

1. ABOUT THIS POLICY

The objective of this policy is to establish a set of principles governing the packaging of Ciara IT solutions, including high-performance workstations, micro-PCs, small-form desktop PCs, mini-tower desktop PCs, laptops, and other computing devices, in accordance with the WEEE (Waste from Electrical and Electronic Equipment) Directive. The primary aim is to minimize waste generated by electrical and electronic equipment and enhance environmental sustainability throughout the entire equipment lifecycle.

By adhering to this policy, HYPERTECHNOLOGIE CIARA INC. aims to provide its customers with comprehensive guidance on the various packaging alternatives available for their purchased devices, which is communicated during the contract review phase. The sales department is responsible for maintaining and regularly updating this policy to ensure its accuracy and continued relevance.

Furthermore, this policy reinforces HYPERTECHNOLOGIE CIARA INC.'s commitment to responsible packaging practices and its dedication to environmental preservation.

2. PROGRAM CONDITIONS

All Ciara computing devices, including high-performance workstations, micro-PCs, small-form desktop PCs, mini-tower desktop PCs, laptops, and other IT solutions offered by HYPERTECHNOLOGIE CIARA INC., are eligible for either individual or bulk packaging as per the customer requirement.

During the contract review phase, customers will be advised to select bulk packaging as the preferred option if the order quantity is as per Table 01.

Table 01: Hypertec Ciara Inc's Bulk Packaging Eligibility by Device Type		
Device Type	Device Model	Minimum Quantity for Bulk Packaging¹
micro-PC	Ciara Astro Series	22 units
desktop small-Form	Ciara Horizon D Series	24 units
desktop mini-Tower	Ciara Horizon T Series	24 units
high-performance workstations	Ciara Kronos Series	4 units
laptops	Ciara Crius Series	5 units

¹ Individual packaging applies if the required quantity is less than the Minimum Quantity for Bulk Packaging, as specified in Table 01. If the required quantity meets or exceeds this minimum, bulk packaging will be the primary method of packaging.

There is no cost difference between individual and bulk packaging. However, the customer retains the final decision on the preferred packaging method.

Note: The cost of bulk packaging may differ as per our internal sales policy, as well according to the sales team analysis based on minimum orders quantity.

3. PROGRAM PROCESS AND EXECUTION

The bulk packaging order fulfillment process follows a structured approach. Institutional purchasers can either reach out to an account manager directly or be contacted by one. Alternatively, they may visit the CIARA Extranet (ciaratech.com) or the Hypertec Store site <https://store.hypertecsp.ca> to select the desired device model and components. Initial contact may arise from various sources, including direct outreach, the company website, marketing materials, RFPs, trade shows, or customer referrals.

During the negotiations, institutional purchasers will be informed about and encouraged to opt for bulk packaging whenever possible. This applies to Ciara computing devices, including high-performance workstations, micro-PCs, small-form desktop PCs, mini-tower desktop PCs, laptops, and external components such as keyboards and mouse. The account manager will also clarify delivery requirements, quantity restrictions, and packaging dimension limitations.

Following this, the HYPERTECHNOLOGIE CIARA INC. sales team will provide an official quote detailing the required integration type, packaging, and shipping method. Once the quote is reviewed and accepted, the purchaser will issue a purchase order (PO) referencing the provided quote. The company will then verify the bulk packaging specifications to ensure they align with the customers' requirements.

The assembly and packaging team at HYPERTECHNOLOGIE CIARA INC. ensure that the bulk packaging process meets the customer's specifications, including proper handling of computing devices and external components. All packaging is made from 100% recycled content and is fully recyclable. Additionally, upon request, the company will collect and recycle any packaging material, whether from individual or bulk packaging. For more details on this program, customers can contact customer service at ciaratech.com/contact.

4. Bulk Packaging Program Overview

Program Description:	Applies globally to all Ciara IT solutions mentioned in this policy.
Program Scope:	Available to Government, Education, and Institutional purchasers.
Program Cost:	Free of charge.
Recycling Initiative:	Free collection and recycling of packaging materials upon request.
Eligible Volume:	As per Table 01 of this policy.
Shipping Fees:	Included in the device pricing, or as per sales agreement.



February 21st, 2025

Object: **HYPERTECHNOLOGIE CIARA INC. Bulk Packaging Policy**

To Whom It May Concern,

HYPERTECHNOLOGIE CIARA INC. hereby confirms that **bulk packaging** is available as a **primary packaging option** for all customers placing orders of **minimum quantities as per THIS POLICY**.

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As the manufacturer, HYPERTECHNOLOGIE CIARA INC. is responsible for ensuring that all systems are packaged according to the method selected by the customer during the contract review phase.

If bulk packaging is chosen, systems will be placed into bulk packaging as they become ready for shipment. If the customer opts for individual packaging, each system will be packed separately in its own box. There is no cost difference between bulk and individual packaging, and the final decision on the preferred packaging method rests with the customer. HYPERTECHNOLOGIE CIARA INC. is also responsible for shipping the packaged systems to their designated destination.

Additionally, bulk packaging does not involve repackaging from individual unit packaging. HYPERTECHNOLOGIE CIARA INC. adheres strictly to the chosen packaging method—either bulk or individual—as determined during the contract review process.



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