

TJEKVIK - GENERAL TERMS & CONDITIONS

Version 2.0 - August 2026

For existing Customers, this version takes effect fourteen (14) days after email notification, in accordance with Section A1.7.

These Terms are entered into between the Customer (as identified in the Agreement or Order Form) and Autoinnovation ApS ("Tjekvik"), Kronprinsessegade 36, 1., 1306 Copenhagen K, Denmark, VAT: DK37211192.

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PART A: GENERAL PROVISIONS

A1. SCOPE OF APPLICATION

A1.1. These Terms apply to all software subscriptions, hardware leases, hardware purchases and services provided by Autoinnovation ApS ("Tjekvik") unless otherwise agreed in writing.

A1.2. Tjekvik offers:

- **Software:** SaaS subscription providing the Tjekvik platform and appointment management system
- **Hardware add-on:** Leasing and purchase of standard kiosk equipment (Indoor and Outdoor models)

A1.2.1. Hardware is offered exclusively as an add-on to an active Tjekvik software subscription. Tjekvik does not offer hardware on a standalone basis. Any agreement for the lease of hardware is conditional upon the Customer's concurrent subscription to the Tjekvik software platform. Termination or expiry of the software subscription will accordingly constitute grounds for termination of the hardware lease and return of all leased hardware in accordance with Sections A5 and C8

A1.3. The Customer is solely responsible for selecting software services and hardware add-ons, including updates.

A1.4. The Customer shall act as the primary facilitator and point of coordination between Tjekvik and any of the Customer's third-party providers, including their DMS provider and any IT service providers. The Customer is solely responsible for ensuring that the data exchange with their chosen DMS integration provider and any other third-party systems they integrate with remains operational. Where a Customer's third-party IT provider or DMS provider imposes additional costs in connection with support cases, integration work, or troubleshooting activities carried out at the Customer's request or arising from the Customer's systems, such costs will be invoiced to the Customer by Tjekvik or the relevant provider.

A1.5. Unless otherwise agreed in writing, the Customer bears risks related to compatibility of software and updates with their other IT solutions.

A1.6. All communications under this Agreement shall be in English or Danish.

A1.7. Terms and Conditions Updates

A1.7.1. The most current version of these Terms applies to all Agreements. Previous versions are superseded upon publication of updates.

A1.7.2. Tjekvik will notify Customers via email of material changes, including: (a) summary of changes, (b) effective date, and (c) link to updated Terms.

A1.7.3. Updated Terms become effective fourteen (14) days after email notification unless otherwise specified

A1.7.4. Continued use after the effective date constitutes acceptance of updated Terms.

A1.7.5. If a material change adversely affects the Customer, the Customer may terminate the affected Agreement by providing written notice to legal@tjekvik.com within fourteen (14) days of notification. Termination takes effect on the date the updated Terms take effect, and Tjekvik will provide a pro-rata refund of any prepaid fees covering the period after termination. This termination right is the Customer's sole and exclusive remedy in respect of an update to these Terms; an objection does not suspend or delay the updated Terms from taking effect.

A1.7.6. Current Terms are available at www.tjekvik.com/general-terms, the shop dashboard and upon request.

A2. OFFER AND ORDER ACCEPTANCE

A2.1. Tjekvik's offer is valid for 14 days unless otherwise indicated.

A2.2. Orders become binding upon Tjekvik's written acceptance or upon delivery and service commencement, whichever occurs first.

A3. RIGHT OF USE

A3.1. General Use Requirements

A3.1.1. The Customer shall use Software and purchased items in compliance with all Laws, including: (a) export control laws and (b) data protection laws, including obtaining appropriate consents.

A3.1.2. The Customer has been made aware of mandatory data protection Laws.

A3.1.3. Each party shall defend, indemnify, and hold harmless the other party against liability from claims arising from its own breach of data protection regulations or Laws.

A4. FEES AND PAYMENT TERMS

A4.1. Fee Structure

A4.1.1. Fees are exclusive of VAT, GST, sales tax or any equivalent indirect tax. All subscription fees are non-refundable and non-cancellable unless otherwise agreed.

A4.1.2. Fees consist of:

- (a) Software subscription fees
- (b) Hardware add-on fees (where applicable)
- (c) Usage Fees (SMS volumes per Section B2.10)
- (d) Other external provider fees, including DMS data flow fees, where invoiced through Tjekvik on behalf of the relevant provider (per Section A4.5).

A4.1.3. Fees are based on applicable Taxes. If Taxes change or new Taxes are introduced, Tjekvik may perform pro rata fee adjustments.

A4.2. Payment Terms

A4.2.1. Payment must be received by the invoice deadline. If no date is indicated, payment is due immediately on delivery.

A4.2.2. All payments under this Agreement shall be made by bank transfer to the bank account designated by Tjekvik in the relevant invoice. Payments must be made in the currency stated in the Agreement. The Customer is responsible for ensuring that any bank charges, transfer fees, or similar costs associated with the payment are borne by the Customer, such that Tjekvik receives the full invoiced amount. Tjekvik reserves the right to update its designated bank account details upon written notice to the Customer.

A4.2.3. For late payment the non-defaulting party may charge interest at 8% pro anno, plus EUR 40.00 reminder fee.

A4.2.4. The Customer may not offset unapproved counterclaims or withhold payment as security.

