

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

### 1. DEFINITIONS

In these general terms and conditions for repairs, the following is understood under:

|                        |                                                                                                                             |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <i>Repair Service:</i> | <i>Tele Radio B.V.'s TS (technical service) department.</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 received and handled.

### 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 been registered in advance via the website, will be treated as a standard repair. The repair order should, under the Customer's responsibility, be provided with the 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 complaint and it should be signed. In this way, the Customer automatically agrees 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 handle the repair or to charge an additional fee for the assignment.
- 3.4 An unsigned repair form is considered to be invalid and will not be handled.

### 4. TRANSPORT

- 4.1 The Customer is responsible for transport to the repair location, unless otherwise agreed. The Device should be protected and safely packaged. The signed repair form, as it was received by e-mail during the registration procedure, should 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 is carried out according to the complaint or complaints described by the Customer. If the Customer has not provided a description of the complaint or it is not clearly described, the repair will not be handled 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 will first provide the Customer with a quotation of the costs, unless otherwise agreed in advance.
- 5.3 The Repair Service will only carry out the repair as described in the quotation after the Customer has stated to agree 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. against the investigation fee. This option will be presented to the Customer.
- 5.5 If the Customer does not respond within a period of 14 days (after the date), then the Repair Service will assume that the Customer does not agree. In that case, the conditions provided for in section 5.4 will apply.
- 5.6 If the Customer does not respond within 14 days to the option offered, then the Repair Service will 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 make any further claims to the Device offered for repair.

## 6. WARRANTY

- 6.1 The warranty is determined on the basis of the receipt of purchase of the Device. The applicable warranty period amounts to two years after purchase.
- 6.2 When the product falls under the warranty period, the Repair Service will assess whether the complaint results from manufacturing faults or improper handling/use. If it regards a manufacturing fault, the Device will be repaired or replaced at no charge. Faults, damage and/or defects caused by improper or uncareful 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 comes into force.
- 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. The original warranty period applies to that.
- 6.5 With a replacement outside the original warranty period of two years, a renewed warranty period of two years applies to a replacement of the entire Device, one year applies 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 Each repair incurs a rate of € 75,00 per hour. A minimum time of 30 minutes is charged for administration and to analyse the repair order.
- 7.3 With repairs for which the costs are under €500.00, an order fee of € 18,50 will be charged
- 7.4 Additional costs, such as 'Small materials' or 'Cleaning' will be charged separately and to the extent applicable.
- 7.5 With a replacement, a comparable or alternative product will be offered. Any additional configurations (software programming, hardware adaptations, cables, etc.) will 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 issued if an agreement to that effect has been drawn up in advance between the Customer and the account manager.

**Tele Radio B.V.**

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