

Update Bulletin

**Fujitsu Modifies Warranty, Terms and Conditions;
TeamPoS Express/Esspresso Packages Suspended**

April 23, 2013

Fujitsu has modified its pricing, terms and conditions, affecting all Fujitsu products sold by Retalix Channel Partners.

1. Fujitsu has notified Retalix that the warranty period on all Fujitsu products will be 45 days, effective immediately for all new shipments. The 45-day warranty clock will start 30 days from shipment or upon installation, whichever comes first.
2. Fujitsu will continue to provide replacement for early failures. The DOA period, however, will now expire 30 days from shipment or upon installation, whichever comes first. This policy applies to all new shipments and is effective immediately.
3. Retalix has been notified that Fujitsu may establish an order minimum at Fujitsu's sole option. If Fujitsu establishes such an order minimum, Retalix may try to combine multiple orders or otherwise endeavor to work with Fujitsu to provide order-size relief to the greatest extent possible.
4. Fujitsu has notified Retalix that prices may now change on short notice (and some prices have recently changed without notice). As such, Fujitsu published prices cannot be guaranteed. Retalix will continue to work with Fujitsu, making best efforts to honor published Retalix pricing and maintaining channel price stability to the greatest extent possible.

With prices now subject to immediate change, Retalix has no practical option for managing the large and complex matrix of Express and Espresso pricing packages. Because Retalix is now unable protect dealers or Retalix from pricing uncertainty, Retalix cannot currently offer these packages based on Fujitsu hardware: all ISS45 or ScanMaster Express/Esspresso TeamPoS packages are suspended and their pricing is withdrawn.

Please contact your Retalix representative if you have (committed and in writing) Express/Esspresso proposals currently in active process with customers that may cause a hardship.

Retalix regrets these changes from our vendor, and hopes that Fujitsu's policies and terms will revert to their previous positions.

Retalix will honor purchase orders already accepted in-house at the then-current pricing provided that such orders are shipped by June 30, 2013.