

**Version 1.1 – February 2026**

# CEAD Service Policy

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## **1. General Service Principles & Scope**

This introductory section outlines CEAD's service approach, defines the applicability of this Service Policy, and clarifies its relationship with the CEAD Terms and Conditions.

### **1.1. CEAD's Service Objectives**

CEAD's service approach is centered on enabling Customer success by providing expert (technical) support and solutions. A primary objective is to maintain a high standard of service delivery through clear communication and professional conduct, and CEAD is committed to fostering the Customer's ability to operate and maintain their equipment effectively.

### **1.2. Applicability of Service Policy**

This Service Policy outlines the general framework for all interactions between the Customer and CEAD's Product Service department. It applies to the provision of all standard services, including maintenance, repairs, and (technical) support, unless explicitly governed by an agreement entered into between CEAD and the Customer.

All services provided under this Service Policy are also subject to the CEAD Terms and Conditions. However, in the event of any inconsistencies or contradictions between this Service Policy and the CEAD Terms and Conditions, the provisions of this Service Policy shall take precedence.

### **1.3. Definitions of Parties**

In this Service Policy, "CEAD" refers to the Seller as defined in the CEAD Terms and Conditions. "The Customer" refers to the Buyer as defined in the CEAD Terms and Conditions, who is the sole contractual partner of CEAD.

### **1.4. Third-Party and Partner Relationships**

This Service Policy and any agreement exclusively govern the relationship between CEAD and the Customer. CEAD has no direct or indirect obligation, liability, or contractual relationship with any third party, including the Customer's own clients, partners, or endusers (hereinafter "End-Users"). The Customer is solely responsible for all agreements, commitments, and communications with its End-Users. The terms of any agreement between the Customer and an End-User shall have no bearing on the services provided by CEAD.

The Customer agrees to indemnify and hold CEAD harmless from any and all claims, losses, damages or liabilities asserted by third parties, including End-Users, against CEAD.

However, this indemnity shall not apply to the extent that such claims result from an attributable failure of CEAD. In such cases, CEAD's liability shall be limited to direct damages and only to the extent that such liability is covered by the liability insurance maintained by CEAD and effective at



the time of the damage or loss-causing event. The maximum liability shall be EUR 25,000 per event or series of related events, and EUR 100,000 per year. Any liability of CEAD for indirect or consequential damages, including but not limited to loss of profit, loss of sales, or loss of savings, is excluded.

## **2. Service Requests and Communication Channels**

This section details the official channels and standard hours of availability for CEAD's Product Service department.

### **2.1. Official Submission Channel**

For all service requests, the Customer must use the email [productservice@ceadgroup.com](mailto:productservice@ceadgroup.com).

### **2.2. Department Availability**

CEAD's Product Service department is available from Monday to Friday, between 09:00 and 17:00 local time, depending on service location (Central European Time CET/CEST, Indian Standard Time IST and Eastern Standard Time ET/EDT). This availability does not imply any guarantee of response or service delivery times. Service requests can be submitted at any time via the official channels.

## **3. Response Times and Service Levels**

This section defines the service level expectations. Customers with service and success agreements will have different response times and service levels defined in their contracts. For customers without specific written and signed agreements and/or service and success contracts, this section applies.

### **3.1. Service Levels**

CEAD provides no guarantee of any kind regarding response times, on-site arrival times, or problem resolution times. Any (technical) support is provided at the sole discretion of CEAD and is subject to personnel availability.

### **3.2. Prioritization**

Service requests from Customers with an agreement in place shall always take precedence. CEAD reserves the right to prioritize and allocate its resources at its sole discretion, with no obligation towards non-contracted customers.



## 4. Service Procedures

This section details the billing principles and procedures applicable to non-contracted customers, including the conditions under which (technical) support may be provided free of charge.

### 4.1. General Principles

By receiving the Service Policy prior to the provision of services, and by allowing CEAD to perform these services, the Customer agrees to be bound by the terms of this Service Policy, including the obligation to pay for the services rendered in accordance with the charges set forth herein.

