

The agreement includes:

- **CSTBasic** service agreement, hereinafter referred to as CSTBasic, covers only the prescribed service inspections which are stated by Copenhagen Sensor Technology A/S, hereinafter referred as CST upon delivery of your camera. All services include update of firmware/software, adjusting of all components, cleaning of optics and purging of the camera. This excludes spare parts and manhours which are not included in the normal service maintenance program.
- All other repairs will be invoiced separately according to the below terms.
- CSTBasic will include a 10% discount on spare parts, repairs and manhours which will be clearly indicated on the invoice.
- CSTBasic agreement provides you with a repair response time of max 30 days. The 30 days are to be understood from when the product arrives at Copenhagen Sensor Technology's facilities to shipment from CST's facilities. The 30 days are to be understood as normal workdays. This does not include weekends and public holidays in Denmark.
- Factory Acceptance Test (FAT) is included prior to shipment of the unit.
- CSTBasic service agreement can be signed for up to 120 months (10 years) or until the components are obsolete.
- CSTBasic can be signed no later than 60 months after purchase and an initial fee will be charged, the amount depending on the age of the camera.

Sign on fee CSTBasic:

-	0-0 Months	EUR 0
-	0-12 Months	EUR 3,840
-	12-24 Months	EUR 7,680
-	24-36 Months	EUR 11,520
-	36-48 Months	EUR 15,360
-	48-60 Months	EUR 19,200

The agreements do not include:

- Damage caused by accidents, vandalism or other third-party damage.
- Damage caused by inadequate maintenance of the product (CST guidelines for maintenance).
- Damage caused by inadequate service intervals.
- Damage caused by mishandling of the products.
- Damage caused by participation in a war zone.
- Paint jobs and paint repairs are excluded from CSTBasic agreements. Should any of the repaired products covered by the service agreements need a paint job/repainting, the response time for the agreements will be longer than the promised 30 days. The repainting expenses will be charged outside of the service agreements and will be invoiced separately, if required. Minor scratches can be covered with touch up paint, color differences and unevenness may appear.

Technical support:

The Technical support needs a 24 hours' notice before a call can be made to the support team at CST.

Each call can have a duration of max. 1 hour unless otherwise agreed with the support team. During vacation periods the response time can be up to 3 weeks.

Technical support is only carried out during normal CST working hours excluding weekends and Danish public holidays.

CST working hours; Mon-Thurs. 9.00 am – 3.00 pm. (Danish time). Friday 9.00 am-2.00 pm. (Danish time).

Technical support can only be carried out via phone, e-mail, or teams meeting.

Other general conditions:

- The buyer is obliged to follow the CST guidelines for service intervals and to make sure that all potential repairs which may lead to consequential damage will be repaired at once.
- The service of the camera is based on max. 1 service per year.
- All services and repairs which are due to external influence or self-inflicted damage in the form of e.g., abuse, abnormal use, gross negligence, or consequential damage are not covered by the service agreement.
- All services and repairs are to be made at CST and the service agreement cannot be transferred to a third party. (In case of changes in the ownership of the camera a new service agreement is to be made with CST, if possible).
- During the duration of the service agreement it is solely CST who decides which services and repairs that are to be carried out on the camera.
- Once the agreement has expired or is terminated, no claim can be made for retroactive repairs.
- When the contract is terminated or expires, there will be no form of repayment (reimbursement) to the buyer.
- All transfer costs regarding each monthly fee payment are to be borne by the buyer.
- All payments are to be paid in EUR or DKK. Other currencies will not be accepted by CST.

Limitations of liability:

Both the buyer's and CST liabilities shall be limited to the price paid for the product. In no event shall neither the buyer nor CST be liable for any indirect, special, incidental, or consequential damage resulting from performance or failure to perform under these terms and conditions. Neither the buyer nor CST shall have any liability to the other for indirect or punitive damages or for any claim by any third party.

Software:

When purchasing products which in full or in part consist of software, the buyer shall only obtain a non-exclusive right to the use of such software. The buyer shall thus not acquire any title to the software. The buyer's right to use the software cannot be transferred unless directly to the buyer's customer. The buyer shall not be entitled to copy the software to a third party without prior written approval from CST.

Modifications to standard products:

Are not included in the standard service agreement. Such modifications shall be considered outside of the service agreement, in separate quotations.

Termination of the agreement:

The service agreement may be terminated after a six-month period by both parties, with three months' notice. If the buyer wants to perform an extra service on the given product which does not follow the CST guidelines, these costs will be charged to the buyer. The contract cannot be used during the period of termination. In case of breach of contract by one of the parties, the other party is entitled to terminate the contract with immediate notice. By breach of contract is understood that one of the parties does not meet the conditions contained in the agreement. CST reserves the right to terminate the service agreement in the case of spare part obsolescence.

Payment:

Payments are subject to credit approval; all payments are prepayments.

All prices are exclusive of VAT, taxes, and duties of any kind, packing and shipping expenses, etc.

Payments will be sent to the customer by CST as a yearly invoice.

All amounts past due will incur a late payment charge at the rate of 5% per month or the highest rate permitted by law, whichever is less.

Force majeure:

In case of force majeure CST shall be released from its obligations for as long as the force majeure event continues. Force majeure exists if CST or CST's sub-suppliers are prevented from fulfilling agreements which are governed by these general terms and conditions for sale as a result of events such as war, civil war, rebellion, terrorism, public restrictions, import or export bans, pandemics, natural disasters of any kind as well as widespread or local labour conflicts, fire, power failure, computer viruses or the like unless it can be demonstrated that CST should reasonably have foreseen this at the time of concluding the agreement.

Nature of prices:

There is no price escalation during the period of service. Nevertheless, Should CST costs increase beyond above yearly average escalation rate (4%) CST reserves the right to escalate the prices accordingly with proper notice.

In this case, the buyer has the right to terminate the contract with a 3 months' notice.

Applicable law and venue:

Any dispute which may arise in connection with agreements between CST and the buyer and which cannot be solved amicably shall be settled by Danish law by arbitration or by the ordinary courts of law at CST's option. If the dispute is to be settled by arbitration, it shall be settled by simplified arbitration by the Danish Institute of Arbitration pursuant to the procedures which have been adopted by the Institute and which apply when the arbitration proceedings are commenced.

For questions, please contact our Legal Department at legal@copst.com

Shipment:

Standard delivery terms, in accordance with INCOTERMS 2020, are EX Works (EXW), Herlev, Denmark, unless otherwise agreed between Copenhagen Sensor Technology and the buyer.

Contact:

Regarding questions or changes to your service agreement please contact sales@copst.com or call +45 44921855.