each Device (identified by serial number) must be assigned. Where no written instruction is received, the Device will be enrolled into Apple Business only.

6.10 For Manual Enrolment, you must, and you agree to:

(a) hold a valid, active Apple Business account, and remain its owner and administrator at all times;

(b) provide ASBIS, through the DPP Reseller, with access to an Apple Business account to which a role limited to device enrolment (such as the Device Enrolment Manager role) has been assigned, and not an administrator account;

(c) provide the name and contact details of the person responsible for your Apple Business account, and ensure that person is available on the scheduled Enrolment Day to provide OTP and other verification codes promptly; and

(d) ensure that the DPP Reseller confirms in writing the allocation of each Device, by serial number, to you, your correct Apple Business account details, and the correct delivery address and contact person for delivery.

6.11 You authorise ASBIS to sign in to your Apple Business account, using the account provided, solely to perform Manual Enrolment. ASBIS will keep these credentials and verification codes confidential, will make no change to your Apple Business organisation other than adding the Devices and, where instructed, assigning them to an MDM server, and will relinquish the access in accordance with clause 8.6.

6.12 **ASBIS may rely on all information, instructions and approvals provided by the DPP Reseller under this clause as having been authorised by you. ASBIS is not liable for any loss arising from a Device being enrolled into the wrong Apple Business organisation, assigned to the wrong MDM server, or delivered to the wrong address as a result of inaccurate or incomplete information or instructions provided by you or the DPP Reseller.**

6.13 **You acknowledge that, under Apple's current rules, a Device manually added to Apple Business using Apple Configurator is subject to a provisional period of 30 (thirty) days from the date of enrolment (the "Provisional Period"), during which the Device user can remove the Device from Apple Business, from supervision and from MDM management. Manual Enrolment therefore offers less protection than ADE during the Provisional Period. ASBIS is not liable for any Device being removed from Apple Business or MDM management during the Provisional Period, or for any consequences of such removal.** You are responsible for enrolling each Device into MDM as soon as possible after delivery and for controlling access to Devices during the Provisional Period. The length and effect of the Provisional Period are determined by Apple and may change without notice to ASBIS.

6.14 Manual Enrolment requires the physical handling of each Device and the opening of its retail packaging. Devices will be repackaged in their original packaging, but the packaging will have been opened and any factory seals broken.

6.15 **A Device that has already been set up or put into use ("in production") cannot be manually enrolled without first being erased and restored to factory settings, which permanently deletes all data, settings and applications on it and cannot be reversed. Before any Device is erased, you must back up all data on it and confirm in writing that ASBIS may erase it. ASBIS is not responsible for any loss of data, settings, applications or software resulting from erasure.**

6.16 The Onboarding Plus Service is a once-off service, and each Device purchased through a DPP Reseller should be manually enrolled before it leaves ASBIS's warehouse. If you later decide to enrol a Device supplied by ASBIS that was not enrolled before dispatch, the Device will have to be erased and manually enrolled. The Device does not need to be returned to ASBIS: an ASBIS engineer will attend your premises on a date agreed with ASBIS. **This onsite work is not included in the fee for the Onboarding Plus Service, and will be quoted separately and charged in addition, together with a callout fee.** You must ensure that the Device, your nominated Apple Business contact and adequate internet connectivity are available at your premises on the agreed date.

6.17 **Notwithstanding any other provision of these Terms, the order for Manual Enrolment, and the related order for the Device, cannot be cancelled once the Device has been unboxed and manually enrolled. A Device that has been manually enrolled at your or the DPP Reseller's request will be treated as an open-box item and cannot be returned for credit, refund or exchange.** This does not affect any rights you may have in respect of a defective Device under the

manufacturer's warranty or under applicable law, including the Consumer Protection Act, 68 of 2008, where it applies.

6.18 Manual Enrolment is charged per Device at the fee quoted separately in your Order Confirmation, in addition to the fee for the Onboarding Plus Service, unless your Order Confirmation records that it is included. ASBIS will invoice the Manual Enrolment fee to the DPP Reseller, which will invoice you in accordance with clause 1.6, unless otherwise agreed in writing.

6.19 **In addition to the limitations of liability elsewhere in these Terms, ASBIS is not liable for any failure, delay or loss caused by: (a) the removal of a Device from Apple Business or MDM management during or after the Provisional Period; (b) inaccurate or incomplete information, instructions or approvals provided by you or the DPP Reseller; (c) the unavailability of your nominated contact or of the required Apple Business account or role; (d) the availability of, or changes to the policies of, Apple Business, Apple Configurator or any MDM platform; or (e) any act or omission of the DPP Reseller.**

7. FEES AND PAYMENT

7.1 The fee for the Onboarding Plus Service is a once-off, per-Device fee, quoted in South African Rand (ZAR), exclusive of Value-Added Tax (VAT), as set out in your Order Confirmation or invoice.

7.2 VAT is charged in addition to the quoted fee at the prevailing statutory rate.

7.3 Fees are payable in accordance with the payment terms recorded in your Order Confirmation or invoice.

7.4 ASBIS may revise its fees for the Onboarding Plus Service from time to time. Any revision will apply only to orders confirmed after the revised fees take effect, and will not affect an Order Confirmation already accepted.

8. DATA PROTECTION

8.1 ASBIS processes personal information in connection with the Onboarding Plus Service in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”), and only to the extent necessary to deliver the Onboarding Plus Service.

8.2 As between you and ASBIS, you remain the responsible party for personal information relating to your organisation, your staff and your Devices, including any personal information held in your identity provider or MDM platform. ASBIS acts as an operator in respect of such personal information, processing it solely on your instruction and for the purpose of delivering the Onboarding Plus Service.

