

TELE RADIO B.V.'S GENERAL TERMS AND CONDITIONS FOR REPAIRS

1. DEFINITIONS

In these general terms and conditions for repairs, the following terms are understood to have the meaning as stated below:

<i>Repair Service:</i>	<i>TS (Technical Service) department of Tele Radio B.V.</i>
<i>Customer:</i>	<i>Any natural person or legal entity that submits a repair order to the Repair Service.</i>
<i>Assignment:</i>	<i>All repair orders, in writing or via electronic means, requested by the Customer and accepted by the Repair Service.</i>
<i>Device:</i>	<i>Transmitter, receiver and/or accessories that are manufactured and/or supplied by the Tele Radio Group.</i>
<i>Part:</i>	<i>A Part is a functional element of a Device (housing, emergency stop switch, etc.).</i>
<i>Component:</i>	<i>A Component is a functional element of a Part (relay, LED, etc.).</i>

2. GENERAL PROVISIONS

- 2.1 These terms and conditions of repair apply to all repair orders issued to Tele Radio.
- 2.2 Only devices and accessories from Tele Radio Group and/or Datek will be accepted and processed.

3. REPAIR ORDER REQUESTS

- 3.1 Repair orders can be requested via the designated website.
- 3.2 A repair order submitted by post or directly to the office, without having been registered in advance via the website, will be treated as a standard repair. The Customer is responsible for including all relevant details, such as name, address, town/city of residence and telephone number or e-mail address, details of the Device (with any accessories), a clear description of the malfunction in the repair order and shall sign it. This serves to express the Customer's consent to the applicable terms and conditions of repair as described in this document.
- 3.3 If the Customer does not provide the requested details, or provides incomplete details, the Repair Service is entitled to refuse to process of repair assignment or to charge an additional fee for the assignment.
- 3.4 An unsigned repair form is considered to be invalid and shall not be processed.

4. TRANSPORT

- 4.1 The Customer is responsible for the transport to the repair location unless otherwise agreed. The Device should be protected and safely packaged. The signed repair form, as received by e-mail during the registration procedure, must be included with the Device and according to the applicable terms and conditions.
- 4.2 The Repair Service is responsible for the return shipment of the product unless otherwise agreed.

5. EXECUTION AND REPAIR

- 5.1 The repair shall be carried out according to the malfunction(s) described by the Customer. If the Customer has not provided a description of the malfunction or if the malfunction is not clearly described, the repair will not be processed as described in section 3.2.
- 5.2 If it appears that the problem identified by the Repair Service does not fall under the terms and conditions of the warranty as provided for in section 6 (Warranty), then the Repair Service shall first provide the Customer with a quotation of the costs unless otherwise agreed in advance.
- 5.3 The Repair Service shall only carry out the repairs as described in the quotation after the Customer has agreed to the quotation.
- 5.4 If the Customer does not agree to the quotation, the Repair Service is entitled to return the product and charge the investigation fee and shipment costs, or to retain the product at Tele Radio B.V. until payment of the investigation fee. The Customer shall be informed of this option.
- 5.5 If the Customer does not respond within a period of 14 days (after the date), then the Repair Service shall assume that the Customer does not agree. In that case, the provisions in section 5.4 shall apply.
- 5.6 If the Customer does not respond within 14 days to the option offered, then the Repair Service shall assume that the Customer is renouncing the Device offered for repair. In that case, no investigation or order fee will be charged. Neither can the Customer assert any further claims to the Device offered for repair.

6. WARRANTY

- 6.1 The warranty is determined based on the receipt of the purchase of the Device. The applicable warranty period shall be two years from the date of purchase.
- 6.2 When the Device is covered by the warranty period, the Repair Service shall assess whether the malfunction results from manufacturing faults or improper handling/use. If the malfunction is considered to be a manufacturing fault, the Device will be repaired or replaced at no charge. Malfunctions, damage and/or defects caused by improper or careless handling or use are excluded from the warranty. All resulting costs in this regard will be charged to the Customer, while respecting the aforementioned and the following terms and conditions.
- 6.3 With the replacement of the entire Device within the original warranty period, a new warranty period of two years shall apply.
- 6.4 With a replacement or repair of a Part or Component, a warranty period of two years applies to that Part or Component and not to the Device as a whole, which shall continue to be governed by the original warranty period.
- 6.5 With a replacement outside the original warranty period of two years, a new warranty period of two years shall apply in the event of a replacement of the entire Device, while a warranty period of one year shall apply to a replacement Part and a warranty period of six months to a replacement Component.

7. COSTS

- 7.1 If the warranty has lapsed (see section 6), costs will be charged.
- 7.2 The cost of each repair shall be charged at the rate of €69,32 per hour. A minimum time of 30 minutes shall be charged for the processing and analysis of the repair order.
- 7.3 In the case of repairs for a cost of less than €500.00, an order fee of €14.69 will be charged
- 7.4 Additional costs, such as 'Small materials' or 'Cleaning' shall be charged separately and to the extent applicable.
- 7.5 In the case of a replacement, a comparable or alternative product will be offered. Any additional configurations (software programming, hardware adaptations, cables, etc.) shall be charged separately according to the hourly rate and the cost of materials.

8. TEMPORARY REPLACEMENT DEVICE

- 8.1 A temporary replacement device will only be provided if an agreement to that effect has been drawn up in advance by the Customer and the account manager.

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MAY 2025 - Page 3/3

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