A4.3. Fee Adjustments

A4.3.1. After the first year of the subscription, Tjekvik may, at its sole discretion, increase the Fees on an annual basis by an amount of up to the higher of (a) five per cent (5%), or (b) the most recent annual rate of change in the Harmonised Index of Consumer Prices (*HICP, all items*) for the euro area, as published by Eurostat, at the time of notification. Any such Fee adjustment will take effect with no less than thirty (30) days' prior written notice to the Customer. Tjekvik is not obliged to apply an annual adjustment in any given year, and any decision not to do so shall not constitute a waiver of Tjekvik's right to apply adjustments in subsequent years.

A4.3.2. Loss or damage to leased items not directly caused by Tjekvik does not release payment obligations.

A4.4. Invoicing

A4.4.1. Invoices are electronic via email. Paper invoices incur EUR 20.00 fee per invoice.

A4.4.2. Add-on orders that require shipping incur additional shipping costs. Import charges on shipments are allocated per Section C2.2.5.

A4.4.3. Administrative Fee for Changes

A4.4.3.1. The following changes incur an administrative fee of EUR 300 per instance:

- (a) Relocation of kiosks between sites
- (b) Transfer of software subscription to a different site
- (c) Change of contract entity or dealer name
- (d) Restructuring of multi-site agreements within dealer groups

A4.4.3.2. Administrative fees are invoiced separately and are due upon receipt.

A4.5. External Provider Fees

A4.5.1. Tjekvik is not responsible for external provider price changes (DMS fees, payment gateway fees, etc.). Price changes are between Customer and external provider, even when invoiced through Tjekvik.

A4.5.2. Customer may not withhold payments for external provider fees due to disputes. Invoices must be paid per specified dates. Customer resolves disputes directly with external providers.

A4.5.3. External providers include: DMS, Rental Management Providers, Payment Gateway Providers, SMS Gateway Providers, etc.

A4.6. Add-Ons, New Features and New Products

A4.6.1. Tjekvik determines, at its sole discretion, whether any new development constitutes: (a) a new add-on feature to an existing product, (b) an enhancement or update to an existing feature included in the current subscription, or (c) an entirely new standalone product or software offering developed by Tjekvik, which is separate from and independent of existing subscriptions and add-ons. New standalone products or software offerings are not included in existing subscriptions and will be made available under separate commercial terms.

A5. MATERIAL BREACH AND TERMINATION RIGHTS

A5.1. Tjekvik's Remedies for Customer Breach

A5.1.1. If Customer materially breaches and doesn't cure within seven (7) business days of notice, Tjekvik may: (a) declare all Fees immediately due, (b) sue for all fees and damages, (c) suspend or terminate software access, (d) take possession of leased items, (e) terminate this Agreement, and (f) pursue other remedies.

A5.2. Customer's Remedies for Tjekvik Breach

A5.2.1. If Tjekvik materially breaches (per Section A5.4) and doesn't cure within fourteen (14) business days (or thirty (30) days for substantial remedial action), Customer may: (a) suspend payment for non-performing services, (b) terminate upon 30 days' notice if uncured, (c) receive pro-rata refund of prepaid fees, and (d) pursue other remedies.

A5.3. Material Breach by Customer

A5.3.1. Includes: (a) payment failure over 14 days past due, (b) insolvency/bankruptcy, (c) failure to maintain leased items, (d) refusing Tjekvik inspection access, (e) using items contrary to Laws, (f) failure to provide/maintain support contacts (Section C5), and (g) failure to complete quarterly maintenance obligations (Section C7, hardware customers only).

A5.4. Material Breach by Tjekvik

A5.4.1. Includes: (a) breach of confidentiality or data protection obligations, and (b) insolvency/bankruptcy. Service performance failures are governed exclusively by the Service Level Agreement (SLA). Remedies for persistent SLA non-performance are set out in Section A5.2.

A5.5. Termination for Convenience

A5.5.1. Either party may terminate during Renewal Terms (not Initial Term) with ninety (90) days' notice, subject to: (a) Customer pays all fees through current term end, (b) Customer returns hardware in good condition per Section C8 (if applicable), and (c) Tjekvik provides pro-rata refund of prepaid fees post-termination.

A6. DISCLAIMERS AND LIMITATION OF LIABILITY

A6.1. Scope of Responsibility

A6.1.1. Tjekvik is responsible for defects only when Customer and users used Software and items as directed and per Tjekvik's requirements.

A6.1.2. Tjekvik is not responsible for third-party actions/omissions affecting performance (payment processors, communications providers, DMS systems etc.).

A6.2. Warranty Limitations

A6.2.1. Alterations without Tjekvik's consent cancel warranties and release Tjekvik from liability.

A6.2.2. Except as expressly stated, Tjekvik makes no warranties, including merchantability, fitness for purpose, non-infringement, or uninterrupted/error-free operation.

A6.2.3. Data carried, stored, or transmitted is at Customer's/end-user's own risk. Customer/end-user is responsible for damage to premises, systems, or equipment.

A6.2.4. Customer ensures Software and leased items meet Customer requirements.

A6.3. Limitation of Liability

A6.3.1. Neither party is liable for indirect, incidental, consequential loss, loss of business, profits, business interruption, or data loss.

A6.3.2. Customer has no right to reimbursement for deinstallation/reinstallation costs.

A6.3.3. Total liability of either party is limited to fees paid by Customer to Tjekvik in the twelve (12) months preceding the claim event.

A6.3.4. These limitations apply despite failure of essential purpose of any remedy.

