

## Provision of Extended Support Service Conditions

### 1. EXTENDED SUPPORT SERVICE

- 1.1. **Extended Support Service.** The Seller provides Extended Support Service after 2 years from the first installation of the Goods, under the following conditions:
  - 1.1.1. Any defect of the Goods (that would be subject to Quality guarantee in the guarantee period) will be removed through replacement, repair or otherwise as determined by the Seller, in a location specified by the Seller.
  - 1.1.2. The Buyer is not entitled to reimbursement of any costs incurred by the Buyer in the Complaint process.
  - 1.1.3. Provision of Extended Support Service is possible only in cases where an installation report proves to the Seller (i) the date of first installation of the Goods, (ii) that the Goods were always installed in accordance with the supplied documentation, and (iii) that the Goods were installed by an authorized person.
  - 1.1.4. If the Buyer does not have available the documents referred to in Art. 1.1.3 of the GC Terms and Conditions, the Buyer can prove the date of first installation of the Goods, which can also mean, in relation to peripherals being added, the first connection of the peripheral to an already installed system or by a log of events from the exchange of the system.
- 1.2. Should the period of guarantee of quality of the Goods overlap with the period of Extended Support Service, the rights arising from the guarantee of quality of the Goods take precedence over the rights arising from the Extended Support Service.
- 1.3. **Period of provision of Extended Support Service.** The period of provision of Extended Support Service depends especially on the kind of Goods and on the services used in connection with the Goods. Unless provide otherwise in the Purchase Agreement or any other agreement between the Seller and the Buyer, the specific duration of Extended Support Service is as follows:

#### **For customers with registered office or place of business in the Czech Republic and Slovak Republic**

##### **For house alarms**

3 years following the expiry of a period of 2 years from the first installation or first commissioning of the Goods under Art. 1.1.3 or 1.1.4 or 5 years if the alarm is registered with JABLOTRON SECURITY a.s. with regard to utilization of any security Protection Services as defined in the General Terms and Conditions of JABLOTRON SECURITY a.s.

##### **For other products**

3 years following the expiry of a period of 2 years from the first installation or first commissioning of the Goods under Art. 1.1.3 or 1.1.4 of the GC Terms and Conditions.

#### **For customers with registered office or place of business other than in the Czech Republic and Slovak Republic**

##### **For products using the SDC service**

5 years following the expiry of a period of 2 years from the first installation or first commissioning of the product under Art. 1.1.3 or 1.1.4 of the GC Terms and Conditions.

##### **For other products**

3 years following the expiry of a period of 2 years from the first installation or first commissioning of the product under Art. 1.1.3 or 1.1.4 of the GC Terms and Conditions.

In Jablonec nad Nisou, Czech Republic 10<sup>th</sup> May 2023