

# Hardware Supplemental Terms

These Hardware Supplemental Terms (“Hardware Terms”) apply in addition to the Base Terms between the Tecosa entity named on the Order and the Customer that accepted the Order. They apply only to Hardware as defined in the Base Terms.

Capitalized terms are defined [at the end of the document](#) or in the Base Terms.

## Commercial terms

### 1. Tecosa’ Offerings

#### 1.1. Hardware Offerings

- 1.1.1. **Scope description.** Tecosa will deliver the Hardware as described in the Order.
- 1.1.2. **Refurbished parts.** Tecosa may supply Hardware that contains parts refurbished to an “as new” condition that meet the Tecosa specification and are subject to the same terms as new Hardware.

### 2. Customer’s obligations

#### 2.1. Providing Contributions

Customer will provide Contributions in accordance with the Order.

### 3. Delivery

#### 3.1. Delivery terms

Unless agreed otherwise in the Order, Hardware will be delivered FCA according to INCOTERMS®2020. Tecosa will contract for carriage on usual terms at Customer’s risk and expense. If a different shipping term is agreed or required for shipment to a specific site, Customer will pay all additional costs.

Customer may only reject the non-compliant portion of the Order.

#### 3.2. Delivery dates

Any dates in the Order are estimates and non-binding. However, if Customer obtains Tecosa’ written consent to specific delivery dates expressly subject to liquidated damages (“Binding Dates”), Section 3.3 will apply.

#### 3.3. Delay

- 3.3.1. **Liquidated damages.** If Tecosa is solely responsible for delaying Binding Dates and Customer suffered a loss, Tecosa will pay liquidated damages equal to 0.5% of the price for the delayed portion of the Hardware for every full week of delay.

Aggregate liquidated damages will not exceed 5% of the price for the delayed portion.

- 3.3.2. **Termination for delay.** Customer may only terminate the Order for delay if:

- a. the maximum liquidated damages are payable; and
- b. a reasonable additional delivery period has expired.

- 3.3.3. **Exclusive remedy.** This Section 3.3 sets out Tecosa' entire and exclusive liability for delay and excludes all of Customer's other rights and remedies for delay.

## 4. Risk and title

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### 4.1. Transfer of risk

Risk of loss or damage for all Hardware passes to Customer upon:

- a. Delivery;
- b. attempted Delivery if Customer fails or refuses to take Hardware without cause; or
- c. moving the Hardware into storage in line with Section 5.1.

### 4.2. Transfer of title

Title to the Hardware passes to Customer after Tecosa has received payment in full.

If applicable law does not allow Tecosa to retain title after Delivery:

- a. title to Hardware will pass to Customer upon Delivery; but
- b. Tecosa will retain a security interest in the Hardware to secure payment of its purchase price and Customer agrees to sign any documents Tecosa deems necessary or convenient to file or perfect such security interest.

## 5. Storage

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### 5.1. Moving Hardware to storage

Upon Customer's request, or if Customer fails or refuses Delivery without cause, Tecosa may move the Hardware to storage. On receipt of an invoice, Customer will pay for:

- a. shipping; and
- b. storage expenses, including preparation for and placement into storage, handling, freight, inspection, preservation, maintenance, taxes, and insurance.

### 5.2. Removing Hardware from storage

Customer will arrange, at its expense, to remove the Hardware from storage:

- a. when conditions allow; and
- b. after paying to Tecosa all amounts due under this Section 5.

# Warranties

## 6. Hardware warranty

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Tecosa warrants that the Hardware will be free from Defects at the time of Delivery.

## 7. Hardware warranty period

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### 7.1. Original warranty period

The warranty period for Hardware is 12 months following Delivery.

### 7.2. Warranty period for replacements and repairs

The warranty period for replaced or repaired parts of the Hardware is 6 months from the date of replacement or repair if the original warranty period expires earlier.

In any event, the warranty period ends no later than 18 months from the beginning of the original warranty period.

## 8. Defects and claims

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### 8.1. Inspection and notification

Upon Delivery, Customer will inspect the Hardware and notify Tecosa in writing of any Defects promptly, and always within the applicable warranty period.

### 8.2. Remedies

Tecosa will remedy all Defects (at its option) by:

- a. repairing (onsite or remotely) or replacing the defective Hardware or its non-conforming portion within a reasonable time; or
- b. refunding all or part of the purchase price of the Hardware or any non-conforming portion.

### 8.3. Duty of cooperation and reimbursement

In case of a warranty claim, Customer will:

- a. provide Tecosa access to operation and maintenance data at its expense;
- b. at its expense and at Tecosa' option:
  - remove and ship the Hardware or its non-conforming portion to Tecosa; or
  - grant Tecosa reasonable access to the Hardware and perform any disassembly and re-assembly necessary to allow Tecosa to carry out its warranty obligations;
- c. at Tecosa' request, transfer title to the replaced defective parts to Tecosa; and
- d. pay Tecosa for any diagnostic and remedial work if it is established that no Defect existed.

## 9. Warranty exclusions

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### 9.1. Time limit

Any warranty claim is excluded after the applicable warranty period expires.

### 9.2. Excluded Defects

Tecosa excludes any warranty for Defects that do not significantly impair the functionality or use of the Hardware and for Defects resulting from:

- a. normal wear and tear;
- b. faulty or negligent handling, or unusually excessive use;
- c. non-compliance with instructions in the Order, manuals, and similar documents available to Customer;
- d. non-reproducible software errors;
- e. any cause outside of Tecosa' control;
- f. modifications, repair, installation, or commissioning made by anyone other than Tecosa or their authorized representatives; or
- g. not using an Update provided by Tecosa.

### 9.3. No warranties

Tecosa does not warrant that the Hardware is compatible or interoperable, or functions in accordance with Customer's operating environment or IT requirements (unless expressly required in the Order).

## 10. Exclusive remedy

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**Sections 6-9 state Tecosa' entire liability and Customer's exclusive rights and remedy for warranty claims. Tecosa makes no other warranty, express, implied, or statutory, about the Hardware, including any warranties of merchantability or fitness for a particular purpose.**

# Intellectual property rights

## 11. Ownership of Intellectual Property

Each party remains owner of its Intellectual Property.

## 12. License to use Firmware

Tecosa grants Customer a non-exclusive and non-transferable license to use the Firmware only for its operation. The license may be transferred only with the Hardware in which the Firmware is incorporated.

The software license and maintenance services terms set out in the Agreement (if any) will not apply to Firmware.

# Definitions

Defect	Non-conformance of the Hardware to the Tecosa specification set out or referred to in the Order.
Delivery	Making the Hardware available to Customer in accordance with the INCOTERMS®2020 stated herein.
Firmware	System software incorporated into the Hardware.