

TJEKVIK - SERVICE LEVEL AGREEMENT

Version 2.0 - August 2026

For existing Customers, this Service Level Agreement takes effect fourteen (14) days after email notification, in accordance with the notification procedure in the General Terms and Conditions.

This Service Level Agreement is entered into between the Customer (as identified in the Agreement) and Autoinnovation ApS ("Tjekvik"), Kronprinsessegade 36, 1., 1306 Copenhagen K, Denmark, VAT: DK37211192.

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Executive summary

This Service Level Agreement is subject to the **General Terms and Conditions** and defines Tjekvik's service standards, availability commitments, response and resolution targets, and the respective responsibilities of Tjekvik and the customer. Where a service-performance failure has a contractual consequence, that consequence is defined in the **General Terms and Conditions**; this SLA defines the performance standards and the measurable events that trigger it.

1. Scope and definitions

1.1 Service scope

This SLA covers Tjekvik's software platform, APIs, integrations, and associated support services. **Sections that concern kiosk hardware - guided hardware repair (Section 6) and hardware component shipping (Section 7) - apply only to customers with the Tjekvik hardware add-on.** Software-only customers are not subject to those sections.

1.2 Coverage tiers

Service commitments are differentiated by what Tjekvik controls:

Tier	Scope	Commitment
Tier 1 - Tjekvik-controlled	Cloud platform, software functionality, APIs, support response, and SMS delivery (redundant across providers)	Full SLA: uptime commitment (Section 3) and service-credit trigger (Section 4)
Tier 2 - integrated / physical	Kiosk hardware, payment-processor integration	Best-efforts: the same response times (Section 5), active coordination with the provider, status updates every 4 hours on Priority 1-2 issues, escalation to the provider's management, and a post-incident review. No uptime guarantee.
Excluded - customer-provided	The customer's Dealer Management System (DMS) and its data delivery, the customer's internet connectivity, local network, and equipment	Not covered by SLA commitments; the customer is responsible for these under the General Terms and Conditions. Tjekvik will still assist and coordinate on a courtesy, best-efforts basis, but no response time, resolution target, uptime, or credit attaches.

The DMS is the customer's chosen provider; its quality, delivery and cooperation are outside Tjekvik's control and are the customer's responsibility under the General Terms and Conditions. Tjekvik will, however, always investigate reported data-flow interruptions to determine where the cause lies; where the cause is on Tjekvik's side of the integration, the issue is handled as a Tier-1 issue under this SLA.

1.3 Definitions

- **Tjekvik operating hours:** 07:00-18:30 Central European Time (CET in winter, CEST in summer), Monday-Friday.

- **AU/NZ operating hours:** 08:30-16:30 NZST (New Zealand), Monday-Friday.
- **Response time:** the time from the customer's initial contact to Tjekvik's acknowledgement.
- **Resolution target:** the target time to restore operational availability of the affected service, measured within operating hours. Resolution targets apply to Tier 1; Tier 2 items are handled on a best-efforts basis (Section 1.2).
- **Uptime:** the percentage of time the Tier-1 software/cloud service is fully operational and available, measured monthly (Section 3).
- **Critical Feature Test:** "Can the dealer complete a customer transaction without this feature?" - if **no**, the feature is critical; if **yes** (even if inconvenient), it is non-critical. This test is used throughout Section 5.

2. What this SLA does not cover

The following are excluded from uptime and from resolution-target commitments:

- **The customer's own dependencies** - DMS and its data delivery, internet connectivity, local network, power, and customer-side equipment.
- **Tier 2 items** - kiosk hardware and payment-processor integration are handled on a best-efforts basis and do not count against the uptime commitment (Section 1.2).
- **Planned, pre-notified maintenance** performed in the notified windows (Section 3.3).
- **Force majeure events** and other circumstances beyond Tjekvik's reasonable control, as described in the **General Terms and Conditions**.

Tier-1 sub-processors that Tjekvik itself engages (for example its cloud hosting and SMS providers) are **not** excluded - an outage of Tjekvik's own supply chain counts against the uptime commitment.

