

PRODUCT WARRANTY & CUSTOMER SUPPORT STATEMENT

ZedCarHire Platform

Limited Warranty & Smart Invoice Support Commitment

Formal warranty terms, multi-tier customer support model and ZRA Smart Invoice (VSDC) liaison commitment.

Document ZCH-WS-2.2 · Effective May 2026 · Issuer: Etheeden Technologies Ltd

This Warranty is issued by Etheeden Technologies Limited, the developer and operator of the ZedCarHire car-rental and fleet-management platform. Its specific purpose is to give the Zambia Revenue Authority — and every subscriber company — full confidence that users of ZedCarHire's Smart Invoice features receive comprehensive, prompt and competent support throughout the subscription lifetime.

Single Point of Contact for Smart Invoice

Etheeden Technologies is the designated single point of contact for every Smart Invoice query that arises through the ZedCarHire platform. Subscribers are not required to contact ZRA directly. Our support team handles all triage, diagnosis and — where a fix is needed on ZRA's side — escalation to ZRA on the Subscriber's behalf.

Issuer:

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Introduction

This Product Warranty & Customer Support Statement (the "**Warranty**") is issued by **Etheeden Technologies Limited** ("Etheeden", "we", "us"), the developer and operator of the **ZedCarHire** car-rental and fleet-management platform (the "**Product**") and its integrated ZRA Smart Invoice (VSDC) module. It governs the warranty coverage, customer-support commitments and Service Level Agreement available to ZedCarHire subscriber companies (the "**Subscriber**"), with particular focus on the Smart Invoice integration. Its specific purpose is to give the Zambia Revenue Authority — and every Subscriber — full confidence that *users of ZedCarHire's Smart Invoice features receive comprehensive, prompt and competent support throughout the subscription lifetime.*

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This Warranty supplements, and is read together with, the ZedCarHire Subscriber Agreement, Privacy Policy and the ZedCarHire Product User Manual (ZCH-PM-2.1). Where there is any conflict, the Subscriber Agreement prevails.

ARTICLE 1

Warranty Coverage

Subject to the exclusions in Article 10, Etheeden Technologies warrants to the Subscriber that, during the Warranty Period, the Product will:

1. Substantially conform to the documentation published in the *ZedCarHire Product User Manual*;
2. Be free from material software defects that prevent the Subscriber from performing core fleet management, hire processing, accounting, customer management and Smart Invoice submission tasks;
3. Be operated on infrastructure that meets or exceeds an availability target of **99.5% measured monthly**, excluding scheduled maintenance windows;
4. Transmit Smart Invoice data to the Zambia Revenue Authority Virtual Sales Data Controller (VSDC) using the request and response formats prescribed by ZRA, and faithfully store the resulting resultCd and resultMsg values returned by ZRA;
5. Preserve every Smart Invoice request/response pair in a tamper-evident audit log retained for not less than **seven years** — see Article 8.

ARTICLE 2

User Support Commitment

Etheeden Technologies commits, for the duration of each active ZedCarHire subscription, to provide the Subscriber with the following — included at no additional charge in the subscription token model:

2.1 Free on-boarding

Every new Subscriber receives a one-on-one guided on-boarding session led by our Customer Support Lead, covering platform basics and a complete walkthrough of Smart Invoice setup: device initialization with ZRA, fetching standard codes, fetching item classification codes, and the first end-to-end customer and vehicle registration with ZRA.

2.2 Continuous documentation

The full ZedCarHire Product User Manual (ZCH-PM-2.1) — including a dedicated Smart Invoice section covering setup, daily operation, error codes and troubleshooting — is freely available to every Subscriber both in-platform and as a downloadable PDF.

2.3 Multi-channel support desk

Subscribers reach our support team through any of the channels listed in Article 12 (phone, WhatsApp, email and an in-platform ticket form). All channels feed a single ticket queue with named owners.

