

# Value Added Reseller Overview

Cobalt Cube®



## Contents

<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>2</b>	<b>Our responsibilities</b>	<b>2</b>
<b>3</b>	<b>Your responsibilities</b>	<b>2</b>
<b>4</b>	<b>Training</b>	<b>2</b>
<b>5</b>	<b>Order placement</b>	<b>2</b>
<b>6</b>	<b>Technical support</b>	<b>2</b>
<b>7</b>	<b>Warranty claims</b>	<b>3</b>
<b>8</b>	<b>Marketing</b>	<b>3</b>

## 1 Introduction

Thank you for becoming a Value-Added Reseller (VAR) for VNC Automotive's Cobalt Cube® product. Cobalt Cube brings together essential apps, devices, and vehicle systems into the vehicle dashboard for greater safety and efficiency. This document discusses the different areas of cooperation between a VAR and VNC Automotive.

## 2 Our responsibilities

VNC Automotive will support the VAR with appropriate technical training and marketing support to promote the Cobalt Cube product. When orders are secured, VNC Automotive will provide the required units and software, as well as honouring any support requests and warranty claims that may arise.

VNC will regularly improve the product and provide new features and critical fixes as software updates.

## 3 Your responsibilities

The VAR will promote the Cobalt Cube product and software within the agreed market, purchase units from VNC Automotive to fulfil orders and support those customers throughout their integration and deployment projects.

As part of these activities, the VAR will submit regular sales reports to VNC Automotive, maintain adequate stock levels, pass on customer feedback and in general comply with the conditions agreed in the Value-Added Reseller Agreement.

## 4 Training

On completion of the technical training, the VAR will become proficient with installing the Cobalt Cube product on their own vehicles for demonstration purposes and on their customers' vehicles. The installation process involves the physical integration of the Cobalt Cube within the vehicle, including power and USB cabling, and the software integration on any auxiliary devices required by the project.

The VAR will employ at least two technicians competent on these tasks.

## 5 Order placement

When new stock is required by the VAR, the following information will be provided to VNC Automotive's Finance team to fulfil the order:

- Quantity of units
- Name of intended end customer (if known at the time)
- Chosen configuration (from list of available features)
- Delivery timeframe
- Shipping requirements

## 6 Technical support

VNC Automotive will provide the necessary documentation to the VAR, so they can independently diagnose and resolve any issues reported by their customers. Some complex issues may require escalation to VNC Automotive, by emailing their support team with the following information:

- Detailed description of the issue and reproduction steps
- Log files, screenshots and/or videos
- Information about the software configuration used

## 7 Warranty claims

If a valid and unavoidable hardware issue is encountered by the VAR or one of their customers on a unit under the warranty period, then VNC Automotive will replace it. The VAR will bear the cost of shipping back the defective unit and VNC Automotive will bear the cost of shipping out a new unit.

## 8 Marketing

VNC Automotive will provide the VAR with brand guidelines, logo files and other related assets for the advertising and promotion of the Cobalt Cube product. The VAR will submit an annual advertising and promotion programme to the VNC Automotive Marketing team, as set out in section 8 of the Value-Added Reseller Agreement. VNC Automotive will make reasonable efforts to support this programme, for example participating in VAR trade fairs.

## Let's discuss your project

As industry pioneers, we will help you cut through the complexity and deliver ingenious connectivity technology for the vehicles of tomorrow.

Get in contact via:

[www.vncautomotive.com](http://www.vncautomotive.com)

[technicalsupport@vncautomotive.com](mailto:technicalsupport@vncautomotive.com)

No part of this documentation may be reproduced in any form or by any means or be used to make any derivative work (including translation, transformation or adaptation) without explicit written consent of VNC Automotive.

All information contained in this document is provided in commercial confidence for the sole purpose of use by an authorized user in conjunction with VNC Automotive products. The pages of this document shall not be copied, published, or disclosed wholly or in part to any party without VNC Automotive prior permission in writing, and shall be held in safe custody. These obligations shall not apply to information which is published or becomes known legitimately from some source other than VNC Automotive.

