

RaaS Commercial Policy — FY26

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1. Purpose and scope

This policy sets the commercial terms for Kestrel robots-as-a-service (RaaS) agreements in North America: plans, list prices, fixed fees, monthly billing, the annual true-up, usage alerts, plan changes and disputes. It applies to agreements sold directly and through authorized reseller partners.

2. Definitions

Term	Definition
Pick	One order line confirmed at a pick station, as recorded by Kestrel FleetOS.
Site	One customer facility with its own Kestrel fleet and FleetOS instance.
Contract year	Each 12-month period from the agreement start date. Standard agreements run 36 months.
Annual commit	The number of picks the customer commits to per site per contract year under its plan.
Monthly commit	One twelfth of the annual commit. Used for usage reporting and plan-change signals only.

3. Plans and list pricing (USD, per site)

Plan	Annual committed picks	Commit rate / pick	Overage rate / pick
Core	1,200,000	\$0.080	\$0.110
Growth	3,000,000	\$0.070	\$0.095
Scale	6,000,000	\$0.060	\$0.080

The multi-site program discount is set out in the RaaS Pricing Model workbook. Discretionary discounts are approved under the Billing Approval Matrix.

4. Fixed fees

Fee	List price	Notes
Platform fee	\$4,500 per site per month	FleetOS licence, remote monitoring, software updates, tier-2 support.
Robot fee	\$1,150 per robot per month	Robot lease, preventive maintenance and parts. Robots added mid-month are billed from the day of commissioning.

5. Commitment

Commitments are measured per site. Each site's actual picks for the contract year are compared with that site's annual commit. Picks at one site do not offset a shortfall at another site of the same customer.

6. Monthly billing

Each month is billed in arrears: the platform fee, the robot fee, and the site's actual picks for the month multiplied by its plan's commit rate. There is no monthly minimum. Usage is taken from FleetOS daily. Invoices are issued from the

finance system on net 30 terms.

7. Annual true-up

Within 30 days after the end of each contract year, each site is reconciled against its annual commit:

Result	True-up charge
Overage (actual above commit)	$(\text{Actual picks} - \text{annual commit}) \times (\text{overage rate} - \text{commit rate})$. Overage picks were already billed monthly at the commit rate.
Shortfall (actual below commit)	$(\text{Annual commit} - \text{actual picks}) \times \text{commit rate}$.
On commit	No true-up charge.

Program discounts apply to true-up charges in the same way as to monthly per-pick charges.

8. Plan changes

A site may move up one plan once per contract year. The new plan's commit and rates apply from the first day of the following month, and the annual commit for that contract year is prorated by month between the two plans. Moving down a plan is permitted only at renewal. A site whose monthly picks exceed its monthly commit by more than 10% for three consecutive months is flagged for a plan-upgrade review.

9. Usage alerts

The customer and the account executive are notified when a site's cumulative picks for the contract year reach 80% and 100% of its annual commit.

10. Disputes and adjustments

A customer may dispute pick counts within 15 days of the invoice date. Fleet Operations reviews the FleetOS logs. Approved adjustments are credited on the next invoice and approved under the Billing Approval Matrix.