2.4 Proactive monitoring

Our team monitors all VSDC submissions made through the ZedCarHire platform. Failed or anomalous submissions are flagged automatically; we investigate and reach out to the affected Subscriber proactively — often before they are aware of the issue.

2.5 Ongoing training

Follow-up training sessions on Smart Invoice features are available throughout the subscription at no additional cost — including refresher sessions for new staff hired by the Subscriber.

ARTICLE 3

ZRA Smart Invoice — Single Point of Contact

For every Smart Invoice-related concern — whether technical, procedural or regulatory — the Subscriber contacts **Etheeden Technologies first**. We then own the resolution end-to-end. The Subscriber is never required to contact ZRA directly.

1 Subscriber raises the issue

Via any support channel — phone, WhatsApp, email or in-platform ticket. A ticket is opened immediately with a unique reference.

2 Etheeden Tier-1 acknowledges & triages

Our Customer Support Lead (Lombe Ngandu) acknowledges within the SLA window, classifies the issue and resolves immediately if it is a usage, configuration or training question.

3 Etheeden Tier-2 takes over technical issues

If the issue is integration- or software-level, our Lead Developer (Iden Zulu) and Senior Developer (Martin Mwale) investigate, reproduce and fix on the ZedCarHire platform side.

4 Etheeden engages ZRA on the Subscriber's behalf

If diagnosis shows the root cause lies on ZRA's side — a VSDC API change, an unexpected resultCode, reference-data drift or a TPIN-validation discrepancy — our Smart Invoice Lead contacts ZRA directly through the operational channels established at certification.

5 Etheeden keeps the Subscriber informed

The Subscriber receives status

updates on the original ticket.
Any ZRA reference number
obtained is captured against the
ticket.

- 6 Etheeden closes the loop**
Once resolved we re-test the
affected workflow, confirm the
resolution with the Subscriber,
record the closure in the Smart
Invoice debug log and document
any recurring pattern in the
Product User Manual.

The Subscriber never has to engage ZRA directly.

Etheeden Technologies maintains the technical relationship with ZRA, holds the institutional knowledge of VSDC error codes and change notices, and is the named operational contact established during Smart Invoice certification.

ARTICLE 4

Multi-tier Support Structure

Every support request is owned by a named individual at Etheeden Technologies:

Ti er	Name d Owne r	Scope	Initi al SL A
Ti er 1 C u st o m er S u p p or t	Lomb e Ngand u <i>Custo mer Suppo rt Lead</i>	General platform usage, on- boarding, daily operation questions, configuration and access issues, simple Smart Invoice queries.	4 b usin ess hou rs
Ti er 2 E n gi n e er in g	Iden Zulu — Lead Dev Martin Mwale — Senior Dev	Integration issues, software defects, complex Smart Invoice technical troubleshooting, audit-log requests.	1 b usin ess day
Ti er 3 Z R A Li ai s o n	Iden Zulu <i>Smart Invoic e Lead</i>	Issues requiring direct engagement with ZRA's Smart Invoice team on behalf of the Subscriber.	1 b usin ess day to first ZR A c ont act
E m er g e n c	On- call rotatio n	Production-down events; mass Smart Invoice submission failure; platform- wide outage.	30 min utes

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ARTICLE 5

Service Level Agreement (SLA)

5.1 Availability target

Etheeden Technologies targets **99.5% monthly uptime** for the production ZedCarHire platform, excluding scheduled maintenance announced at least 48 hours in advance.

5.2 Incident response

Se ver ity	Definition	Initia l Res pons e	Targ et Re solut ion
P1 - C riti cal	Platform inaccessible OR Smart Invoice failing for all Subscribers OR audit log unavailable.	30 m inute s (24/7)	4 bu sine ss hour s
P2 - Hig h	Core module unavailable, or Smart Invoice failing for one Subscriber; workaround exists.	2 bu sine ss hour s	1 bu sine ss day
P3 - M edi um	Non-blocking defect affecting one feature or operation.	1 bu sine ss day	5 bu sine ss days
P4 - Lo w	Cosmetic, documentation gap, enhancement.	3 bu sine ss days	Next mino r rele ase

5.3 Service credits

If monthly uptime falls below 99.0% for two consecutive months, eligible Subscribers receive a 10% service credit applied to their token balance for the following month, on written request to support@etheeden.com.