### 4.2. Initial Contact and (Technical) Support

CEAD acknowledges the importance of supporting all Customers and may, at its sole discretion, provide a brief, initial response to an inquiry, free of charge. CEAD shall proactively inform the Customer if addressing the request requires any work that would be considered billable. No billable work shall commence without the Customer's prior approval.

### 4.3. Warranty Exceptions & Clarification

As outlined in the CEAD Terms and Conditions, the product warranty does not cover costs for labor, transport, and parts subject to normal wear and tear. These services are always billable. For the detailed procedure on warranty claims, see section 7 of this Service Policy. For the rates, refer to section 5 of this Service Policy.

## 5. Billable Service Components and Rate Categories

This section breaks down the components of billable services and defines the rate categories. All rates can be found in Appendix I - Schedule of Rates.

### 5.1. Rate categories

For hours charged for labor and travel, CEAD distinguishes three types of rates: Discounted, Regular and Emergency. Emergency rates are for all Labor & Travel requested and confirmed less than 7 calendar days in advance. Discounted rates apply for all Labor & Travel requested and confirmed more than 30 calendar days in advance. For all other Labor & Travel, regular rates apply. This applies to the first day of work/travel and the moment of official confirmation of the service/quote.

### 5.2. Labor

All service work (remote – from one of the service locations and on-site at the customers location) shall be charged on an hourly basis. For any on-site visit, a minimum of 8 labor hours shall be charged.



#### *5.2.1. Working Hours*

Defined as Monday to Friday, between 09:00 and 17:00 (local time). A standard workday comprises a maximum of 8 productive hours, excluding breaks and travel time to location (if any). Labor (or Travel) during this time will be billed as 'Weekday' tarif.

#### *5.2.2. Overtime*

Work or travel outside of normal working hours (not on a holiday or during weekends), or in excess of the max. working hours per day, shall be charged at overtime rates.

#### *5.2.3. Weekend/Holidays*

Work or travel during Saturdays or Sundays will be charged at Weekend/Holiday rates. Depending on the base of service agent (the Netherlands, United States of America or India), all work on local holidays (see Appendix II - Holidays) are charged at Weekend/Holiday rates.

### **5.3. Travel**

All billable travel components will be charged (if applicable) on hourly basis. All business travel will be planned using the shortest and most efficient route, prioritizing direct connections over cheaper but longer itineraries. Employee comfort and minimizing our carbon footprint are leading principles in all travel decisions.

#### *5.3.1. Travel Time*

Travel time is charged hourly from departure to arrival. Departure time is defined as total travel time elapsed from standard work address to arrival at customer site (or hotel), regardless of time zones. For international air travel, a standard additional 3 hours in advance are taken into account to arrive at the departure airport. In case of delays, this will be billed as travel time up to three hours of delay.

#### *5.3.2. Travel Arrangements*

Travel arrangements are made exclusively by CEAD through its travel agent. This is to ensure standard procedures in case of issues regarding travel for personnel.

#### *5.3.3. Per Diem*

The Per Diem is a fixed, all-inclusive daily allowance for accommodation, food, and local transport (e.g. car rental). The rate is non-negotiable and not subject to reduction based on facilities provided by the Customer. The per diem is a per person rate & is charged for every work- or travel day.

#### *5.3.4. Travel Expenses*

Travel expenses cover but are not limited to flight ticket costs (and other related expenses like additional luggage when necessary) and visa fees. These expenses are communicated and billed with a 10% administrative surcharge.



#### **5.4. Material, consumables and Spare Parts**

Material, consumables and spare parts cover but are not limited to bags/boxes of granules/printing material, oil, grease and ferrules, tools for executing maintenance and the spare parts to be replaced for CEAD and third party equipment. These materials, consumable sand spare parts are charged according to CEAD's current catalog prices at the time of invoicing, unless a fixed price is explicitly stated in a signed workscope (hereinafter "Workscope"). CEAD is entitled to update catalog (spare part list) prices.

#### **5.5. Small Amount Order Fee**

For orders where all Material, Consumables and Spare parts do not total more than EUR1000, a standard Small Amount Order Fee (SAOF) is applied of EUR180. This fee is for covering the time to process quote, order and other activities related to ensuring the order is processed & sent.

