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SUBJECT:	Customer Evaluations	
DATE:	9/12	SUPERSEDES: 4/06

- TITLE: CO10, Customer Evaluations
- POLICY: Retalix will consider providing Retalix products for evaluation by potential customers
- SCOPE: All Retalix channel partners, field sales personnel, corporate credit managers, order entry, contracts.
- PROCEDURES: In pursuit of business, channel partners may wish to place Retalix hardware or software products for evaluation by potential customers in those customer sites. Retalix may or not approve such requests. If approved the following policies will apply.
1. Hardware and software is provided for evaluations via a sale with extended payment terms and pre-agreed return provisions by Retalix.
 2. The channel partner will be invoiced as usual for the products under evaluation, but will enjoy extended payment terms for payment of such invoices.
 - 2.1. The “evaluation period” for the product will be equal to the period of the specified extended payment term.
 - 2.2. For example, if a customer were accorded a 60-day trial for a product, Retalix would invoice the channel partner normally upon shipment or issuance of the product and/or software license, and would extend the standard payment terms by 60 days.
 3. A Customer Evaluation Form (CEF) is required for an evaluation sale. The CEF will be created and submitted for approval by the Retalix Account Representative, and will describe:
 - 3.1. The list of products being evaluated
 - 3.2. The evaluation period
 - 3.3. The conditions for product return
 - 3.4. Any non-standard terms and conditions regarding shipping or discounting of the products being evaluated
 4. Any evaluation product sales CEF must be approved in writing by a vice president of Retalix. Retalix field representatives cannot themselves approve CEFs.
 5. The approved CEF will be provided to the channel partner, and this CEF must be signed and must accompany the channel partner order for the products. The order



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must fulfill all standard requirements for Retailix orders. The orders must be placed with Retailix Order Entry in the normal fashion.

6. Evaluation product sales will be resolved in one of the following ways:
 - 6.1. The end user will retain the products. In such cases the channel partner will pay for the product as invoiced as per Retailix standard process.
 - 6.2. The end user will return the products to the channel partner, and the products will be returned to Retailix. The channel partner will be responsible for any refurbishment or repairs unless expressly released from such in the CEF.
 - 6.3. The end user will return the products to the channel partner, and the channel partner may purchase the products from Retailix under any specific provisions called out in the CEF. Such purchases may be optional or mandatory as agreed in advance.
7. In all cases, the channel partner will be financially responsible for the products under evaluation, including being invoiced for these products under normal terms and conditions as modified only by the CEF.