ARTICLE 6

ZRA Liaison Process — Operational Detail

When Tier-2 investigation determines that the root cause of a Smart Invoice issue lies on ZRA's side, the

following operational steps are executed by Etheeden Technologies — without further action required from the Subscriber:

1. **Diagnosis package assembled.** Etheeden compiles the exact VSDC request/response pair, the affected Subscriber's TPIN, branch ID, timestamp, user actions that triggered the issue and our preliminary analysis.
2. **Direct engagement with ZRA.** Etheeden's Smart Invoice Lead contacts ZRA through the operational channels established during certification. A ZRA ticket reference is requested and captured.
3. **Internal mitigation.** Where a temporary workaround is possible from the ZedCarHire side, Etheeden implements and explains it to the Subscriber.
4. **Subscriber kept informed.** Status updates are posted to the original ticket; the Subscriber receives written progress notifications until closure.
5. **Closure verification.** Once ZRA confirms a fix, Etheeden re-tests the affected workflow under both sandbox and production conditions, then confirms resolution with the Subscriber.
6. **Knowledge capture.** The incident, the ZRA resultCd / resultMsg involved and the resolution are added to the Smart Invoice section of the Product User Manual so the next Subscriber encountering the same situation is resolved faster.

Subscriber participation is minimal

The Subscriber's only requirement is to respond to any clarifying questions Etheeden asks during step 1. Etheeden handles everything else — including holding the relationship with ZRA — under this Warranty.

ARTICLE 7

Software Updates & ZRA Compliance

The Product is a cloud-hosted Software-as-a-Service offering. Etheeden Technologies deploys software updates, security patches and feature enhancements regularly. Every Subscriber is automatically entitled to all updates published during the Warranty Period at no additional cost.

7.1 Update categories

- **Hot-fixes** — security and high-severity defect fixes; deployed within hours of validation.
- **Minor releases** — non-breaking improvements; deployed weekly during a published maintenance window.
- **Major releases** — annual feature releases announced at least 30 days in advance with release notes.

7.2 ZRA compliance updates

Changes published by the Zambia Revenue Authority that affect the Smart Invoice API are tracked by Etheeden Technologies and reflected in the Product within **14 calendar days of publication**, or sooner if mandated by ZRA. Subscribers are notified in advance of any change that may affect their day-to-day Smart Invoice operations.

ARTICLE 8

Audit Trail & Data Warranty

Etheeden Technologies warrants that:

- **Smart Invoice audit log** — every VSDC request and response generated by the ZedCarHire platform is logged with its full payload and the returned resultCd / resultMsg.
- **Retention** — Smart Invoice audit logs are retained for not less than **seven (7) years**, in line with ZRA record-keeping requirements.
- **Audit extract on request** — on written request from a Subscriber, Etheeden will produce within five business days a complete audit extract of that Subscriber's Smart Invoice activity for any specified period, in CSV or JSON format.
- **Backups** — production data backed up at least once every 24 hours, retained for not less than 30 calendar days.
- **Encryption** — data in transit encrypted using TLS 1.2 or higher; data at rest encrypted at the storage layer.
- **Multi-tenant isolation** — no Subscriber can access another Subscriber's data through ordinary product use; cross-tenant access is restricted to authorised Etheeden support staff acting on a logged impersonation session.

ARTICLE 9

Training & On-boarding

Within the first 30 days of activation, every new Subscriber receives a one-on-one on-boarding session, conducted by Etheeden's Customer Support Lead, covering at minimum:

- ZedCarHire platform basics — fleet, customers, hires, accounting modules.
- Smart Invoice device initialization with ZRA.
- Fetching of Standard Codes and Item Classification codes.
- End-to-end walkthrough: registering a customer, registering a vehicle, generating a sale through ZRA.
- Reading the Smart Invoice debug log; interpreting resultCd / resultMsg.
- How to raise a support ticket and what to include.

