

## General conditions for maintenance contracts:

### A. Benefits black on white

#### 1. Inspections of the cobot and accessories:

- Once every 12 months, with a maximum overrun of three months.
- At least 10 and no more than 15 months will lapse between two consecutive inspection visits.

#### 2. If we have to send a technician in the event of a malfunction, you will pay the call-out charges and labour costs. If the same malfunction occurs again within two weeks after the first (or previous) call-out, these costs will not be calculated again. Malfunctions of your cobot and/or accessories are resolved according to fixed price agreements: depending on the type of contract, material costs and/or labour costs may or may not be included.

Call-out charges	€125
Labour costs	€87.50

#### 3. We charge a 50% surcharge outside of office hours. This surcharge is 100% on Sundays and public holidays.

#### 4. Malfunctions can be reported to the general malfunction line: +31 (0)344 - 72 69 04. The malfunction line can only be used outside of office hours (8:30 a.m. to 5:00 p.m.) if this is covered by the contract.

#### 5. If we have to send a technician, depending on the type of contract, in the Netherlands he will arrive within 24 hours of the malfunction being reported unless otherwise stated in the contract. In Belgium and Luxembourg, we will be there within 48 hours.

#### 6. The Olmia Robotics technician gives the customer a work order after the work has been completed. It states:

- Work performed
- Materials used
- Time spent

The customer is requested to sign this work order and to indicate that he agrees to its contents.

### B. Effective date and approval

1. After processing your registration in our system, the contract starts on the first day of the following month. Olmia Robotics will confirm the receipt of the registration in writing.
2. If the contract was concluded in writing, by telephone and/or via the internet, you have the option of cancelling it without giving any reason up to seven working days after concluding the contract.
3. Olmia Robotics undertakes to have performed the first maintenance inspection within six months after the effective date of a maintenance contract.

#### C. Duration

All contracts always run until 31 December of the calendar year. The minimum duration of the contract is two years. If the contract starts during a calendar year, you pay pro rata.

#### D. Termination

1. On selling the cobot set.
2. In the event of a rate increase. You are entitled to cancel the contract in writing within 30 days after the rate increase has been communicated to you, with effect from the effective date of this rate increase.
3. Both parties can terminate the contract by giving written notice after the expiry of the initial term, as stipulated in C. This notice must be given in writing at least 30 days before the expiry of the relevant term. The contract is always tacitly renewed by one year if written notice is not given.

#### E. Payments

1. The amount due is paid annually in advance. You will receive an invoice for the amount. Call-out costs and any material costs are invoiced in arrears.
2. For this contract, the rates apply as provided by Olmia Robotics before or at the latest when entering into the contract and as described in these conditions.
3. The agreed rates can be adjusted annually.