

General support conditions

§ 1 Scope of application

(1) GEUTEBRÜCK GmbH, Im Nassen 7-9, 53578 Windhagen ("GEUTEBRÜCK") develops and sells video security systems that can be combined from hardware, software and services.

(2) The purchase of GEUTEBRÜCK hardware and software ("PRODUCTS") is governed by the "General Terms and Conditions of Delivery for GEUTEBRÜCK Products". These General Terms and Conditions of Support apply in addition to the General Terms and Conditions referred to in sentence 1 for services that GEUTEBRÜCK provides to the customer as part of rectification and warranty.

(3) They also regulate the conditions for all separately ordered services that precede or follow the purchase of GEUTEBRÜCK products.

(4) An overview of all services offered can be found on the GEUTEBRÜCK website www.geutebrueck.com or is available on request.

§ 2 Procedure for the submission of PRODUCTS

(1) If it is necessary to send in a PRODUCT in order to make use of a service, the customer must apply for an RMA number ("Return Merchandise Authorization") before sending in the PRODUCT. For this purpose, the customer must complete the RMA form available at www.geutebrueck.com and send it to Customer Service at the following address:

(1)

(2) aftersales@geutebrueck.com

(3)

(4) The RMA number issued as a result must be clearly indicated on the return packaging.

(2) GEUTEBRÜCK reserves the right to give preferential treatment to shipments with an RMA number. Submissions without an RMA number may lead to delayed processing times.

(3) In any case, the PRODUCTS sent in for repair must be accompanied by clear and comprehensible error descriptions in accordance with the specifications in the RMA form and, as far as possible, illustrative documents from the customer. If the customer does not submit a clear and unambiguous description of the fault within 14 days of being requested to do so by GEUTEBRÜCK, the product sent in for repair will be returned at the customer's expense.

§ 3 Transportation costs for sending in PRODUCTS

The customer must send the PRODUCTS duty paid (Incoterms 2020-DDP). Replaced or repaired PRODUCTS shall be returned ex works (Incoterms 2020-EXW).

§ 4 Special limitation periods

(1) For all PRODUCTS sent in after the expiry of the limitation period for warranty claims as well as for PRODUCTS repaired at the customer's expense, a limited period for warranty claims (in relation to the repaired parts) of 12 months applies. For warranty claims based on an intentional breach of duty by GEUTEBRÜCK, the statutory warranty period applies.

(2) The warranty periods as defined in paragraph 1 also apply to the provision of a bug fix, patch, update or new software release for GEUTEBRÜCK software.

§ 5 Cost estimates

(1) For PRODUCTS which are sent in for repair by a customer after the warranty period, a pre-repair cost estimate will be prepared only at the customer's advance requests or if GEUTEBRÜCK expects the costs of repair or replacement to exceed 30 percent of the product value (new purchase value).

(2) If the customer rejects the repair measures set out in the cost estimate, the customer shall be charged a fee for the preparation of the cost estimate. The product will then be returned to him at his expense.

(3) Alternatively, GEUTEBRÜCK will dispose of all PRODUCTS delivered after 23.03.2006 free of charge if the cost estimate is rejected.

(4) For PRODUCTS delivered before 23.03.2006, GEUTEBRÜCK can take over the disposal at the customer's expense but is not obliged to do so.

§ 6 Rental devices

(1) At the request of the customer, GEUTEBRÜCK can provide the customer with a loan unit for the duration of repair work in return for a loan fee.

(2) However, the customer is not entitled to the provision of a loan device. This applies in particular due to limited availability of loan units with standard hardware and software configurations.

(3) The customer shall bear all costs for shipping of loan devices.

(4) After the repaired product or a replacement product has been sent (back) to the customer, the customer is obliged to return the corresponding loan device to GEUTEBRÜCK within fourteen days of receipt of the repaired or replaced product, duty paid (Incoterms 2020-DDP).

(5) If the customer does not comply with the obligation to return the loan device within the fourteen-day period despite being requested to do so by GEUTEBRÜCK, GEUTEBRÜCK reserves the right to refuse to take back the loan unit and to invoice the customer for the loan unit at current list price.

(6) GEUTEBRÜCK will subject the returned loan equipment to a technical and visual inspection. Any cost for necessary repair of any damage or defects to the loan equipment caused by the customer will be charged to the customer.

§ 7 Replacement components

In the event that a customer requires components or spare parts that can no longer be procured by GEUTEBRÜCK, GEUTEBRÜCK will assist the customer in selecting new products or carrying out new system installations that ensure that the original system functions are still available to the customer to the extent technically possible. GEUTEBRÜCK will provide the customer with a corresponding cost estimate for this on request. The commissioning of such services is exclusively based on a separate written order.

§ 8 Technical support

(1) Within the warranty period GEUTEBRÜCK offers its customers technical support for its PRODUCTS. This can be reached by e-mail or online at:

(5) service@geutebrueck.com or support.geutebrueck.com.

(6)

(2) On request, GEUTEBRÜCK also offers additional, fee-based support contracts with various service levels for electronic or telephone support as well as on-site support.

§ 9 Technical on-site services

(1) GEUTEBRÜCK provides technical support or commissioning support on site at the customer's request.

(2) Requests for on-site technical services by GEUTEBRÜCK can be made by telephone or e-mail.

(3) A contract for technical on-site services is only concluded when GEUTEBRÜCK issues a written order confirmation. The scope of the on-site service is determined in this order confirmation.

(4) Technical on-site service shall be invoiced in accordance with the current price list.

§ 10 Remote maintenance

(1) GEUTEBRÜCK also provides technical support via remote maintenance (remote access) at the request of the customer. Requests for remote maintenance to be carried out by GEUTEBRÜCK can be made by telephone or e-mail.

(2) A contract for remote maintenance is only concluded when GEUTEBRÜCK issues a written order confirmation. The scope of the remote maintenance service is determined in this order confirmation.

(3) GEUTEBRÜCK reserves the right to choose the type of remote access and can reject corresponding specifications from the customer.

(4) Remote maintenance service is charged in accordance with the current price list.