

Special sales terms and conditions

1 GENERAL

TechPro AS' special sales terms and conditions is NL 09, except:

- i. Chapters 2 to 5 which are described below
- ii. Other written agreement agreed between the parties

2 PAYMENT

The seller's standard payment terms are net 21 days from the invoice date.

If payment does not take place on time, the seller is entitled to late payment interest at the current interest rate in accordance with "Lov om renter ved forsinket betaling m.m. (forsinkelsesrenteloven)"

The item(s) remain the property of the seller until paid for in full.

3 CANCELLATION OF ORDERS

Buyer may not cancel orders that has been confirmed by Seller, with the following exceptions:

- i. Sellers written approval.
- ii. Buyer covers any loss or expense that has been incurred by Seller. Such compensation includes, but is not limited to, costs the seller has or incurs, and which cannot reasonably be avoided.

4 COMPLAINT/GUARANTEE/DEFECTS

4.1 Content and limitations

The seller is not responsible for defects that arise as a result of, for example:

- operating conditions that deviate from the manufacturer's specification
- incorrect use of the product(s)
- insufficient maintenance
- incorrect assembly/installation
- changes made by the Buyer to the product or installation
- repairs carried out by the Buyer
- normal wear and tear
- other matters initiated by the Buyer

4.2 Buyer's notification of alleged errors and defects

In the event of errors or omissions, the buyer is himself responsible for reporting to the Seller in accordance with Seller's special conditions of sale and NL09 in general. Furthermore, the Buyer is responsible for reporting errors or deficiencies within one (1) month after the Buyer has discovered or should have discovered the error or deficiency. Notification of errors or deficiencies must be made by e-mail to support@techpro.biz

Such notification shall contain information about the product(s), time of purchase, installer, place of use and a detailed description of the error or deficiency, as well as a copy of the order confirmation or invoice.

If the Buyer fails to comply with the provisions in this chapter, the Buyer's rights lapse

5 DISPUTES

Any disputes that arise should preferably be resolved amicably between the parties. If the dispute is not resolved, the case shall be conducted in Oslo under Norwegian law. The seller decides whether the case is to be resolved by an ordinary court or by arbitration in accordance with the rules of arbitration in force at all times.

Oslo, 12.02.2024