



Agilent Technologies, Inc. – Support Services: Flexible Support Program

Exhibit 22N

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CrossLab

Agilent Technologies' Life Sciences and Chemical Analysis Flexible Support Program are governed by this Exhibit and the Agilent Service Terms.

Flexible Support Program

Flexible Support Program (R-29Y-501) is intended for post-instrument purchase, in situations where customers have budget they would like to allocate into an account managed by Agilent Technologies for future spend on Agilent services.

Service Definitions

Services Available. Customer may redeem their funds against Per-Incident Repair, Per-Incident Operational Qualification, Per-Incident Preventative Maintenance, Repair Parts, Laboratory or Site-Wide Re-location Services, Classroom and Onsite Training, and Inventory Management Services.

Payment Terms. Customer can be invoiced for the full amount of the Flexible Support purchase upfront, monthly, quarterly, or semi-annually.

Expiry. Funds deposited in an account are valid for 1 year from the date of deposit.

Account Management. If there are funds leftover at the expiry date, Customer will lose the funds. It is therefore recommended that the Agilent sales representative works with Customer before the expiry date to 1) convert the remaining funds to a service agreement or 2) work with Customer to spend the remaining balance on services or 3) funds may be rolled over a maximum of 1 additional year if Customer adds additional funds to their account. In the event Customer exceeds the account balance at any time, they will receive an invoice to bring their account back to a zero balance.

Adding Funds to Account. Funds can be added by Customer at any time.

Online Portal. Customers will be able to track the balance of their account, and services rendered against it through a user-friendly online portal.



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Service Prerequisites

Availability. Available for post-instrument purchase in all regions worldwide.

Customer Responsibilities

Account Management. Customers will be able to track the balance of their account and services rendered against it through an online portal . In the event the funds in the account are insufficient to cover a service previously rendered, the customer is responsible for payment for all work in full.

Service Limitations

Discounting. The Flexible Support Program is not discountable.

Flexible Support Program Funds. Flexible Support Program funds can only be applied to instruments that are under currently supported by Agilent.

Cancellation or Deletion

Upon sixty (60) days prior written notice, Customer may delete the Service Agreement to which this Exhibit applies. Customer will pay for all Service rendered under this Service Agreement. Information regarding applicable Service charges is available upon request.

If no services have been delivered, Customer is responsible to pay the agreement for 60 days after written notification of cancellation is received. If the services have been completely delivered, Customer is responsible for full payment through the end of the agreement period. If the scheduled service has been completely delivered, Customer is responsible for the full price of the scheduled service portion of the agreement.

Technical information, service descriptions and entitlements in this document are subject to change without notice.

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