

General support terms and conditions

§ 1 Scope

(1) GEUTEBRÜCK GmbH, Im Nassen 7-9, 53578 Windhagen ("GEUTEBRÜCK") develops and distributes video security systems, which can be composed of different hardware components, GEUTEBRÜCK system components and/or GEUTEBRÜCK software (together referred to as the "PRODUCTS").

(2) The acquisition of GEUTEBRÜCK software is subject to the "General conditions for the acquisition of rights to GEUTEBRÜCK software". The acquisition of hardware/software system components is subject to the "General conditions for GEUTEBRÜCK system components with GEUTEBRÜCK software". These general support terms and conditions apply to the general terms and conditions supplemental application for services (set out in paragraph 1) that GEUTEBRÜCK provides for the customer as part of repairs and warranty provisions.

(3) They also regulate the conditions for all separately contracted services that follow the acquisition of GEUTEBRÜCK system components and/or GEUTEBRÜCK software ("PRODUCTS").

§ 2 Procedure for sending in a product

(1) If it is necessary to send in a product for customer service, the customer must apply for an RMA number (Return Merchandise Authorization) before sending the product in. The RMA form, available at www.geutebrueck.com, must be filled out by the customer and sent to customer service at the following address:

RMA@geutebrueck.com

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

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

(2) GEUTEBRÜCK reserves the right to handle returned packages with an RMA number preferentially. Due to the nature of the process, the processing time for return packages without an RMA number may be several days.

(3) In any case, PRODUCTS sent in for repair must include clear and understandable error descriptions according to the specifications in the RMA form and, where possible, illustrative documents from the customer. If the customer does not submit a clear and unambiguous description of the problem within 14 days after a request by GEUTEBRÜCK, the product sent in for repair will be returned to the customer at their cost.

§ 3 Transport costs for sending in PRODUCTS

The PRODUCTS must be sent in duty paid (Incoterms 2010-DDP) by the customer. The return of the exchanged or repaired PRODUCTS will be ex works (Incoterms 2010-EXW).

§ 4 Special limitation periods

(1) For all PRODUCTS sent in and repaired for a fee after the period for claiming a defect had expired, the new warranty period (with respect to the repairs) is limited to 12 months. For warranty claims based on a willful breach of duty by GEUTEBRÜCK, the statutory limitation period applies.

(2) This also applies to the provision of bug fixes, patches, updates, or new major releases for GEUTEBRÜCK software as defined in paragraph 1.

§ 5 Cost estimates

(1) For products that are sent in for repair by the customer after the warranty period has expired, before the start of the repair work, a cost estimate is only made if the customer has requested such an estimate or if GEUTEBRÜCK expects that the costs for repair or replacement will be more than 30 percent of the product value.

(2) If the customer rejects the repair measures in the cost estimate, the customer is charged a fee of 66.00 EUR for the estimate. The product is then sent back to the customer at the customer's expense.

(3) Alternatively, GEUTEBRÜCK can also dispose of all PRODUCTS delivered after 23 March 2006 free of charge.

(4) For products delivered before 23 March 2006, the costs of the disposal may be taken on by GEUTEBRÜCK; this is done at GEUTEBRÜCK's discretion and the customer has no legal claim on this service.

§ 6 Rental devices

(1) At the request of the customer, GEUTEBRÜCK can provide a rental device for the duration of the repairs.

(2) The customer, however, has no legal claim on the provision of a rental device. This applies in particular in regard to the availability of rental devices with hardware and software configurations.

(3) For PRODUCTS that are sent in within the warranty period for GEUTEBRÜCK products, provision of such a rental device is provided free of charge.

(4) For PRODUCTS that are sent in after the warranty period for GEUTEBRÜCK products has expired, provision of such a rental device is provided at a cost of ten percent of the respective, currently valid list price plus shipping costs.

(5) Once the repaired product or a replacement product has been sent (back) to the customer, the customer is required to return the rental device duty paid (Incoterms 2010-DDP) to GEUTEBRÜCK within fourteen days after receipt of the repaired or replaced product.

(6) If the customer does not return the rental device in the time period specified despite a request by GEUTEBRÜCK, GEUTEBRÜCK reserves the right to reject the return of the rental device and to charge the customer the current list price for the device.

(7) GEUTEBRÜCK will perform a technical and visual inspection of the rental device after it is returned. The costs for repairing any damages or defects to the rental devices will be charged to the customer.

§ 7 Replacement components

If the customer needs components or replacement parts that can no longer be procured by GEUTEBRÜCK, GEUTEBRÜCK will help the customer to select new products or set up new system equipment that ensure that the original system functionality is still provided for the customer. Upon request, GEUTEBRÜCK can provide the customer with a corresponding cost estimate. These services are commissioned exclusively based on a separate, written order.

§ 8 Technical hotline

(1) GEUTEBRÜCK provides a technical hotline for its customers free of charge. The customer only pays the normal telephone rates.

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

§ 9 Technical on-site services

(1) Upon request, GEUTEBRÜCK can provide technical or commissioning support on-site.

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

(3) The contract for technical on-site services is concluded with a written confirmation order from GEUTEBRÜCK. The scope of on-site services is also determined by the order confirmation.

(4) The calculation of the technical on-site services is also performed on the basis of the current price list.

§ 10 Remote maintenance

(1) Upon request, GEUTEBRÜCK can also provide technical support via remote maintenance (remote access).

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

(3) The contract for remote maintenance is concluded with a written confirmation order from GEUTEBRÜCK. The scope of remote maintenance is also determined by the order confirmation.

(4) GEUTEBRÜCK reserves the right to select the type of remote access and can reject customer specifications.

(5) The calculation of the remote maintenance is performed on the basis of the current price list.