3. Service availability

3.1 Uptime commitment

- **99.9% monthly uptime** of the Tier-1 software/cloud service ($\approx$ 43 minutes of allowable downtime per month).
- Measured **per calendar month**.
- **Measurement source of truth:** the public status page at status.tjekvik.com. The Tier-1 measured set comprises: **Appointment Manager, Tablet, QR, Dashboard, Terminals API, and BI platform**. Rows monitoring customer-DMS APIs are shown on the status page but are excluded from the uptime commitment, consistent with the DMS exclusion (§1.2).

3.2 What counts

Uptime is measured on the Tier-1 software/cloud service only (Section 1.2). Hardware availability is not part of this figure - a physical kiosk fault does not reduce the software-service uptime, since the core service (for example Home check-in) remains available.

3.3 Scheduled maintenance

- **Web application:** maintenance requiring a service interruption is notified at least **48 hours in advance**, targeted for after 18:00 CET/CEST and/or weekends. Critical security patches requiring interruption may be applied immediately.
- **Kiosks:** daily maintenance window **02:00-04:00 local time** for optimisation, updates, and automated maintenance. Critical security patches may be applied immediately.
- Maintenance performed in these notified windows is excluded from the uptime calculation.

4. Service credits and remedies

Service-performance remedies are set out in the **General Terms and Conditions**; this section defines the measurable events that trigger them. This SLA does not restate the remedy amounts - they are owned and maintained solely in the General Terms and Conditions.

4.1 Monthly service-credit trigger (Tier 1)

If the Tier-1 uptime commitment (Section 3) is missed in a calendar month, the customer is entitled to the service credit set out in the **General Terms and Conditions**.

4.2 Persistent non-performance trigger

Persistent SLA non-performance occurs where either:

- the Tier-1 uptime commitment is missed in **3 consecutive months**, or
- **3 or more Priority 1 resolution targets** are missed within a rolling quarter.

On persistent non-performance, the customer may exercise the remedies for a material Tjekvik breach set out in the **General Terms and Conditions**.

5. Issue classification and priority levels

Priorities apply to Tier-1 and Tier-2 issues. Tier-2 items (hardware, payment integration) carry the **response** commitments below but are resolved on a best-efforts basis (Section 1.2); excluded items (Section 2) carry none.

Each priority uses the Critical Feature Test (Section 1.3).

5.1 Priority 1 - Critical

Definition: issues where a Tjekvik system failure directly prevents the dealer from conducting essential business operations.

Examples: - A customer's key is locked in the kiosk and cannot be handed over. - Black or unresponsive display with keys in the locker and the Appointment Manager unreachable by the dealer. - Unable to take payment at the kiosk.

Response time: 1 hour within Tjekvik operating hours. **Resolution target (Tier 1):** 4 hours.

Security and data incidents are treated with Priority 1 response. They are **defined and handled solely in the Data Processing Agreement** and Tjekvik's incident-response process; this SLA sets no separate definition, timeline, or handling for them.

5.2 Priority 2 - High

Definition: partial loss of functionality significantly impacting operations. **Test:** *"Does this issue force dealers into manual workarounds or delay multiple transactions?"*

Examples: - Kiosk check-in not functioning. - An individual locker not opening fully. - Critical Tier-1 integration interruptions.

(A suspected DMS interruption is an excluded item - Section 1.2 - handled on a courtesy basis, not as a committed Priority 2 resolution.)

Response time: 1 hour within Tjekvik operating hours. **Resolution target (Tier 1):** 8 hours.

5.3 Priority 3 - Medium

Definition: performance degradation with workarounds available.

Examples: Home check-in not functioning; kiosk check-out not functional; minor display irregularities; non-critical integration interruptions; individual feature malfunctions with alternatives available.

Response time: 2 hours within operating hours. **Resolution target:** 2 working days.

5.4 Priority 4 - Low

Definition: minor issues with minimal operational impact (cosmetic display issues, feature-improvement requests, visual/UI inconsistencies, spelling/grammar).

Response time: one working day within operating hours. **No resolution target** applies to Priority 4.

Actual resolution times are achieved through partnership between Tjekvik and the customer's designated contacts (Section 6). Delays in customer response or inability to provide required support access extend resolution timelines accordingly.

6. Customer cooperation

6.1 Service model

This SLA reflects a cooperative service model: customers participate in routine maintenance and guided repairs using on-site resources when needed.

6.2 Customer contacts

The customer designates and maintains the contacts required under the General Terms and Conditions: a Primary Technical Contact, a Secondary Technical Contact, and an Escalation Contact. The Technical Contacts are the on-site persons at the dealership who can perform the simple diagnostic tests that form part of initial troubleshooting.