A6.3.5. The limitations and exclusions in this Section A6 do not apply to: (a) the Customer's obligation to pay Fees due under the Agreement, (b) a party's gross negligence, willful misconduct, or fraud, (c) any liability that cannot be excluded or limited under applicable law, including liability for death or personal injury caused by negligence and mandatory product liability, or (d) the Customer's obligation to pay hardware replacement costs under Section C4.3 or late return fees under Section C8.3.

A7. INDEMNITY

A7.1. Each party shall defend, indemnify and hold the other harmless from third-party claims arising from: (a) breach of Agreement or Laws, (b) violation of third-party rights, and (c) negligence or willful misconduct.

A7.2. Additionally, Customer shall indemnify Tjekvik from claims arising from: (a) Customer's access/use of Software or leased items, (b) disputes between Customer and third parties including Customer's customers, and (c) Customer's collection, use, or processing of end-user data.

A8. CONFIDENTIALITY

A8.1. Confidential Information

A8.1.1. All intellectual property rights are reserved to Tjekvik.

A8.1.2. Each party may be exposed to the other's Confidential Information and agrees to protect it.

A8.1.3. Each party shall not use or disclose the other's Confidential Information without written consent. Each party shall use the same measures to protect the other's Confidential Information as its own, but no less than reasonable care.

A8.2. Exclusions

A8.2.1. Obligations don't apply to: (a) information in receiving party's possession pre-disclosure, (b) information publicly available through no fault of receiving party, and (c) information required to be disclosed by Law (with prompt notice and opportunity for protective order).

A8.3. Term

A8.3.1. For trade secrets: obligations continue while information remains a trade secret.

A8.3.2. For other Confidential Information: obligations continue for Agreement term plus five (5) years.

A9. PERSONAL DATA

A9.1. Tjekvik does not own Customer Personal Data submitted to Software. Customer has sole responsibility for accuracy, quality, integrity, legality, and appropriateness of Customer Personal Data. Tjekvik is not liable for deletion, corruption, damage, or loss.

A9.2. Except as necessary for legal compliance and permissible uses under Law, Tjekvik shall not retain, use, sell or disclose Customer Personal Data outside the direct business relationship.

A9.3. Tjekvik uses commercially reasonable efforts to protect Customer Personal Data security, confidentiality and integrity with reasonable physical and technical safeguards.

A9.4. Tjekvik Data Processing Agreement, including data retention terms, can be found here: www.tjekvik.com/dpa.

A10. FORCE MAJEURE

A10.1. Neither party shall be in breach of this Agreement to the extent that performance is prevented or delayed by circumstances beyond that party's reasonable control, including but not limited to natural disasters, infrastructure failures, government actions, major third-party provider outages, or pandemic/health emergencies (each a "Force Majeure Event").

A10.2. The affected party will notify the other party without undue delay upon becoming aware of a Force Majeure Event.

A10.3. Specific exclusions from service level commitments during Force Majeure Events and other circumstances beyond Tjekvik's control are governed by the Service Level Agreement (SLA).

A11. CHOICE OF LAW AND VENUE

A11.1. Disputes are settled according to Danish law. Legal proceedings must be brought before Copenhagen City Court or the Maritime and Commercial Court in Copenhagen. Claims must be brought within one (1) year of the date on which the claiming party became aware of the circumstances giving rise to the claim or are barred. This limitation does not apply to claims for unpaid Fees or to liability that cannot be time-barred under applicable law. No class actions permitted.

A11.2. Legal proceedings shall be conducted in English and/or Danish.

A11.3. If Terms are executed in multiple languages, the English version prevails in case of conflict.

A12. GENERAL PROVISIONS

A12.1. Processing of Personal Data

A12.1.1. Customer grants Tjekvik and sub-contractors the right to process Customer's Customers' personal data as necessary to provide Services per these Terms and the Tjekvik Data Processing Agreement.

A12.2. Delays

A12.2.1. Delivery times are estimates. Delays are not breaches unless otherwise agreed. Customer delays in providing information/access/cooperation are not breaches unless exceeding reasonable timeframes communicated by Tjekvik.

A12.2.2. If delivery time is delayed by Tjekvik, the Subscription Start Date will be adjusted accordingly.

A12.3. Support, Setup and Onboarding

A12.3.1. Tjekvik provides support in accordance with the Service Level Agreement (SLA), subject to Customer compliance with support obligations (Section C5 for hardware customers).

A12.4. Setup Services

A12.4.1. Setup Services are charged separately from the subscription and comprise:

- (a) Software platform configuration
- (b) Initial user account creation
- (c) System integration setup and testing
- (d) Technical support during go-live

Setup does **not** include: (a) hardware installation (see Section C3), (b) DMS integration configuration (Customer responsibility per Section B4), or (c) on-site support visits.

A12.5. Onboarding Services

A12.5.1. Onboarding Services comprise training the Customer in using Tjekvik's software and platform functionality.

A12.5.2. Access to the online Tjekvik Academy is included in the subscription and covers basic platform usage.

A12.5.3. Onboarding Services, including: (a) comprehensive staff training , (b) change management consulting, and (c) online / on-site training sessions, are charged separately.

A12.6. Subscription Start Date and Subscription Commencement

A12.6.1. Definition - Subscription Start Date: The "Subscription Start Date" is the date on which the Customer's software subscription commences and from which invoicing begins as per the contract. The Subscription Start Date is independent of hardware delivery timelines; software will always commence on the Subscription Start Date regardless of whether hardware has been delivered.

