

General Support Terms and Conditions

1. Scope

(1) GEUTEBRÜCK GmbH, Im Nassen 7-9, 53578 Windhagen, Germany (“GEUTEBRÜCK”) develops and sells video security systems that can be assembled from various hardware components, GEUTEBRÜCK system components and/or GEUTEBRÜCK software (together referred to as the “PRODUCTS”).

(2) The purchase of GEUTEBRÜCK software is subject to the General Terms and Conditions for the Acquisition of Rights to GEUTEBRÜCK Software. The purchase of hardware/software system components is subject to the General Terms and Conditions for Delivery of GEUTEBRÜCK System Components with GEUTEBRÜCK Software. These General Support Terms and Conditions shall apply in addition to the General Terms and Conditions referred to in sentence 1 for services rendered by GEUTEBRÜCK in the context of a rectification of defects and warranty for the benefit of the customer.

(3) They also regulate the conditions for all separately contracted services resulting from the purchase of GEUTEBRÜCK system components and/or GEUTEBRÜCK software (“PRODUCTS”).

2. Procedure for Sending in PRODUCTS

(1) If a PRODUCT needs to be sent in to make use of a customer service, the customer must request an RMA number (“Return Merchandise Authorization”) before returning 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:

aftersales@geutebrueck.com

The assigned RMA number must be clearly indicated on the return package.

The contact details of the hotline (telephone extension or e-mail address) can be found on the GEUTEBRÜCK website at www.geutebrueck.com.

(2) GEUTEBRÜCK reserves the right to prioritize return packages with an RMA number. Due to the nature of the process, return packages without an RMA number may take several days to process.

(3) In any case, the PRODUCTS sent in for repair must be accompanied by a clear and unambiguous description of the fault in accordance with the instructions on the RMA form and, if possible, by illustrative documents provided by the customer. If the customer fails to provide 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 to the customer at the customer’s expense.

3. Transport Costs for Sending in PRODUCTS

The customer shall send in PRODUCTS free of customs duties (Incoterms 2010-DDP). The return of the replaced or repaired PRODUCTS shall be ex works (Incoterms 2010-EXW).

4. Special Limitation Periods

(1) For all PRODUCTS sent in for repair after the expiry of the limitation period for warranty claims and thus subject to a charge, a limitation period for warranty claims of 12 months (relating to the repair) shall apply. The statutory limitation period applies for warranty claims based on an intentional breach of duty by GEUTEBRÜCK.

(2) This shall also apply to the provision of a bug fix, patch, update or new major release of GEUTEBRÜCK software within the meaning of paragraph 1.

5. Cost Estimates

(1) For PRODUCTS sent in for repair by the customer outside the limitation period for warranty claims, a cost estimate will only be provided prior to the start of the repair work if the customer requests this in advance 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 outlined in the cost estimate, a fee of EUR 66.00 will be charged for the preparation of the cost estimate and the product will be returned to the customer at the customer's expense.

(3) Alternatively, if the cost estimate is rejected, GEUTEBRÜCK will dispose of all PRODUCTS delivered after March 23, 2006 free of charge.

(4) In the case of PRODUCTS delivered prior to March 23, 2006, GEUTEBRÜCK may dispose of them at the customer's expense, but the customer shall not be entitled to this.

6. Loaned Equipment

(1) At the request of the customer, GEUTEBRÜCK may provide loaned equipment for the duration of the repair work.

(2) However, the customer has no right to receive loaned equipment. This applies in particular in light of the availability of loaned equipment with standard hardware and software configurations.

(3) For PRODUCTS sent in for repair within the limitation period for warranty claims related to GEUTEBRÜCK products, the provision of loaned equipment, if any, is free of charge.

(4) For PRODUCTS sent in for repair outside the limitation period for warranty claims related to GEUTEBRÜCK products, a fee of ten percent of the then current list price plus shipping costs to the customer will be charged for the provision of loaned equipment.

(5) As soon as the repaired product or a replacement product has been sent back to the customer, the customer is obliged to return the loaned equipment to GEUTEBRÜCK within fourteen days after receipt of the repaired or replaced product, free of customs duties (Incoterms 2010 - DDP).

(6) If the customer fails to comply with the obligation to return the loaned equipment in a timely manner despite GEUTEBRÜCK's request and the expiration of a reasonable period previously set by GEUTEBRÜCK, then GEUTEBRÜCK reserves the right to refuse the return of the loaned

equipment and to invoice the customer for the loaned equipment at the current list price.

(7) GEUTEBRÜCK will subject the returned loaned equipment to a technical and visual inspection. The cost of repairing any damage or defects to the loaned equipment caused by the customer will be charged to the customer.

7. Replacement Components

In the event that a customer requires components or replacement parts that can no longer be obtained from GEUTEBRÜCK, GEUTEBRÜCK will assist the customer in selecting new products or implementing new system configurations to ensure that the original system functions continue to be available to the customer. For this purpose, GEUTEBRÜCK will provide the customer with a cost estimate upon request. The provision of such services shall be based solely on a separate written order.

8. Technical Hotline

(1) GEUTEBRÜCK provides its customers with a free technical hotline. The customer is only responsible for their call charges.

(2) The contact details of the hotline (telephone extension or e-mail address) can be found on the GEUTEBRÜCK website at www.geutebrueck.com.

9. On-Site Technical Services

(1) At the customer's request, GEUTEBRÜCK shall provide on-site technical or commissioning support.

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

A contract for technical on-site services is only concluded upon written confirmation of the order by GEUTEBRÜCK. The scope of the on-site service is also determined by this order confirmation. If the customer is a consumer within the meaning of Section 13 BGB [German Civil Code], a contract for technical on-site services shall only be concluded upon written order confirmation by GEUTEBRÜCK, which is to be expected within a period of four (4) weeks from the date of the order, but no later than upon delivery of the PURCHASED PRODUCT. The calculation of technical on-site services is based on the current price list.

10. Remote Maintenance

(1) At the customer's request, GEUTEBRÜCK shall provide technical support by remote maintenance (remote access).

(2) Requests for remote maintenance by GEUTEBRÜCK can be made by telephone or e-mail.

(3) A contract for remote maintenance is only concluded upon written confirmation of the order by GEUTEBRÜCK. The scope of the remote maintenance service is also determined by this order confirmation. If the customer is a consumer within the meaning of Section 13 BGB [German

Civil Code], a contract for technical on-site services shall only be concluded upon written order confirmation by GEUTEBRÜCK, which is to be expected within a period of four (4) weeks from the date of the order, but no later than upon delivery of the PURCHASED PRODUCT.

(4) GEUTEBRÜCK reserves the right to choose the method of remote access and may reject specifications of the customer in this respect.

(5) The calculation of remote maintenance services is based on the current price list.

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