



TOKNAVGNSS

GNSS DEVICE REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

1.1 TokNavGNSS will only perform and provide TokNavGNSS device services, repairs, and upgrades as requested by the customer (see also para 2 below). TokNavGNSS will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.

1.2 TokNavGNSS device service/repairs are provided as a service. There may be circumstances under which your GNSS device cannot be repaired. It will have to be rebuilt or upgraded. (Examples: age of GNSS receiver, repair/replacement parts obsolete (memory chips, motherboards, etc.))

1.3 The length of time required to service/repair your GNSS device cannot be predicted. The goal is to repair the TokNavGNSS device as soon and as fast as possible – typically in one week –, however in some cases it might take longer due to the lack of spare parts or busy period, etc. (See also para 5.2 below.)

1.4 You understand that in the process of working on your GNSS device, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. TokNavGNSS will not be responsible for data loss. (See para 5.4 below.)

1.5 You authorize the technician(s) providing the service or repair to install any necessary software on your GNSS device to perform required services. All software will be deleted/uninstalled upon completion of the service.

1.6 Both parties agree that TokNavGNSS reserves the right to update or change the service-related specifications and firmware without prior notice to the customer.

2. REPAIR REQUEST

2.1 TokNavGNSS will only accept to perform and provide GNSS device services after it was agreed and confirmed in advance by both parties.

2.2 TokNavGNSS will only accept a TokNavGNSS GNSS device delivered for any repair/service task if the original invoice of the device and the completely filled RMA document are attached. These documents should be printed and placed into the parcel next to the GNSS device. In case of difficulty printing these documents, TokNavGNSS may accept their digital versions sent via email; this procedure must be agreed and confirmed in advance by its technician(s).

2.3 TokNavGNSS has the right to refuse any repair/service in case of the lack of the necessary and properly filled documents. The GNSS device will be shipped back to EDTs SRL at EDTs SRL's cost.

3. BILLING TERMS

3.1 If the TokNavGNSS GNSS device is still under warranty, TokNavGNSS will not charge any fee whatsoever – neither for replaced spare parts, nor for labour, nor for shipping in either direction. EDTS SRL will not be required to pay any amount in connection with the repair, service, or shipping of a device that is under warranty. (clauză modificată față de original – acolo clientul plătea transportul dus)

3.2 In case of the inability to verify the valid product warranty period, or if the warranty period has already expired, GNSS device services/repairs are billed as stated on the Work Order provided. EDTS SRL will pay the shipping costs for both deliveries in this case.

3.3 For devices outside of warranty, labour charges will be calculated in hourly increments, starting with the investigation of the problem and finishing with the testing of the repaired GNSS device, carrying a minimum one-hour charge of €75.00. Each additional started hour will be charged at €75.00. The maximum service charge will be €600.00 (8 hrs), regardless of the time required to service/repair the device beyond this time frame.

3.4 An estimate of cost for work will always be provided before performing GNSS device services/repairs, in a Work Order document. Estimates are not guaranteed.

3.5 In case of an unforeseen deviation beyond the estimated amount, every effort will be made to contact EDTS SRL and inform it of the situation, in order to receive authorization to continue or stop at the estimate limit.

3.6 If EDTS SRL cannot be reached, work will stop until contact is established. Once reached, its decision to continue or stop will be honoured by TokNavGNSS.

3.7 If EDTS SRL does not want TokNavGNSS to repair an out-of-warranty device due to a high estimated repair cost or any other reason, EDTS SRL will still be charged for the investigation, equal to the one-hour service fee of €75.00.

4. PAYMENT TERMS

4.1 Full payment is due upon completion of services, upgrades, or repairs, except for devices under warranty, for which no payment is due pursuant to para 3.1 above.

4.2 GNSS device parts, hardware, and/or software that are ordered or specially ordered for an out-of-warranty repair must be paid for together with the labour charge.

4.3 TokNavGNSS accepts bank transfer only. Once TokNavGNSS receives payment of the total repair cost – including shipping cost, where applicable – it will send the device back. TokNavGNSS has the right to retain the device until the repair cost (or, in a cancelled repair case, the investigation labour charge with the shipping cost) is paid. This clause does not apply to devices under warranty, for which no payment is required under this Agreement.

5. LIABILITY



5.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the GNSS device system(s) for which the service is requested.

5.2 The TokNavGNSS device should be fixed or repaired in no longer than one month – typically within one week. (See para 1.3 above.) Beyond the one-month period, EDTS SRL is entitled to a 10% discount per every extra month from the total service fee, where a fee applies. If an under-warranty device is not repaired within a maximum of 2 months, TokNavGNSS will provide a replacement unit. The replacement device will be the same type as, or equivalent to, the original device.

5.3 The system will not be intentionally harmed. The primary goal is to fix the GNSS device, not to damage it.

5.4 It is EDTS SRL's responsibility to back up its data. TokNavGNSS will not be responsible for data loss. (See para 1.4 above.)

5.5 EDTS SRL is liable for damages or risk during transportation between EDTS SRL and TokNavGNSS.

6. SUPPORT

6.1 Customer satisfaction is of utmost importance.

6.2 All services will be conducted in a professional, reasonable, and timely manner, taking into consideration the circumstances and nature of the technical problems.

6.3 Free support will be provided for problems that were meant to be resolved by the service order but were not resolved.

7. REPAIRS & SERVICE GUARANTEE

7.1 All services and repairs are guaranteed for 10 days from the completion/acceptance date on the Service Order.

7.2 For a GNSS device out of warranty, the replaced parts receive a half-year warranty. For a GNSS device under warranty, the expiry date of the warranty of the new parts will be extended by half a year if the original warranty would expire earlier. Otherwise, the expiry date of the warranty remains the same.

7.3 If it is later found that the service or repair was incorrectly diagnosed by the technician, TokNavGNSS will perform the repair/service free of any labour charge. Only new parts, if any, will be charged.

8. CERTIFICATION

8.1 All TokNavGNSS technicians are certified service technicians, or are supervised by a certified technician until the subordinate technician receives accredited certification.

8.2 TokNavGNSS is an authorized service centre for TokNavGNSS devices.



9. VALIDATION

9.1 This Agreement is valid between EDTS SRL and TokNavGNSS for all future service/repair cases until revocation. This Agreement revokes any previous GNSS device repair/service agreement signed or agreed between the parties.

9.2 By signing this document, the parties hereby agree to the above terms and conditions within this Agreement.

For and on behalf of TokNavGNSS: Jeffrey Date: 17.08.2026

For and on behalf of EDTS SRL: _____ Date: _____