A12.6.2. Delays in hardware delivery do not affect the Subscription Start Date or the first invoice period, provided that software setup is complete at the agreed Subscription Start Date defined in the contract.

A12.6.3. The Subscription Start Date is the date agreed in the Agreement and applies without any further confirmation from Tjekvik. A different Subscription Start Date applies only where agreed and confirmed in writing by Tjekvik, including where the date is adjusted due to a delay caused by Tjekvik (Section A12.2.2).

A12.7. Transfer of Subscriptions Between Sites

A12.7.1. Within Dealer Groups: Customers may transfer software subscriptions and associated hardware between sites within the same dealer group subject to:

- (a) Thirty (30) days advance written notice to Tjekvik
- (b) Payment of administrative fee per Section A4.4.3
- (c) Compliance with all installation and environmental requirements per Section C3 for the new location
- (d) All outstanding fees paid in full

A12.7.2. The subscription term and renewal dates remain unchanged upon transfer between sites.

A12.8. Additional Services and Aftersales

A12.8.1. These Terms govern all subsequent agreements for Software or leased items unless otherwise agreed in writing.

A12.9. Relationship of Parties

A12.9.1. This Agreement doesn't create partnership, joint venture, or agency. Neither party may bind the other.

A12.10. Waiver

A12.10.1. Waiver of breach doesn't constitute waiver of subsequent breaches.

A12.11. Equitable Relief

A12.11.1. Either party may seek injunctive relief for violations of Sections B1, C1, and A3 without posting bond.

A12.12. Survival

A12.12.1. Sections surviving termination include: B1, C1, A6-A9, and A11-A12.

A12.13. Assignment

A12.13.1. The Customer is not permitted to assign or transfer any interest in this Agreement without the prior written consent of Tjekvik, which consent shall not be unreasonably withheld, conditioned, or delayed.

A12.13.2. In the event the Customer undergoes a change of control, merger, acquisition, sale of substantially all assets, or similar transaction resulting in a change of ownership or control, this Agreement and all rights and obligations hereunder shall automatically transfer to and be binding upon the successor entity or acquiring party. The Customer shall provide Tjekvik with thirty (30) days' prior written notice of any such transaction. The successor entity shall assume all of the Customer's obligations

under this Agreement, including compliance with all terms and conditions. The Customer shall procure that the successor entity confirms in writing to Tjekvik, no later than the effective date of the transaction, its assumption of this Agreement. Until Tjekvik receives such written confirmation, the Customer remains fully liable for all obligations under this Agreement, including payment of all fees falling due for the remainder of the then-current term. If the successor entity refuses or fails to assume this Agreement, the Customer remains bound by this Agreement and liable for all such fees, and the equipment return obligations in Section C8 apply upon expiry or earlier termination. In all cases, the Customer remains liable for all fees accrued and outstanding up to the date of transfer, and the obligation to pay such liability does not transfer to the successor entity unless Tjekvik expressly agrees otherwise in writing.

A12.13.3. Tjekvik may assign this Agreement without notice to or consent of the Customer.

A12.13.4. Subject to the foregoing, this Agreement inures to the benefit of, and is binding upon, the heirs, successors, and assigns of the parties.

A12.14. Severability

A12.14.1. If any provision of these Terms is held invalid or unenforceable, the remaining provisions remain in full force and effect, and the invalid provision shall be deemed replaced by a valid provision that most closely reflects its commercial intent.

A12.15. Entire Agreement

A12.15.1. These Terms, together with the Agreement, any Order Form, the Service Level Agreement and the Data Processing Agreement, constitute the entire agreement between the parties regarding their subject matter and supersede all prior agreements, representations and understandings, whether written or oral.

PART B: SOFTWARE PROVISIONS

B1. SOFTWARE TITLE AND INTELLECTUAL PROPERTY RIGHTS

B1.1. Tjekvik owns all intellectual property rights in: (a) all Software and Documentation, (b) the Tjekvik platform, and (c) all APIs and integration tools, whether in hard copy or electronic form.

B1.2. The Customer shall not: (i) copy, modify, or reproduce the Software or Documentation, (ii) decompile, reverse engineer, or disassemble the Software, (iii) create derivative works, or (iv) use any Software other than with leased items.

B1.3. All rights not expressly granted are reserved to Tjekvik. Any Customer rights to modifications are hereby assigned to Tjekvik.

B2. SOFTWARE-SPECIFIC TERMS

B2.1. Software Delivery and Access

B2.1.1. Software services are delivered electronically upon account activation and credential provisioning.

B2.1.2. Customer is responsible for maintaining account security and all activities under the account.

B2.2. Software Use Restrictions

B2.2.1. Customer may not: (a) copy, modify, or create derivative works, (b) reverse engineer or decompile, (c) remove proprietary notices, (d) develop competing products, or (e) share access credentials with unauthorized parties.

B2.3. Software Updates

B2.3.1. Tjekvik provides software updates and platform enhancements at no additional cost unless they constitute new add-on features or new standalone products per Section A4.6.

B2.3.2. Tjekvik maintains a continuous deployment model with multiple updates deployed daily. Updates include: (a) critical security patches (immediate deployment), (b) bug fixes and performance improvements (deployed without notice), and (c) major feature changes (communicated via email or dashboard where feasible). Customer acknowledges and accepts this continuous deployment approach.

B2.4. Software License

B2.4.1. Subject to compliance and payment, Tjekvik grants Customer a limited, non-exclusive, non-transferable, revocable license to access and use Software during the subscription term.

