

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.

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 we are committed to fostering the Customer's ability to operate and maintain their equipment effectively.

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.

Definition 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.

Third-Party & 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 end-users (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 & Communication Channels

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

Official Submission Channels:

For all service requests, the Customer must use the email productservice@ceadgroup.com.

Department Availability:

CEAD's Product Service department is available from Monday to Friday, between 09:00 and 17:00 local time (CET/CEST and 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 & Service Levels (For Non-Contracted Customers)

This section defines the service level expectations for customers without an agreement.

No Guaranteed Service Levels:

For customers without an agreement with CEAD, 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.

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 - Billing & Initial (Technical) Support Policy

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.

General Principle:

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.

Initial Contact & (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.

Warranty Exception:

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.

5 - Billable Service Components & 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.

Billable Components:

Labor

All service work (remote and on-site) shall be charged on an hourly basis. For any on-site visit, a minimum of 8 labor hours shall be charged.

- **Working Hours:** Monday to Friday, between 09:00-17:00 local time (CET/CEST and ET/EDT). A standard workday comprises 8 productive hours.
- **Overtime:** Work or travel outside of normal working hours, or in excess of 8 hours per day, shall be charged at overtime rates.
- **Weekend/Holiday:** Work or travel during weekend days or on Dutch national public holidays shall be charged at weekend/holiday rates.

Travel

- **Travel Time:** Charged hourly, defined as the total elapsed time from departure from standard work address to arrival at Customer site or hotel, regardless of time zones.
- **Travel Arrangements:** All travel arrangements are made exclusively by CEAD.
- **Travel Expenses:** May include per diem allowances, visa fees, and flight costs.
- **Per Diem:** A fixed, all-inclusive daily allowance for accommodation, food, and local transport. The rate is non-negotiable and not subject to reduction based on facilities provided by the Customer.

Materials & Parts

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”).

Shipping Costs

Charged to the Customer.

Handling Fee

CEAD applies a standard, fixed handling fee of EUR180 to each quote for handling of the request, creating the quote and other activities related to the request.

Administration Fee

A 10% fee applies by default to all direct, third-party, or miscellaneous expenses incurred by CEAD (e.g., flight costs, visa fees, rental of special equipment), unless explicitly waived in writing.

Rate Categories (for Labor and Travel):

- **Discounted Rates:** Confirmed more than 30 calendar days in advance.
- **Regular Rates:** Confirmed less than 30 but more than 7 calendar days in advance.
- **Emergency Rates:** Confirmed less than 7 calendar days in advance.

6 - Workscope Document, On-Site Management & Payment

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

Workscope Document:

A “Workscope document” (formal quotation) shall be provided for planned services. Work shall only be scheduled after CEAD receives the signed Workscope.

Primacy of Agreements:

In the absence of an agreement, 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.

Customer On-Site Responsibilities:

Worksite Access & 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.

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.

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.

7 - Warranty Service Process

This section outlines the process for handling warranty service requests.

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.

Key Warranty Principles:

- **Covered:** Free-of-charge replacement of parts when defects are due to material or manufacturing faults.
- **Not Covered:** Costs related to labor, travel, and parts subject to wear and tear are always billable.

The Warranty Service Process:

1. **Diagnosis:** CEAD performs a remote diagnosis to determine the nature of the fault.
2. **Assessment:** CEAD evaluates whether the affected component is likely covered under warranty.
3. **Quotation:** If on-site work is required, CEAD provides a Workscope quoting the billable costs (labor, travel) for the replacement of the free-of-charge warranty part.
4. **Execution:** Work is scheduled only after the Customer signs the Workscope and provides a purchase order covering the billable costs.

8 - Effective Date & 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.

Effective Date

This Service Policy shall become effective on **January 1, 2026** (the "Effective Date").

Governing Scope

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.

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.

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.

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.

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.

Tier 1: Europe & Select Regions

Applies to services delivered within regions with comparable economic and operational environments.

Regions include: The entire European Union (EU), the United Kingdom (UK), Switzerland, Norway, and the United Arab Emirates (UAE).

Category	Discounted	Regular	Emergency
Labor (EUR/hr)			
Weekdays	€ 150	€ 165	€ 180
Overtime	€ 200	€ 220	€ 240
Weekend/Holiday	€ 300	€ 330	€ 360
Travel (EUR/hr)			
Weekdays	€ 90	€ 100	€ 120
Overtime	€ 150	€ 170	€ 200
Weekend/Holiday	€ 180	€ 210	€ 250
Per Diem (EUR)	€ 300	€ 325	€ 350

Tier 2: Rest of 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.

Category	Discounted	Regular	Emergency
Labor (EUR/hr)			
Weekdays	€ 180	€ 200	€ 215
Overtime	€ 250	€ 260	€ 290
Weekend/Holiday	€ 350	€ 400	€ 430
Travel (EUR/hr)			
Weekdays	€ 110	€ 120	€ 150
Overtime	€ 180	€ 200	€ 250
Weekend/Holiday	€ 215	€ 250	€ 300
Per Diem (EUR)	€ 350	€ 390	€ 420