



Quote Reference: 0Q0UK000002PW1x0AG

Kootenai County Sheriff's Office Renewal Opp 10/30/2025

Company Information:

Kootenai County Sheriff's Office
451 GOVERNMENT WAY
COEUR D ALENE ID
83814 United States

Service Order Information:

Quote Created: Mar 25, 2025
Quote Expires: November 17, 2025

Service Order created by:

Melvin Pelaez
melvin.pelaez@qlless.com

Main Contact:

bgernns@kcgov.us

Contract Signer:

Andrew Deak
adeak@kcgov.us

Service Order Details:

Subscription Start Date: Oct 31, 2025
Subscription End Date: Oct 30, 2026
Contract terms: 12
Payment Terms: Annually
PO Required: Yes, Before Invoicing
Currency: USD
of Locations:

Comments

ITEMS & PRICES

Item / Description	Quantity	List Price	Your Price	Total Price
Mobile Queuing Platform 2 Way SMS - S	1.00	\$16,083.90	16,083.90	\$16,083.90
Totals				\$16,083.90

QLess

21 Miller Alley, Suite 210, Pasadena, CA 91105

QLESS STANDARD PURCHASE TERMS:

Governing Terms

This Service Order (the "Service Order") is made as of the date of the final signature below (the "Effective Date"), by and between QLess, Inc. ("QLess") and the Customer listed below ("Customer"). This Service Order is subject to the terms and conditions as set forth in the QLess Software as a Service Agreement (the "**SaaS Agreement**"), executed simultaneously with this Service Order. This Service Order, together with the SaaS Agreement, forms the entire agreement between QLess and Customer governing the services described hereunder. All terms of the SaaS Agreement are incorporated herein by this reference. If any terms of this Service Order conflict with the terms of the SaaS Agreement, the SaaS Agreement shall govern. The terms and conditions can be found at www.qless.com/terms.

The Term of this Service Order will commence on the day of receipt of a fully executed SaaS Agreement between QLess and Customer. Following the initial Term, this Service Order will automatically renew, continuously and indefinitely, for a period equal to the initial Term (each a "Renewal Term") unless Customer notifies QLess via email (to billing@qless.com) at least thirty days (30) prior to the Term end date. If Customer wishes to cancel the auto-renewal less than 30 days prior to the Service Order end date, a fee equal to 1/12 of the Service Order cost will be invoiced.

The Fees associated with the Services provided in this Service Order are due and payable upon the execution of the SaaS Agreement.

Additional Payment Terms

If a PO is required for invoicing purposes, please submit the PO to billing@qless.com, to avoid delayed access to the QLess Services. Payment is due net 30, upon receipt of a fully executed SaaS Agreement and Service Order. Customer will be invoiced in USD and payments are to be remitted in USD. Please direct all billing inquiries to billing@qless.com. All amounts are non-cancellable or non-refundable (except as explicitly provided herein or in the MSA). In the event of a conflict between the terms of this Service Order and the SaaS Agreement and the terms of a Customer PO, the terms of this Service Order and SaaS Agreement shall govern.

QLess Hardware

All free-standing kiosks are pre-ordered and customized for each customer. As a result, all kiosk sales are final and are non-refundable. Due to the custom set-up on each free-standing kiosk, the standard delivery window is 8-12 weeks from the payment date. In case of any malfunction of the hardware (other than free-standing kiosks), Customer is required to notify QLess within 30 days from the receipt of the hardware to remain eligible for replacement or full refund. After thirty days (30) the manufacturer warranty may still be used.

Signatures

QLess, Inc.

[Customer]

QLess

21 Miller Alley, Suite 210, Pasadena, CA 91105

Melvin Pelaez

(Signature)

(Signature)

Name Melvin Pelaez

Name

Title Customer Success & Rev Ops
Manager

Title

QLess

21 Miller Alley, Suite 210, Pasadena, CA 91105