B2.5. Software Cancellation Terms

B2.5.1. Software subscriptions are subject to the term and renewal provisions in Section B2.8 (Standard Term) or Section B2.9 (Rolling Subscription), as applicable. Early cancellation is not permitted except as provided in Section A5 (Material Breach) or by mutual written agreement.

B2.6. Software Defect Remedies

B2.6.1. Software defects are addressed in accordance with the priority classification and response times set out in the Service Level Agreement (SLA).

B2.7. Software Risk Transfer

B2.7.1. Tjekvik maintains responsibility for platform availability and performance per the uptime commitments in the Service Level Agreement (SLA).

B2.8. Standard Software Subscription Term and Renewal

B2.8.1. Unless otherwise specified or a Rolling Subscription is agreed per Section B2.9, the initial software subscription term is 36 months from the Subscription Start Date (the "Initial Term"), automatically renewing for twelve (12) month terms (each a "Renewal Term") unless either party provides ninety (90) days' written notice of non-renewal.

B2.8.2. To exercise the right of non-renewal, the Customer must send a written cancellation request to legal@tjekvik.com at least ninety (90) days before the end of the then-current term. Tjekvik will confirm receipt of a cancellation request in writing within five (5) business days. A cancellation request is effective only when received by Tjekvik; if the Customer does not receive confirmation, the Customer should resubmit the request to legal@tjekvik.com.

B2.8.3. The software subscription commences on the Subscription Start Date per Section A12.6.

B2.8.4. Failure to provide timely cancellation notice to legal@tjekvik.com will result in automatic renewal for an additional Renewal Term, with the Customer remaining obligated to pay all fees for that entire Renewal Term.

B2.9. Rolling Software Subscription

B2.9.1. The subscription type - either a Standard Term subscription per Section B2.8 or a Rolling Subscription under this Section B2.9 - is determined at the time of signing and is recorded in the Agreement or Order Form. The subscription type cannot be changed after the Agreement has been executed.

B2.9.2. Where the parties have agreed in the signed Agreement or Order Form that the Customer shall have a Rolling Subscription, the following terms apply in place of Section B2.8. A Rolling Subscription is a continuous subscription without an initial fixed commitment period of 36 months.

B2.9.3. A Rolling Subscription commences on the Subscription Start Date per Section A12.6 and continues indefinitely until terminated by either party.

B2.9.4. Either party may terminate a Rolling Subscription by providing six (6) months' written notice to the other party. Notice of termination must be sent to legal@tjekvik.com. Termination takes effect at the end of the notice period.

B2.9.5. The Customer remains obligated to pay all subscription fees during the six (6) month notice period. No pro-rata refund is payable for any prepaid period falling within the notice period.

B2.9.6. Rolling Subscriptions may be subject to different pricing than Standard Term subscriptions. Applicable fees will be set out in the relevant Agreement or Order Form.

B2.9.7. Except as set out in this Section B2.9, all other provisions of these Terms (including Section A5 on Material Breach, Section B1, and Part C where applicable) apply equally to Rolling Subscriptions.

B2.10. SMS Volumes

B2.10.1. The volume of included SMS will differ depending on the subscription option chosen. To provide flexibility, Tjekvik reviews SMS usage monthly for each site. Where usage exceeds the volumes included in the Customer's subscription package, Tjekvik will recharge the SMS excess volumes used, either monthly or in accordance with individually agreed terms, and in the currency stated in the agreement between Tjekvik and the Customer.

B2.10.2. Tjekvik reserves the right to modify the SMS volumes included in any subscription package for new customers, including the removal of any complimentary SMS volumes, such that SMS usage may be charged from the first message sent.

B2.10.3. The rate charged per SMS is the prevailing market rate applicable at the time the message is sent, as charged to Tjekvik by its telecommunications and messaging providers, plus an administration fee. Market rates vary by country, mobile network and provider, and are subject to change by those providers. Tjekvik will therefore invoice excess SMS volumes at the rate in force at the time of sending, and reserves the right to adjust its SMS rates at any time, without prior notice, to reflect changes in underlying carrier costs, taxes, levies or exchange rates. Tjekvik will make the applicable rates available to the Customer on request.

B3. SERVICE LEVEL AGREEMENT (SLA)

B3.1. Scope and Coverage

B3.1.1. Tjekvik's service availability commitments, response times, resolution targets, escalation procedures, and exclusions from coverage are governed exclusively by the Tjekvik Service Level Agreement.

B3.2. Service Credits

B3.2.1. If the monthly uptime commitment set out in the Service Level Agreement (SLA) is missed in a calendar month, the Customer is entitled to a service credit calculated as a percentage of the affected site's monthly subscription fee for that month: below 99.9% but at or above 99.5%: 10%; below 99.5% but at or above 99.0%: 25%; below 99.0%: 50%. Only one credit level applies per calendar month, determined by that month's measured uptime, and service credits are capped at 50% of the affected site's monthly subscription fee per month.

B3.2.2. Service credits are applied as a credit on the Customer's next invoice. Credits have no cash value and are not paid out in cash.

B3.2.3. Credit claims must be submitted to Tjekvik no later than thirty (30) days after the end of the calendar month concerned.

B3.2.4. Service credits are the Customer's sole and exclusive remedy for a missed uptime commitment, except in the case of persistent SLA non-performance as defined in the Service Level Agreement (SLA), where the remedies in Section A5.2 apply.

