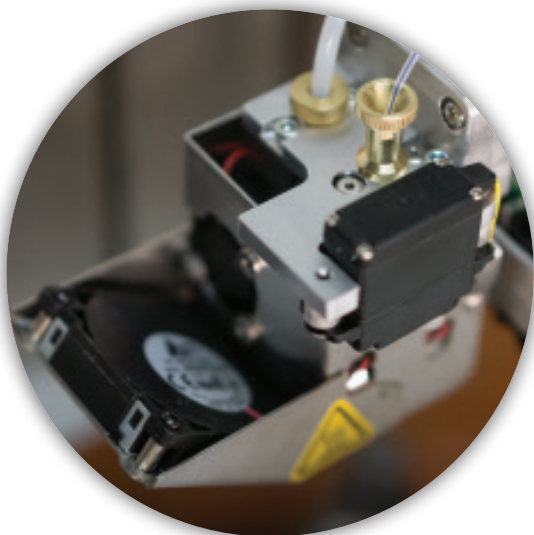
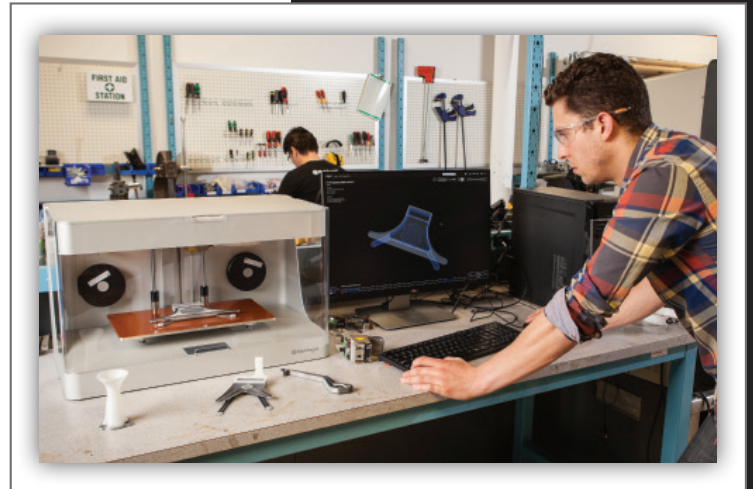


The Mark Two Customer Success Plan: A Premium Printer and Support Package

At Markforged we value providing our customers with high-quality tools engineered for reliability. We enjoy problem-free pristine and functional parts just as much as you do, so we are dedicated to resolving your problems rapidly and helping optimize your designs for success.



THE SUCCESS PLAN INCLUDES:

1. Prioritized Support On Call

With our premium success plan, we are just a call away. In collaboration with your local Markforged reseller, we will prioritize response to your urgent cases first. Get help right when you need it by phone or online.

2. Direct Engineer to Engineer Connection

We understand that continuous fiber is unique to Markforged. For anything from fiber selection to print time optimization, access experienced professionals for detailed design and printing practices. Schedule up to two one-hour calls per year with a Markforged trained engineer from your local reseller for critical feedback and guidance tailored to your applications.

3. Replacement Parts Right When You Need Them

Our best customers put our machines through their paces. In addition to parts with manufacturing defects, Markforged will replace parts subject to wear and tear accidental damage. We'll even expedite shipping so your printer can get back up and running as soon as possible.

Whether your printer is acting up, you need replacement parts, or you need advice on efficient design techniques, Markforged is here for you. With the Markforged Customer Success Plan, gain priority access to anything from support to applications so you can make the most of your Markforged printer.



Extend Your Success

Want more from your Markforged Success Plan? We offer full coverage plan extensions on a year-by-year basis, as well as the option for added Applications Support help if needed.

Pricing

MARK TWO CUSTOMER SUCCESS PLAN			
Success Plan	1 Year	3 Year	1 Year Renewal
Wear and Tear and Accidental Damage Coverage Express shipping on replacement parts Priority Support with expedited response time	\$1,999	\$4,999	\$1,999
Advanced Engineer Part Optimization Consulting	2 hours over 1 year	6 hours over 3 years	2 hours over 1 year