

Terms & Conditions: Permobil Protection Plan

This document describes what is included in Protection Plan ('**Service**') and the scope and exclusions applicable to this Service. Service provider means the company performing the services.

This document is included in the agreement as one of the appendices and forms an integral part of the agreement, which terms and conditions are valid for this document.

Specification of the Service

The Service consists of a coverage plan which offers cost protection for spare parts needed for the repair of Permobil products ("Product") covered by the plan after the warranty period for the Products has expired.

The Service covers only costs for the spare parts. Labor, service calls, shipping costs and other charges incurred for the repair of the Product are not included in the Service, unless agreed otherwise. Parts subject to "normal wear and tear" or damages caused by misuse are not covered in the Service.

The Service is *not* an extended Product warranty, which is regulated in the purchase agreement. Protection Plan is a service that covers the costs for parts *after* the warranty period has expired.

Certain conditions apply to the Service:

- The Products covered by the Service needs to be regularly maintained (preventive maintenance inspections) in accordance with Permobil's user manual and according to Permobil standards.
- The Service must be performed by a technician that has completed and passed Permobil's training to become a certified service technician. Preventive Maintenance inspections requires a certification of advanced level.
- After each performed Preventive Maintenance inspection, service documentation, including inspection protocol, shall be updated, securely stored and sent to Permobil upon request.

Scope and exclusions

The Service is only performed on products ("**Product**") where Permobil is the original equipment manufacturer (OEM). Furthermore, the Service is only offered on products which, at the time of ordering, meet the following requirements:

1. The Product is built according to the standard configuration and range of approved accessories, i.e., the Product meets the existing regulatory declarations (CE-conformity/FDA etc).
2. The Service is ordered before the factory warranty has expired.
3. The product is *not* a Custom Made Device (CMD) as manufactured from Permobil.
4. The Product is still supported by Permobil, i.e., spare parts and bug fixes are still available.
5. The Product is considered safe after initial inspection.
6. Products beyond the Product's original Technical Lifetime, provided that the owner takes full responsibility for the continued use of the product.

If a Product does not meet the above requirements, Permobil will inform the customer and, if possible, a correction plan shall be agreed between the parties before any service measures are taken. If a correction cannot be made, the Product is automatically disqualified from the scope of the Service and Service cannot be performed.

In addition to the above, the product is also disqualified if the Product doesn't undergo the Preventive Maintenance inspections according to the interval stated in the user manual.