B4. SYSTEM INTEGRATION AND RESPONSIBILITIES

B4.1. Tjekvik Responsibilities

B4.1.1. Tjekvik is responsible for: (a) Tjekvik Software Platform functionality, (b) API connectivity (outbound), (c) data processing within Tjekvik infrastructure, (d) integration testing, (e) platform updates, and (f) kiosk hardware functionality (where applicable).

B4.2. Customer Responsibilities

B4.2.1. Customer is solely responsible for: (a) providing and maintaining a stable internet connection with sufficient bandwidth, (b) network infrastructure and local area network (LAN) configuration, (c) router, firewall, and network security settings, (d) ISP selection and service quality, (e) resolving any network connectivity issues at the Customer's premises, and (f) acting as the primary facilitator and coordinator between Tjekvik and any of the Customer's third-party providers, including DMS providers and IT service providers, in relation to integration, support, and any issues arising from the Customer's systems or the Customer's provider's systems.

B4.2.2. Internet connectivity issues are excluded from SLA coverage per the Service Level Agreement (SLA).

B4.2.3. Where a Customer's IT service provider or DMS provider charges additional fees in connection with support cases, integration activities, or technical assistance arising from the Customer's systems or at the Customer's request, the Customer acknowledges that such costs are the Customer's sole responsibility and may be passed through and invoiced to the Customer.

B5. DMS PROVIDER RESPONSIBILITIES AND INTEGRATION

B5.1. DMS Provider Responsibilities

B5.1.1. The DMS provider is responsible for: (a) DMS system availability, (b) data accuracy, (c) API connectivity (inbound), (d) DMS update coordination, and (e) agreed response times.

B5.2. Shared Responsibilities

B5.2.1. Tjekvik and Customer share responsibility for: (a) integration maintenance, (b) update coordination, (c) issue escalation, and (d) performance monitoring. The Customer remains the primary coordinator between Tjekvik and the DMS provider.

B5.3. DMS Issue Resolution

B5.3.1. DMS-related issues carry no SLA resolution commitment, as the DMS and its data delivery are the Customer's responsibility. 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 under the Service Level Agreement (SLA).

PART C: HARDWARE PROVISIONS

This Part applies only to Customers who have selected hardware add-ons. Customers with software-only subscriptions are not subject to the provisions in Part C.

C1. HARDWARE TITLE AND INTELLECTUAL PROPERTY RIGHTS

C1.1. Tjekvik owns all rights, titles, and interest in leased hardware. The Customer shall not pledge or encumber leased items and must immediately notify Tjekvik if equipment is threatened with seizure.

C1.2. Type descriptions and production numbers identifying leased items may not be removed.

C1.3. Tjekvik may require leased items display signs indicating Tjekvik's title.

C1.4. Tjekvik's title includes objects added to or replacing parts of leased items.

C2. HARDWARE-SPECIFIC TERMS

C2.1. Hardware Use Restrictions

C2.1.1. Items may not be altered, reconfigured, or replaced without written consent.

C2.1.2. Third-party components are prohibited without Tjekvik Support approval.

C2.1.3. Indoor kiosks may not be integrated into buildings in any way that would cause Tjekvik to lose its title.

C2.1.4. Kiosks may not be moved between locations without prior written permission from Tjekvik. Unauthorized relocation will result in:

- (a) Unauthorised relocation fee of EUR 250 per kiosk per incident (plus admin fee of EUR 300 per Section A4.4.3).
- (b) All costs associated with re-installation, reconfiguration, and service disruption
- (c) Potential suspension of service until proper relocation procedures are followed
- (d) Potential termination for repeated violations

C2.1.5. Tjekvik may inspect items during normal business hours. Customer must rectify defects immediately per Tjekvik's directions.

C2.2. Hardware Delivery

C2.2.1. Delivery location is Customer's business address or specified location.

C2.2.2. Delivery occurs when items are available at the location.

C2.2.3. Risk transfers to Customer upon delivery.

C2.2.4. Unless otherwise agreed in writing, hardware is delivered DAP (Delivered at Place, Incoterms 2020) at the delivery location under Section C2.2.1; where Section C2.2.5(a) applies, hardware is delivered DDP (Delivered Duty Paid, Incoterms 2020). Shipping or freight fees charged by Tjekvik cover transport, handling and packaging from Tjekvik's warehouse to the delivery location.

C2.2.5. Any customs duties, import taxes and clearance charges (including any import VAT or GST that is not refundable to the party incurring it) arising on hardware shipped to destinations outside the European Union ("Import Charges") are allocated as follows: (a) where Tjekvik, or a party engaged by Tjekvik, acts as importer of record for the destination, Import Charges are borne by Tjekvik and no Import Charges are payable by the Customer; (b) in all other cases, the Customer acts as importer of record and bears the Import Charges, unless otherwise agreed in the Agreement. The destinations for which Tjekvik acts as importer of record are listed here: https://tjekvik.com/wp-content/uploads/2026/08/Tjekvik-Delivery_Terms-v2.0.pdf; the list current at the date of the Order Form applies to that order. For replacement components, Section C4.5 applies correspondingly.

C2.3. Hardware Inspection

C2.3.1. Customer must inspect items upon delivery.

C2.3.2. Customer must notify Tjekvik of: (a) shipping damage or missing components: within 8 business days, and (b) manufacturing defects or functionality issues: within 30 days. Late reporting does not waive warranty rights for non-obvious defects that reasonably could not have been discovered during initial inspection.

