ULIXES
AI SOLUTIONS

CLIENT PAYMENT FRAMEWORK

# Payment Options & Purchase Process

A client-facing payment framework for commercial cleaning robots, delivery/service robots, and similar automation projects. The goal is to reduce upfront pressure for clients while protecting procurement cash flow, deployment control, and final payment collection.

01 / FRAMEWORK POSITIONING

# Core principle: flexible for the client, controlled for the project

This framework offers four payment paths: full payment, staged purchase payment, equipment financing, and paid pilot. The client first selects the most suitable path, and the final terms are confirmed based on equipment availability, import requirements, financing approval, and deployment complexity.

Client Value

### Lower upfront pressure

Clients do not always need to pay the full equipment cost upfront. They may use a deposit, staged payment, monthly financing, or a paid pilot before committing to purchase.

Project Control

### No procurement without funding confirmation

For imported or special-order equipment, key procurement and delivery steps should begin only after an acceptable deposit, progress payment, or financing commitment is confirmed.

> **Recommended client wording:** We provide flexible payment options, including full purchase, project deposit, equipment financing, and paid pilot. Final payment structure depends on inventory status, deployment scope, and financing approval.

| Client Type | Recommended Path | Reason |
|---|---|---|
| Small cleaning company | Paid pilot + third-party financing | Validate labour savings first, then reduce cash pressure through monthly payments. |
| Established cleaning company | Equipment financing or 25/50/25 staged payment | More likely to have stable contracts and financing eligibility. |
| Building owner with in-house cleaning | Pilot + staged purchase | Internal approval and real-site proof are usually required. |
| Building owner with outsourced cleaning | Cleaner purchase or managed-service structure | Ownership, maintenance, usage responsibility, and savings allocation must be clarified first. |

02 / FOUR PAYMENT PATHS

# Keep the first client view simple

Option A

### Full Payment

The client confirms the quotation, signs the purchase agreement, and pays the full amount. Best for clients with an approved budget who want to move quickly and avoid financing costs.

- Highest collection security
- Fastest order processing
- Suitable for larger property owners and mature cleaning companies

Option B

### Staged Purchase Payment

The client pays a project deposit to confirm the order. Remaining payments are tied to inventory status, delivery, deployment, and acceptance milestones.

- Good for direct-purchase clients
- In-stock: 20/80
- Imported order: 25/50/25

Option C

### Equipment Financing

The client uses a third-party financing company, their own bank, or lender. We provide quotation, specifications, pro forma invoice, and deployment information.

- Best for monthly-payment clients
- Approval and payment terms are set by the financing provider
- Procurement starts only after funding is confirmed

Option D

### Paid Pilot / Trial-to-Purchase

The client tests the robot in the actual site for two to four weeks, then converts to purchase or financing if the results are satisfactory.

- Best for first-time robotics customers
- Useful for cleaning companies and building owners
- Avoids long free trials

**Key rule:** Financing approval is not the same as payment confirmation. A loan application in progress is not enough to start procurement. We need a deposit, a formal funding commitment, or confirmed funds before moving forward.

03 / STAGED PURCHASE PAYMENT

# Inventory status changes the payment structure

Clients often like the idea of paying a deposit first and settling the balance after deployment. However, in-stock equipment and imported equipment create very different cash-flow risks. Payment milestones must therefore be separated by equipment status.

### In-Stock / Canadian Inventory

Recommended structure:

**20% + 80%**

20% project deposit to confirm the order. 80% final balance due after deployment and acceptance.

### Imported / Special-Order Equipment

Recommended structure:

**25% + 50% + 25%**

25% order deposit, 50% when the equipment arrives in Canada or is ready for local delivery, and 25% after deployment and acceptance.

| Stage | In-Stock Order | Imported Order | Purpose |
|---|---|---|---|
| Agreement signing | 20% project deposit | 25% order deposit | Confirm intent, reserve equipment, or start procurement. |
| Arrival / pre-delivery | Usually not required | 50% progress payment | Cover import, shipping, customs, and local delivery preparation. |
| After deployment and acceptance | 80% final balance | 25% final balance | Client confirms operational readiness before final settlement. |

**Recommended term:** The final balance is normally due within three business days after deployment and acceptance. Equipment ownership should not transfer until the final balance has been paid in full.

04 / EQUIPMENT FINANCING

# Monthly payments are viable when the financing risk is externalized

Equipment financing works well for cleaning companies, property managers, hotels, building owners, and multi-unit robot purchases. The key issue is not simply whether the client borrows money. The key issue is whether the financing provider can pay us under confirmed funding conditions while the client repays the financing provider monthly.