#### **5.6. Shipping Cost**

Shipping costs cover cost related to shipping by transport partners & other transporting companies and cover cost of packing material. All costs are charged to the customer with a surcharge of 10% for administrative costs. By standard, all shipments are made on a Deliver at Place (DAP) Incoterms.

#### **5.7. Third-Party Costs**

Third-party costs encompass any expenses billed by external companies contracted by CEAD, including but not limited to service personnel man-hours, subcontracted services, and the supply of parts or materials. Such costs shall be charged to the Customer with a 10% administrative surcharge and in accordance with the third party's applicable rates.

#### **5.8. Other Costs**

Other direct costs include any additional expenses reasonably incurred by CEAD in the execution of services, such as customs charges, tooling, or other operational expenditures not explicitly covered in previous sections. These costs will be charged to the Customer with an additional 10% administrative fee.



## 6. Visit Preparation and Execution Process

This section outlines the scope of work, site responsibilities, and payment terms.

### 6.1. Workscope

When work is planned (either remote or on-site), a “Workscope document” (including formal quotation) shall be provided for planned services. The document will contain the exact description of work, the expected labor hours, travel hours and the expected consumables, material and spare parts to use. Work shall only be scheduled after CEAD receives the signed Workscope.

### 6.2. Primacy of Agreements

In the absence of an agreement (CEAD Service and Success contract), scheduling for a non-contracted customers remains subordinate to the service level obligations CEAD has towards its contracted Customers. CEAD reserves the right to reschedule a visit for non-contracted customers to meet its contractual commitment. For the avoidance of doubt, an agreement entails any document signed by both parties, including but not limited to a signed quotation (offer), Workscope document, service and success agreement, and/or CEAD Terms and Conditions.

### 6.3. Customer On-Site Responsibilities

Whenever an on-site visit is scheduled, the Customer is seen as responsible for on-site safety.

#### 6.3.1. Worksite Access and Safety

The Customer shall ensure that the worksite is fully accessible, properly prepared, and safe for the performance of the services. Any delay, standby time, or additional travel incurred due to inaccessibility or unsafe and/or unprepared conditions at the worksite are fully billable to the Customer. In addition, the Customer is responsible in providing any safety instructions prior to work commencement (this time is considered as billable under labor) and will provide any Personal Protective Equipment additionally required for the location (e.g. helmets, reflective jackets). If the customer fails to provide the PPE or safety induction, CEAD reserves the right to suspend its work, and all associated waiting time shall be billable.

#### 6.3.2. Authorized Point of Contact

The Customer must designate a knowledgeable and authorized point of contact who is available to CEAD personnel for the entire duration of the on-site visit. This representative must be empowered to provide necessary information and approve any necessary adjustments to the Workscope. If this representative is not available, CEAD reserves the right to suspend its work, and all associated waiting time shall be billable.



## **6.4. Payment Terms**

All services provided under this Service Policy are billable in accordance with the CEAD Terms and Conditions. Unless otherwise agreed in writing, invoices are payable within thirty (30) days of the invoice date. Late payment may result in statutory interest, collection costs, and suspension of services, as further detailed in the CEAD Terms and Conditions. CEAD also reserves the right to suspend any service/support activity in case of late payment.

## **7. Warranty Process**

This section outlines the process for handling service requests under warranty. This section can be seen as addition to the warranty text in the CEAD Terms and Conditions.

### **7.1. Alignment with CEAD Terms and Conditions**

All warranty claims are governed by article 14 of the CEAD Terms and Conditions. This Service Policy provides the practical framework for execution of those claims.

### **7.2. Key Warranty Principles**

According to Article 14 of the CEAD Terms and Conditions, free-of-charge replacement of parts when defects are due to material or manufacturing faults is covered. Costs related to labor (for troubleshooting, installing), travel (hours and costs) are always billable. Claims regarding parts subject to normal wear and tear are not covered by warranty. Please refer to Appendix III for a list of Wear and Tear parts in our systems.