C2.3.3. Tjekvik will rectify non-conforming items at its expense. Rectification timelines are governed by the priority classification and resolution targets in the Service Level Agreement (SLA).

C2.4. Hardware Defect Remedies

C2.4.1. If hardware is defective upon delivery, Tjekvik will repair or replace within a reasonable time upon receiving documentary evidence.

C2.5. Hardware Insurance

C2.5.1. Customer must maintain suitable insurance for leased hardware unless otherwise agreed, and provide evidence upon request.

C2.6. Hardware Lease Term and Renewal

C2.6.1. Unless otherwise specified, the initial hardware lease term is 36 months from the Subscription Start Date (the "Initial Term"), automatically renewing for twelve (12) month terms (each a "Renewal Term") unless either party provides ninety (90) days' written notice of non-renewal.

C2.6.2. To exercise the right of non-renewal, the Customer must send a written cancellation request to legal@tjekvik.com no later than ninety (90) days prior to the end of the current Initial Term or Renewal Term. Tjekvik will confirm receipt of a cancellation request in writing within five (5) business days; a cancellation request is effective only when received by Tjekvik.

C2.6.3. If cancellation notice is not received at legal@tjekvik.com at least ninety (90) days prior to the end of the current term, the Agreement will automatically renew for an additional Renewal Term, and the Customer will be obligated to pay all fees for the entirety of that Renewal Term.

C3. MAINTENANCE AND INSTALLATION OBLIGATIONS

C3.1. General Obligations

C3.1.1. Customer must maintain items to prevent deterioration beyond normal wear per maintenance obligations.

C3.1.2. Detailed quarterly maintenance obligations are set out in Section C7.

C3.1.3. Hardware installation at the delivery location is the Customer's responsibility unless otherwise agreed in writing. Tjekvik provides installation guides and technical support. Tjekvik may, at its sole discretion, offer professional installation services upon request for an additional fee.

C3.2. Tjekvik Indoor - Customer's Installation and Maintenance Obligations

C3.2.1. Must be placed on a level surface in a dry, climate-controlled room (10-40°C) that is locked or supervised.

C3.2.2. Customer's responsibility to protect against theft/burglary/vermin 24/7.

C3.2.3. Different conditions require express written agreement.

C3.2.4. Indoor kiosks are prepared for alarm, communication, and image capture.

C3.3. Tjekvik Outdoor - Customer's Installation and Maintenance Obligations

C3.3.1. Must be securely mounted to building fabric or a permanent frame per manufacturer guidelines.

C3.3.2. Customer provides maximum protection against theft/burglary.

C3.3.3. Customer must follow Tjekvik's maintenance obligations and regulations as detailed in Section C7.

C3.4. Repair Authorization

C3.4.1. All repairs (not maintenance) must be performed by Tjekvik or a Tjekvik-approved technician. Payment per market terms.

C3.4.2. Customer may not repair, modify, or reconfigure items except per Tjekvik's direction. Breach cancels warranties.

C4. RISK, REPLACEMENT AND REPAIRS

C4.1. Risk Allocation

C4.1.1. Customer bears risk of destruction/damage to hardware from delivery until return to Tjekvik.

C4.2. Damage Notification

C4.2.1. If items are damaged, destroyed, or degraded (any cause), Customer is liable for compensation, except to the extent the damage is caused by Tjekvik. Customer must immediately notify Tjekvik.

C4.3. Replacement Terms

C4.3.1. For theft/vandalism/destruction/severe damage: (a) Tjekvik provides replacement software for the remaining term at no additional charge, and (b) replacement hardware at EUR 8,000 (Indoor)/EUR 15,000 (Outdoor) per terminal (replacement cost price).

C4.4. Repair Costs

C4.4.1. Damage repair is paid by Customer, carried out by Tjekvik or approved technician, subject to the compensation framework (Section C6).

C4.5. Customs Duties on Replacement Components

C4.5.1. Any customs duties, import taxes and clearance charges arising on replacement components shipped to destinations outside the European Union are borne by the Customer as the importer. The cost of the replacement components themselves and their shipping remains with Tjekvik as set out in the Service Level Agreement (SLA). Where Tjekvik, or a party engaged by Tjekvik, acts as importer of record for the destination (Section C2.2.5(a)), such charges are borne by Tjekvik.

C5. CUSTOMER'S SUPPORT OBLIGATIONS

C5.1. Mandatory Support Contacts

C5.1.1. Each location with hardware must designate: (a) Primary Technical Contact (full diagnostic/repair authority), (b) Secondary Technical Contact (backup), and (c) Escalation Contact (management-level).

C5.1.2. Customer must keep contact information current.

C5.2. Primary Technical Contact

C5.2.1. The Primary Technical Contact is: (a) available during business hours, (b) receives case-specific guides, (c) authorized for component replacement with Tjekvik guidance, (d) responsible for quarterly maintenance obligations, and (e) receives ongoing support via guides and video.

C5.3. Secondary Technical Contact

C5.3.1. Available when primary is unavailable. Same support and authorization applies.

C5.4. Customer's Support Obligations

C5.4.1. Customer's support response time obligations are governed by the Service Level Agreement (SLA).

C5.4.2. Diagnostic Cooperation: Customer must execute tests and procedures as requested by Tjekvik support, in accordance with the resolution process set out in the Service Level Agreement (SLA).

C5.4.3. Component Installation: Customer must perform replacements following Tjekvik guides with Tjekvik support, as further described in the Service Level Agreement (SLA).