1. **Quotation** — Client selects robot, deployment package, and service scope.
2. **Application** — Client applies through a financing company or bank.
3. **Approval Terms** — Provider sets rate, term, down payment, and monthly amount.
4. **Funding Conditions** — Confirm invoice, serial number, insurance, and acceptance requirements.
5. **Procurement** — Order or reserve equipment after acceptable funding confirmation.
6. **Deployment & Settlement** — Provider pays according to agreement; client makes monthly payments.

> **Must be clear:** ULIXES does not directly provide loans or consumer credit. Financing approval, rate, down payment, monthly payment, equipment ownership, buyout terms, and default handling are determined by the financing provider.

| Materials We Provide | Purpose |
| --- | --- |
| Formal quotation / Pro forma invoice | Supports financing application and internal approval. |
| Product specifications and deployment scope | Explains equipment value and project content. |
| Warranty and support summary | Reduces concern around asset maintenance. |
| Delivery and acceptance process | Clarifies when deployment is complete and payment can be released. |

05 / PAID PILOT

# Validate real-site performance without offering unlimited free trials

Cleaning and service robots need to be validated in the client's real environment. A paid pilot increases trust while preventing unqualified prospects from consuming demo units, technical labour, transport, and deployment resources.

### Pilot Period

Typically two to four weeks, depending on site size, complexity, operating hours, and test goals.

### Fee Structure

Pilot service fee plus a refundable equipment damage deposit where applicable.

### Purchase Conversion

If the client purchases or finances the robot, part or all of the pilot fee may be credited toward the purchase price.

## What the pilot should include

- Site inspection and requirements confirmation
- Basic mapping and zone setup
- Defined test tasks in agreed areas
- Basic operator training
- Technical support during the pilot
- Cleaning or operational performance evaluation
- Issue log and route optimization
- Final performance review

> **Client wording:** The pilot fee covers transport, deployment, mapping, technical labour, training, and support. If the client proceeds with purchase, the agreed portion may be credited toward the final purchase price.

06 / DEPLOYMENT & ACCEPTANCE

# Define when deployment is considered complete

If acceptance criteria are unclear, the client may delay the final balance by referring to minor route adjustments, optimization needs, or staff unfamiliarity. The payment document should define basic acceptance conditions before contract signing.

1. **Robot operates normally**
   The robot powers on, moves, and executes basic tasks.

2. **Agreed areas are mapped**
   The agreed operating or cleaning zones have been mapped.

3. **Routes, tasks, and restricted zones are configured**
   Required routes, zones, restricted areas, and task parameters are configured.

4. **Test task is completed**
   The robot completes the agreed test task in the designated area.

5. **Basic training is completed**
   Client operators receive basic training on use, charging, cleaning, maintenance, and common issues.

6. **Acceptance form is signed**
   Minor route optimization should not normally delay final payment if core operation is functional.

07 / KEY COMMERCIAL TERMS

# Terms that protect project cash flow

| Term | Recommended Wording | Purpose |
| --- | --- | --- |
| Deposit | The deposit is used to reserve equipment, confirm the project schedule, and begin preparation work. For imported or special-order equipment, the deposit may become non-refundable once the supplier purchase order is issued. | Prevents cost-free cancellation after procurement begins. |
| Final balance | The final balance is normally due within three business days after deployment and acceptance unless otherwise agreed in writing. | Prevents delayed payment after site completion. |
| Ownership | Unless a financing agreement states otherwise, ownership transfers only after full payment has been received. | Protects unpaid equipment. |
| Taxes | All prices are subject to applicable GST/QST unless otherwise stated. | Avoids quotation misunderstanding. |
| Additional deployment | Multi-floor deployment, elevator integration, access control, network integration, extra visits, and additional training may be charged separately. | Avoids unlimited free service. |
| Financing | Approval, rate, down payment, monthly payment, and buyout terms are determined by the financing provider. | Avoids implying ULIXES guarantees financing. |

**Not recommended at this stage:** self-funded long-term instalment plans where the client pays only 20%-30% and repays the balance to us over 12-36 months. This places default risk, depreciation, and cash-flow pressure on ULIXES.

08 / NEXT STEPS

# Recommended client decision process

**1**
### Site Assessment
Confirm area, floor type, levels, obstacles, and operating time.

**2**
### Recommendation
Select robot model, deployment scope, and service package.

**3**
### Payment Path
Choose full payment, staged payment, financing, or paid pilot.

**4**
### Agreement
Confirm price, equipment, service scope, payment milestones, and acceptance criteria.

**5**
### Funding Confirmation
Receive deposit, funding commitment, or confirmed funds.

**6**
### Deployment
Complete delivery, mapping, training, acceptance, and support launch.

**Short client statement:** We can provide full payment, project deposit, equipment financing, or paid pilot options based on the client's budget and project stage. After payment or funding conditions are confirmed, we will arrange procurement, delivery, deployment, and training.