### **7.3. Warranty Service Process**

Step 1 – Diagnosis: CEAD performs a remote diagnosis to determine the nature of the fault. Hours spent on diagnosis are not billed.

Step 2 – Assessment: CEAD evaluates whether the affected component is likely covered under warranty. The outcome of this assessment will be communicated by email.

Step 3 – Offer: CEAD will provide a quote with any billable costs (like shipping or labor and travel, if an on-site visit is required – a workscope document is also included in this case). The replacement part will be added free of charge.

Step 4 – Execution: Work is scheduled only after the Customer signs the Workscope and provides a purchase order or other confirmation covering the billable costs.

CEAD reserves the right to first quote the replacement and request the part in questioning to be shipped back for assessment. In case the warranty claim is valid, CEAD will provide the costs of the replacement part as credit.





## 8. Effective Date and Governing Scope

This section outlines the Effective Date of this Service Policy and defines the governing scope, detailing how it applies to all services provided, whether under existing, renewed, new, or no formal agreements.

### 8.1. Effective Date

This Service Policy shall become effective on February 11, 2026 (the "Effective Date").

### 8.2. Governing Scope

#### 8.2.1. Existing Agreements

Agreements entered into prior to the Effective Date shall remain governed by the terms and conditions, including any previous service policies, in effect at the time such agreements were signed. These agreements will continue to apply for the duration of their initial term.

#### 8.2.2. Renewals

Upon renewal of any agreement on or after the Effective Date, the renewed agreement shall automatically be subject to the terms and conditions of this Service Policy, unless explicitly agreed otherwise in writing.

#### 8.2.3. New Agreements

All agreements entered into on or after the Effective Date shall be governed by this Service Policy and the CEAD Terms and Conditions.

#### 8.2.4. Services Performed after the Effective Date

For the avoidance of doubt, all services performed by CEAD on or after the Effective Date shall be subject to this Service Policy, regardless of the date on which the related agreement was entered into, unless otherwise agreed in writing.

#### 8.2.5. Non-Contracted Customers

For customers without an agreement, this Service Policy shall be deemed accepted by the Customer's continued request for and acceptance of services from CEAD after having received this Service Policy, provided that such services are performed on or after the Effective Date.



## Appendix I – Schedule of Rates

This appendix outlines the standard rates for services provided by CEAD's Product Service department, as referenced in this Service Policy. All rates are quoted and invoiced exclusively in Euros (EUR) and are subject to annual review. The global rate structure is divided into two tiers to provide clarity and consistency.

All rates are applied at local time. Weekday rates are applied from Monday to Friday, 09:00 to 17:00. Overtime applies outside of weekday rates and Weekend/Holiday rates apply on Saturdays, Sundays and (local) holidays (Appendix II).

Emergency rates are applied for work and travel that is required and requested and confirmed in less than 7 calendar days to the first day of work/travel. Discounted rates are applied for work and travel that is required and requested and confirmed in 30 calendar days or more to the first day of work/travel.

### Tier 1: Europe & Select Regions

This applies to services for Customers where the machine (on which service needs to be provided) is located in the entire European Union (EU), the United Kingdom (UK), Switzerland, Norway, and the United Arab Emirates (UAE).

Labor (in EUR/hr)	Discounted	Regular	Emergency
Weekday	150	165	180
Overtime	200	220	240
Weekend/Holiday	300	330	360

Table 1: Labor Rates (Tier 1)

Travel	Discounted	Regular	Emergency
Weekday (EUR/hr)	90	100	120
Overtime (EUR/hr)	150	170	200
Weekend/Holiday (EUR/hr)	180	210	250
Per Diem (EUR/day)	300	325	350

Table 2: Travel rates (Tier 1)



## Tier 2: Rest of the World

Applies to all countries and regions not explicitly listed in Tier 1. These rates include an adjustment for increased operational complexity, logistical challenges, and market conditions. For transactions required in other currencies, the exchange rate at the time of confirmation will be used based on these tariffs in EUR.

