



End of Life Policy

Sunless, Inc. is committed to providing our customers with high quality products and product support. To meet this commitment, Sunless, Inc. must, from time to time, discontinue products as they become too costly or impractical to support. Products reach the end of their product life cycle for several reasons. These reasons include market demands, technology innovation, or the products simply mature over time and are replaced by functionally richer technology. Sunless, Inc. recognizes that product end of life occurrences often prompts our customers to review the way in which such milestones impact their Sunless tanning product offering. With that in mind, we would like to formally introduce Sunless, Inc.'s Product End of Life Policy to help you manage the transitions and to explain the role that Sunless, Inc. can play in helping to migrate to alternative Sunless products.

Sunless, Inc.'s Product End of Life Policy applies to all hardware and software products produced by the company as well as spare parts, phone, and field technical support of these products. This includes products that have already reached their End of Sale date (the final date on which a product can be purchased) prior to the publication of this Policy. These products, as shown in Appendix A, include the VersaSpa Automated Spray Booth, the Mystic Tan HD Automated Spray Booth, the Norvell Auto-Revolution Automated Spray Booth, and the Colosseum Overspray Backdrop. Soon, the Mystic Tan Kyss will also reach its end of sale date and enter this policy as well. As a general standard, Sunless, Inc. will continue to support equipment for 7 years after End of Sale date. The policy statement below includes timelines specific to each of these pieces of equipment for clarity. This policy will also be applicable to future products as they reach their End of Sale date. Sunless is committed to communicating our evolving product line to our customers clearly and openly.

Your dedicated Sunless, Inc. representatives are standing by to answer any questions you may have.

Definitions

- Cloud Services – Internet based software services including but not limited to mobile apps, remote support, portal connectivity, remote management, and solution validation.
- End of Life (EOL) – The procedure and timeline for ending the life cycle of a product or service. The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, improved, maintained, or supported.
- End of Sale (EOS) – The EOS date occurs when all remaining equipment on hand is sold and shipped.
- Last Customer Shipment (LCS) – The period during which orders placed prior to EOS will be shipped.
- Last Day of Support (LDOS) – The announced date after which Sunless, Inc. products will no longer have access to support services from Sunless, Inc.
- Technological Impracticability – Occurs when third party software or hardware, not developed or manufactured by Sunless, Inc., has been updated or discontinued such that certain Sunless, Inc. products have become unsupported or impracticable to update or maintain.

Policy

- External notification of End of Sale is typically six (6) months before EOS date. Such notice will appear via regular customer communications channels.
- No products, subscriptions or warranties with a term that goes beyond the Last Day of Support will be sold after EOL notification.
- Last Customer Shipment will be concluded within 3 months after the EOS date.
- Cloud Services will remain operational for five (5) years from the EOS date.
- Field Service will be available for five (5) years from the EOS date.
- An End of Support Notice Period will begin four (4) years from the EOS date and continue for twelve (12) months. This period will include additional EOL notifications and include sales support for transiting to alternative hardware, software and/or solutions.
- Phone Tech Support will be available for six (6) years from the EOS date.
- Spare Parts Sales will be available for seven (7) years from the EOS date. Please note that spare parts are subject to technological impracticability concerns and the ability to supply parts may be out of Sunless, Inc.'s control.
- The Last Day of Support for all support services will be at the end of seven (7) years from the EOS date.

END OF LIFE MILESTONE EXAMPLE:

Event	-6 mon.	Day 0	3 Mon.	Y1	Y2	Y3	Y4	Y5	Y6	Y7
End of Life Notification Date										
End of Sale Notice Period										
Last Customer Ship Period										
Cloud Services										
Field Service										
End of Support Notice Period										
Phone Tech Support										
Spare Parts Sales										
Last Day of Support										

EXAMPLE

End of Sale Date

Appendix A: Affected Products

VERSASPA AUTOMATED BOOTH:

Event	-6 mon.	Day 0	3 Mon.	February							
				2017	2018	2019	2020	2021	2022	2023	
End of Life Notification Date		Feb 2016									
End of Sale Notice Period	█										
Last Customer Ship Period				█							
Field Service				█	█	█	█	█	█	█	
Phone Tech Support				█	█	█	█	█	█	█	█
Spare Parts Sales				█	█	█	█	█	█	█	█
Last Day of Support											

Phone Tech Support Service extended through October 1st, 2022.

MYSTIC TAN HD:

Event	-6 mon.	Day 0	3 Mon.	October							
				2017	2018	2019	2020	2021	2022	2023	
End of Life Notification Date		Oct 2016									
End of Sale Notice Period	█										
Last Customer Ship Period				█							
Field Service				█	█	█	█	█	█	█	
Phone Tech Support				█	█	█	█	█	█	█	█
Spare Parts Sales				█	█	█	█	█	█	█	█
Last Day of Support											

NORVELL AUTOREVOLUTION:

Event	-6 mon.	Day 0	3 Mon.	December							
				2017	2018	2019	2020	2021	2022	2023	
End of Life Notification Date		Dec 2016									
End of Sale Notice Period	█										
Last Customer Ship Period				█							
Field Service				█	█	█	█	█	█	█	
Phone Tech Support				█	█	█	█	█	█	█	█
Spare Parts Sales				█	█	█	█	█	█	█	█
Last Day of Support											



MYSTIC TAN KYSS:

Event	-6 mon.	Day 0	3 Mon.	September						
				2023	2024	2025	2026	2027	2028	2029
End of Life Notification Date		Sep 2022								
End of Sale Notice Period										
Last Customer Ship Period										
Cloud Services										
Field Service										
End of Support Notice Period										
Phone Tech Support										
Spare Parts Sales										
Last Day of Support										

COLOSSEUM OVERSPRAY BACKDROP:

Event	-6 mon.	Day 0	3 Mon.	June						
				2018	2019	2020	2021	2022	2023	2024
End of Life Notification Date		Jun 2017								
End of Sale Notice Period										
Last Customer Ship Period										
Field Service										
End of Support Notice Period										
Phone Tech Support										
Spare Parts Sales										
Last Day of Support										