Refresher training and additional sessions for new staff hired by the Subscriber are available throughout the subscription at no additional cost.

ARTICLE 10

Exclusions & Limitations

This Warranty does **not** cover, and Etheeden Technologies shall not be liable for, any defect, downtime or data issue arising from:

1. **Force majeure** — nationwide internet outages, ZRA VSDC outages, electricity-supply failures, natural disasters, civil unrest, government action or pandemic-related restrictions.
2. **Subscriber misuse** — modification of the Product, unauthorised access attempts, use outside the documented operating envelope, or circumvention of the token, subscription or licensing systems.
3. **Third-party services** — failures or changes in services not operated by Etheeden, including GPS hardware vendors, mobile-money operators, email delivery providers and the Subscriber's own network or device.
4. **Subscriber-supplied data** — incorrect TPIN, NRC, branch identifiers, item classification codes or other data submitted by the Subscriber that causes ZRA to reject a submission. (Where this occurs Etheeden will still raise the ticket, diagnose the cause and advise the Subscriber — see Article 3.)
5. **Beta features** — any feature explicitly labelled "Beta", "Experimental" or "Preview" in the Product or documentation.

Smart Invoice rejection

When ZRA returns a non-000 result code, Etheeden Technologies' role is to display the verbatim error message, preserve the local record for re-submission and — if diagnosis shows the issue is on ZRA's side — engage ZRA directly on the Subscriber's behalf as described in Articles 3 and 6.

ARTICLE 11

Remedies

The Subscriber's sole and exclusive remedies under this Warranty are, at Etheeden Technologies' option:

- 1. **Repair** — Etheeden will use commercially reasonable efforts to correct the defect within the SLA windows defined in Article 5.
- 2. **Replacement** — provision of an alternative feature path or process to achieve the same business outcome.
- 3. **Service credit** — issued as a token-balance credit applied to the Subscriber's account, as described in Article 5.3.
- 4. **Termination & refund** — where a P1 defect is not resolved within 30 calendar days, the Subscriber may terminate the subscription and receive a pro-rata refund of any unused token balance.

Limitation of liability

To the maximum extent permitted by law, Etheeden Technologies' total liability under this Warranty in any rolling 12-month period is limited to the total amount paid by the Subscriber to Etheeden (token top-ups) in the preceding 12 months. Etheeden is not liable for any indirect, incidental, consequential, special or punitive damages.

ARTICLE 12

Governing Law & Contact Details

This Warranty is governed by, and construed in accordance with, the laws of the Republic of Zambia. Any dispute arising out of or in connection with this Warranty shall first be resolved through good-faith negotiation and, failing resolution within 30 days, by arbitration in Lusaka under the rules of the Chartered Institute of Arbitrators (Zambia Branch).

Role	Contact
Issuer	Etheeden Technologies Limited
Registered Office	Plot 3536 Main Street, Ibex, Lusaka, Zambia
Customer Support Lead (Tier 1)	Lombe Ngandu · +260 978 993 009 · lombeaga@gmail.com
Smart Invoice Lead & ZRA Liaison (Tier 2/3)	Iden Zulu · +260 965 784 411 · etheedentechnologies@gmail.com

Senior Developer (Tier 2)	Martin Mwale
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General support inbox	support@etheeden.com
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Website	etheeden.com / zedcarhire.com
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Acknowledgement

By continuing to use the Product, the Subscriber acknowledges receipt and acceptance of this Warranty. For physical record-keeping or audit submission, this document may be signed below by the Subscriber's authorised representative and an Etheeden Technologies representative.

FOR THE SUBSCRIBER — SIGNATURE & DATE

FOR ETHEEDEN TECHNOLOGIES LTD — SIGNATURE & DATE