C5.4.4. Documentation: Customer must report completion and any issues encountered.

C6. COMPENSATION FRAMEWORK

C6.1. Diagnostic Support

C6.1.1. Diagnostic activities are included in the service agreement at no cost.

C6.1.2. Case-specific guides are provided at no cost.

C6.2. Repair Activities

C6.2.1. Parts Provided: All replacement components are provided by Tjekvik.

C6.2.2. Documentation Required: Time logs are required for compensation.

C6.2.3. Compensation Rate: Where Tjekvik compensates repair labour under this framework, the hourly rate is the Customer's average documented OEM warranty hourly labour rate at the affected location. Where the Customer holds multiple OEM brands with differing warranty hourly rates, the lowest such rate applies. The Customer must document the applicable rate on request. For third-party technicians whose costs are borne by Tjekvik, the cap is the Customer's average documented OEM warranty hourly labour rate at the affected location, and the third-party cost requires Tjekvik's prior written approval.

C6.2.4. Compensated Hours: The number of compensable labour hours is fixed when the repair is initiated, as stated in the guided repair instructions provided under the Service Level Agreement (SLA), and applies equally to repairs performed by the Customer and by third-party technicians. Additional hours are compensated only where agreed by Tjekvik in writing before they are incurred.

C6.3. Repair Service Options (Priority Order)

C6.3.1. Customer Primary: Customer handles repairs with designated contacts.

C6.3.2. Customer's Third-Party: Customer engages regular third-party technicians for electrical work.

C6.3.3. Independent Third-Party: Customer finds independent providers in collaboration with Tjekvik.

C6.3.4. Tjekvik Third-Party: If none of the above is possible, Tjekvik locates local providers, as further described in the Service Level Agreement (SLA). Up to 1 additional business day for Tjekvik to locate.

C6.4. Third-Party Repair Costs

C6.4.1. Where the Customer cannot perform the guided repair and a third-party technician is engaged, the labour cost is the Customer's responsibility - unless the fault is attributable to a Tjekvik defect, in which case Tjekvik bears it.

C7. QUARTERLY MAINTENANCE OBLIGATIONS

C7.1. Scheduled Activities

C7.1.1. Frequency: Every 3 months.

C7.1.2. Duration: Maximum 2 hours.

C7.1.3. Performed by: Customer's designated technical contact.

C7.1.4. Quarterly maintenance obligations apply only to Customers with hardware add-ons.

C7.2. Physical Maintenance

C7.2.1. (a) Clean screen and exterior, (b) inspect connections and cables, (c) test cooling/ventilation, (d) check component security, and (e) document wear/damage and share via Maintenance checklist.

C7.3. Functional Testing

C7.3.1. (a) Test each locker mechanism via Appointment Manager, (b) verify network connectivity/speed, (c) test backup battery (30-minute capacity), and (d) confirm all software functions operational.

C7.4. Mechanical Maintenance

C7.4.1. For all hardware customers: (a) lubricate moving parts per specifications, (b) check door seals, (c) test locking mechanisms, and (d) inspect/clean locker interiors (vacuum in Middle East).

C7.4.2. Additional requirements for Outdoor kiosks: (a) lubricate hinges of both front and rear doors, (b) lubricate each individual locker, (c) lubricate any areas of water ingress or water pooling based on installation, (d) lubricate key lock on front panel, (e) lubricate secure safe handle and locks, (f) lubricate silver rotating anchor button for rotating the kiosk, and (g) remove 4 screws at rear of kiosk to access and lubricate rotating drum.

C7.5. Documentation

C7.5.1. (a) Complete checklist, (b) photograph issues, (c) log findings in Tjekvik system, and (d) report completion within 24 hours via the Tjekvik platform

C8. EQUIPMENT RETURN AND CONDITION STANDARDS

C8.1. "Good Condition" Definition

C8.1.1. This section applies only to hardware customers.

Acceptable condition: (a) normal wear/surface scratches, (b) functional components, (c) complete system/no missing parts, and (d) clean. Costs for unacceptable conditions are to be found in the Tjekvik Return Process.

Unacceptable condition: (a) physical damage (cracked screens, dents, broken parts), (b) water damage, (c) missing components, (d) unauthorized modifications, and (e) excessive wear beyond normal use.

C8.2. Return Process

The Tjekvik Return Process is available at [Tjekvik Hardware Return Process](#) and upon request.

C8.3. Hardware Return Deadline and Late Return Fee upon contract expiry or termination

C8.3.1. Upon expiry or termination of the Agreement for any reason, the Customer must return all leased hardware to Tjekvik's designated warehouse within thirty (30) days of the effective date of expiry or termination (the "Return Deadline"). The Customer is responsible for all shipping and packaging costs associated with the return. Hardware must be returned in good condition per Section C8.1. The Customer additionally bears export clearance costs in the country of dispatch and any duties, taxes or charges arising from failure to follow the Tjekvik Return Process or to provide required shipping and customs documentation; Tjekvik handles import clearance into the destination country of the return.

C8.3.2. If hardware is not received by Tjekvik in good condition by the Return Deadline, Tjekvik will invoice the Customer a monthly late return fee of EUR 200 (Indoor)/EUR 330 (Outdoor) per terminal for each initiated month or part thereof during which the hardware remains unreturned. The late return fee will continue to accrue until the hardware is received by Tjekvik in good condition per Section C8.1 or until the hardware replacement cost per Section C4.3 has been paid in full, whichever occurs first.