6.3 Customer cooperation

The customer agrees to: provide reasonable access to kiosk locations; participate in diagnostic activities when requested; perform guided repairs where on-site capabilities permit; and maintain current contact information.

6.4 Tjekvik support

Tjekvik will provide: all replacement components (for hardware customers); repair guidance adapted to available resources; and video support during repairs. Compensation for repair labour is governed by the **General Terms and Conditions**.

6.5 Hardware support - starting point

For hardware issues, support **begins with an English-language web/video call** for joint troubleshooting, so both sides work from a shared diagnosis before any part is dispatched. This is the fastest path to resolution, not a hurdle.

6.6 Third-party repair option

If the customer cannot provide on-site support, Tjekvik can arrange third-party service; the associated cost responsibility is governed by the **General Terms and Conditions**.

6.7 Impact on service levels

Resolution timeframes assume reasonable customer cooperation. Tjekvik documents all support requests and customer response times. Service levels remain in effect regardless of cooperation availability, though resolution times may extend where customer participation is required but delayed.

6.8 Resolution process

1. **Initial assessment** - remote diagnosis in collaboration with the Technical Contact; issue classified and root cause investigated.
2. **Resolution planning** - method identified (remote fix, configuration change, component replacement, patch); timeline and any required customer actions communicated.
3. **Resolution execution** - software issues remediated remotely; hardware issues coordinated (component shipping, replacement, on-site arrangements); support provided throughout.
4. **Customer participation** (where applicable) - the designated contact executes agreed actions with Tjekvik guidance; escalation available.

5. **Verification & closure** - functionality tested, restoration verified, documentation completed; a post-incident review is conducted for Priority 1-2 issues.

7. Hardware component shipping (*hardware customers only*)

7.1 Component availability

Tjekvik maintains a replacement-component inventory to support expedited shipping for kiosk models under active service agreements.

7.2 Shipping timeframes by region

Region	Standard	Expedited (Priority 1)	Notes
A - European Union	2-3 business days	Next business day	Carrier: DHL / UPS / FedEx
B - Non-EU Europe (UK, Norway, Switzerland)	3-5 business days	2-3 business days	+ 1-3 days customs clearance
C - International (APAC, Middle East, others)	7-10 business days	5-7 business days	Customs times vary by country

Timeframes are estimates based on typical carrier performance and begin when components are dispatched from Tjekvik facilities.

7.3 Shipping terms

- All shipments include an estimated time of arrival.
- Replacement components are shipped at Tjekvik's expense.
- Expedited shipping is applied automatically for Priority 1 and 2 issues.
- Customs duties and taxes are handled as set out in the **General Terms and Conditions**.

7.4 Component return

Defective components must be returned within 30 days of a request. Return shipping labels are provided by Tjekvik. Failure to return defective components may result in billing for the replacement parts.

8. Performance monitoring and reporting

- Tjekvik provides a public status page at **status.tjekvik.com** showing current operational status, active incidents, planned maintenance, 90-day uptime history, and component-level status.
- The status page is accessible 24/7; incident history is retained for 90 days.
- The status page is the source of truth for the uptime commitment (Section 3).

9. Support channels and contacts

9.1 Primary support channel

The primary support channel is the **in-product support ticket** (the support button in the Appointment Manager and Dashboard), which books a video call where required (mandatory for hardware issues). Routing requests this way ensures each request carries a priority and an SLA timer.

9.2 Fallback channel (*when the product is unreachable*)

If the product itself is down or inaccessible, the customer can reach Tjekvik at support@tjekvik.com or via the contact details on status.tjekvik.com. Requests received this way are logged into the support queue once reachable, so the audit trail is preserved. Ad-hoc email is not a parallel channel for routine requests.

9.3 Escalation

Requests are triaged and, where needed, escalated **within Tjekvik's support process** - the in-product support ticket (§9.1) routes to the right team, so the customer does not need a separate or per-domain escalation contact. Data-protection and legal matters are handled as set out in the **Data Processing Agreement** and the **General Terms and Conditions**.

10. Governance and updates

This SLA is reviewed annually under Tjekvik's internal governance procedures; all updates require Tjekvik C-level management approval.