8.3 ASBIS will take reasonable technical and organisational measures to keep information accessed in the course of the Onboarding Plus Service confidential and secure, and will not use it for any purpose other than delivering the Onboarding Plus Service.

8.4 ASBIS will notify you without undue delay where there are reasonable grounds to believe that personal information processed by ASBIS in connection with the Onboarding Plus Service has been accessed or acquired by an unauthorised person.

8.5 The platforms and tools used to deliver the Onboarding Plus Service, including Apple Business, MDM platforms and remote-access tools, may involve the processing of personal information outside the Republic of South Africa. ASBIS will ensure that any transfer of personal information outside the Republic by ASBIS complies with section 72 of POPIA.

8.6 On completion of the Onboarding Plus Service, ASBIS will relinquish any administrative access granted to it for the purpose of the Onboarding Plus Service, unless ASBIS requires that access to provide a Tech Support Service to you, and will return or delete the personal information held by it in connection with the Onboarding Plus Service, save to the extent that ASBIS is required by law to retain it. You are responsible for changing or revoking any credentials provided to ASBIS once that access is no longer required.

9. INTELLECTUAL PROPERTY

9.1 All intellectual property owned by you, or by Apple, Microsoft, Google or any other third party prior to the Onboarding Plus Service, remains the property of the relevant owner.

9.2 Configuration profiles, scripts and documentation created by ASBIS specifically for you as part of the Onboarding Plus Service are licensed to you for your own internal business use. ASBIS retains ownership of any underlying tools, templates or methodologies it uses to deliver the Onboarding Plus Service.

10. LIMITATION OF LIABILITY

10.1 To the maximum extent permitted by South African law, ASBIS and its employees and agents will under no circumstances be liable to you for any indirect, special or consequential damages arising from or in connection with the Onboarding Plus Service, including but not limited to loss of data, loss of business, profits, revenue or anticipated savings, whether or not foreseeable and whether or not ASBIS has been advised of the possibility of such damages.

10.2 To the maximum extent permitted by South African law, ASBIS's total liability to you arising under or in connection with the Onboarding Plus Service will not exceed the total fees paid by you for the Onboarding Plus Service in respect of the affected Device.

10.3 ASBIS does not warrant that the Onboarding Plus Service will be uninterrupted or error-free, that any specific issue with a Device or with your identity, MDM or cloud environment will be resolved, or that third-party platforms integrated as part of the Service will remain compatible following changes made by their respective providers. You remain responsible for backing up any data and software residing on a Device before it is enrolled.

11. CANCELLATION

11.1 Subject to clause 6.17, you may cancel your order for the Onboarding Plus Service, in respect of a Device on which work has not yet commenced, by giving ASBIS written notice. Where work has already commenced, fees remain payable for the work performed up to the date of cancellation, including any discovery or scoping work performed under clause 4.2.

11.2 ASBIS may suspend or cancel the Onboarding Plus Service on reasonable notice in the event of fraud, material misrepresentation, or misuse of the Service on your part.

11.3 Either party may terminate an outstanding Onboarding Plus Service engagement if the other party is in default of a material obligation (including a payment obligation) and fails to remedy that default within 14 (fourteen) business days of receiving written notice to do so.

12. GENERAL TERMS

12.1 ASBIS may subcontract or assign performance of its obligations under these Terms to a qualified third party, but will remain responsible to you for the proper performance of the Onboarding Plus Service.

12.2 ASBIS is not responsible for a failure or delay in performing the Onboarding Plus Service that is due to events outside ASBIS's reasonable control.

12.3 These Terms, together with your Order Confirmation, constitute the entire agreement between you and ASBIS in respect of the Onboarding Plus Service and supersede any prior discussions or communications on that subject.

12.4 ASBIS reserves the right to amend these Terms from time to time, effective upon posting of the revised terms to the ASBIS website. Amendments will not apply retrospectively to an Onboarding Plus Service already ordered under the previous version of these Terms.

12.5 These Terms are governed by, and will be construed in accordance with, the laws of the Republic of South Africa, and the parties submit to the non-exclusive jurisdiction of the South African courts.

12.6 If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.

13. CONSUMER PROTECTION ACT

13.1 These Terms are subject to the Consumer Protection Act, 68 of 2008 (“CPA”), where applicable, and nothing in these Terms overrides or limits any right you may have under the CPA.

14. FURTHER INFORMATION

14.1 For further information about the Onboarding Plus Service or these Terms, please contact ASBIS at the details published on the ASBIS Africa website.

ANNEXURE A: MANUAL ENROLMENT ACKNOWLEDGEMENT

To be completed where Devices are purchased through a DPP Reseller. By signing below, each party confirms that it has received, read, understood and accepted the ASBIS Onboarding Plus Service Terms and Conditions, including clause 6 (Manual Enrolment), and specifically acknowledges: (a) the 30-day Provisional Period (clause 6.13); (b) that MDM server assignment is performed only on written instruction (clause 6.9); (c) that an in-production Device must be erased before Manual Enrolment, with permanent loss of its data (clause 6.15); and (d) that orders cannot be cancelled, and Devices cannot be returned, once unboxed and enrolled (clause 6.17).

CLIENT

Registered name: _____

Registration number: _____

Name of signatory: _____

Capacity: _____

Signature: _____

Date: _____

The signatory warrants that he or she is duly authorised to sign on behalf of the party named above.

DPP RESELLER

Registered name: _____

Registration number: _____

Name of signatory: _____

Capacity: _____

Signature: _____

Date: _____

The signatory warrants that he or she is duly authorised to sign on behalf of the party named above.