<b>Labor (in EUR/hr)</b>	Discounted	Regular	Emergency
Weekday	180	200	215
Overtime	250	260	290
Weekend/Holiday	350	400	430

*Table 3: Labor Rates (Tier 2)*

<b>Travel</b>	Discounted	Regular	Emergency
Weekday (EUR/hr)	110	120	150
Overtime (EUR/hr)	180	200	250
Weekend/Holiday (EUR/hr)	215	250	300
Per Diem (EUR/day)	350	390	420

*Table 4: Travel rates (Tier 2)*



## Appendix II – List of Holidays

The days below are considered holidays and based on official sources with national holidays. When services are booked with personnel based in these regions, Holiday rates apply.

### Service Location: Delft, the Netherlands (2026 holidays)

Day	Holiday
January 1 <sup>st</sup>	New year's day
March 3 <sup>rd</sup>	Good Friday
April 5 <sup>th</sup>	Easter Sunday
April 6 <sup>th</sup>	Easter Monday
April 27 <sup>th</sup>	King's Day
May 5 <sup>th</sup>	Liberation Day
May 14 <sup>th</sup>	Ascension Day
May 24 <sup>th</sup>	Whit Sunday
May 25 <sup>th</sup>	Whit Monday
December 25 <sup>th</sup>	Christmas Day
December 26 <sup>th</sup>	Boxing Day

### Service Location: Indiana, United States of America

Day	Holiday
January 1 <sup>st</sup>	New year's day
January 19 <sup>th</sup>	Birthday of Martin Luther King, Jr.
February 16 <sup>th</sup>	Washington's Birthday
May 25 <sup>th</sup>	Memorial Day
June 19 <sup>th</sup>	Juneteenth National Independence Day
July 3 <sup>rd</sup>	Independence Day
September 7 <sup>th</sup>	Labor Day
October 12 <sup>th</sup>	Columbus Day
November 11 <sup>th</sup>	Veterans Day
November 26 <sup>th</sup>	Thanksgiving Day
December 25 <sup>th</sup>	Christmas Day



**Service Location: Mumbai, India**

<b>Day</b>	<b>Holiday</b>
January 26 <sup>th</sup>	Republic Day
March 4 <sup>th</sup>	Holi
March 21 <sup>st</sup>	Id-ul-Fitr
March 26 <sup>th</sup>	RanMavami
April 3 <sup>rd</sup>	Good Friday
May 1 <sup>st</sup>	Budda Purnima
June 26 <sup>th</sup>	Muharram
August 15 <sup>th</sup>	Independence Day
September 4 <sup>th</sup>	Janmashtami
October 14 <sup>th</sup>	Mahatma Gandhi's Birthday
October 20 <sup>th</sup>	Dusshera
November 8 <sup>th</sup>	Diwali
December 25 <sup>th</sup>	Christmas Day



## Appendix III – List of parts subject to Wear and Tear

Wear parts are components that naturally degrade through normal machine operation and therefore are excluded from warranty coverage. For example, the extruder nozzle will gradually wear when processing fiber-reinforced materials and must be periodically replaced.

The following parts are considered wear items across all CEAD systems. This list is indicative and not exhaustive:

### **Extruder Parts:**

- Screws
- Barrel
- Nozzles
- Extruder hopper
- Hopper seals, gaskets and fittings
- Cooling fans, water fittings, O-rings, filters
- Gearbox
- Gear pump
- Granule hose
- Pinch valve
- RALV vanes
- Burstplug

### **Motion & Drive components**

- Axis drive ebIts
- Couplings (motor-shaft, drive line)
- Linear guide seals & wipers
- Cable chain wear components (sliders, guide pads)
- Lubrication consumables (grease points, oil, etc.)
- Robot wrist seals
- Robot joint grease & oil

### **Milling components**

- Spindle bearings
- Collets and collet nuts
- Tool holders
- Cutting tools/mills
- Dust extraction brushes



### **General machine items**

- Sacrificial build plate skins/build surfaces
- Print tiles, print plugs
- Vacuum pads & seals
- Vacuum filters
- Insulation mats
- General sealing elements (o-rings, gaskets)

### **Electrical Wear items**

- Relay contacts
- High-cycle mechanical switches

