

CHCNAV GNSS DEVICE REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 CHC Navigation Europe Kft. will only perform and provide CHCNAV device services, repairs, and upgrades as requested by the customer (See also para 2 below.). CHC Navigation Europe Kft. 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 CHCNAV 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 CHCNAV 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. CHC Navigation Europe Kft. 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 CHC Navigation Europe Kft. reserves rights to update or changes the service-related specifications, firmware without prior notice to the customer.

2. REPAIR REQUEST

- 2.1 CHC Navigation Europe Kft. will only accept to perform and provide GNSS device services after it was agreed and confirmed in advance by both parties.
- 2.2 CHC Navigation Europe Kft. will only accept a CHCNAV GNSS device delivered to us for any repair/service task if the original Invoice of the device and also the completely filled RMA document is attached. These documents should be print off and placed into the parcel next to the GNSS device. In the case of difficulty of printing these documents, CHC Navigation Europe Kft. might accept their digital versions sent via email, this procedure has to be agreed and confirmed in advance by our technician(s).
- 2.3 CHC Navigation Europe Kft. has the right to refuse any repair/service in the case of the lack of the necessary and properly filled documents. The GNSS device will be shipped back to you on your costs.

3. BILLING TERMS

- 3.1 If the CHCNAV GNSS device is still under warranty. Then CHC Navigation Europe Kft. will not charge any fee, neither for the replaced spare parts nor for the labour. You have to pay only the shipping cost to send the GNSS device to CHC Navigation Europe Kft., the return shipment burdens CHC Navigation Europe Kft.

- 3.2 In the case of the inability to verify the valid product warranty period or already exceeded warranty period. Then GNSS device services/repairs are billed as stated on the Work Order provided. You have to pay the shipping costs for both deliveries.
- 3.3 Labour charges will be calculated in hour increments, starting with the investigation of the problem, finishing with the testing of the repaired GNSS device, and carry a minimum one-hour charge of €75.00. Each started hour additional charge will be €75.00. The maximum service charge will be €600.00 (8 hrs) regardless of time required to service/repair your device beyond this time frame.
- 3.4 An estimate of cost for work will be always provided before performing GNSS device services/repairs in a Work Order document. Estimates are not guaranteed.
- 3.5 In the case that there is an unforeseen deviation, beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit.
- 3.6 In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honoured by CHC Navigation Europe Kft.
- 3.7 In the case you do not want CHC Navigation Europe Kft. to repair your out of warranty device due to high estimated repair cost or any other reason, you will be still charged for the investigation what is equal to one-hour service fee of €75.00. -

4. PAYMENT TERMS

- 4.1 Full payment is due upon completion of services, upgrades, or repairs.
- 4.2 GNSS device parts, hardware, or/and software that are ordered or special ordered must be paid together with the labour charge.
- 4.3 CHC Navigation Europe Kft. accepts bank transfer only. As once CHC Navigation Europe Kft. gets the payment of the total repair cost – including the shipping cost – we can send the device back. CHC Navigation Europe Kft. has the right to keep your device as long as the repair cost - or in cancelled repair case the investigation labour charge with the shipping cost - is not paid.

5. LIABILITY

- 5.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the GNSS device system(s) for which you request such service(s).
- 5.2 Your CHCNAV device should be fixed or repaired in no longer than one month – typically in one week. (See para 1.3 above.) Beyond the one-month period you are entitled to 10% discount per every extra month from the total service fee. If your under-warranty device wouldn't be repaired in maximum 2 months, CHC Navigation Europe Kft. will provide a replacement unit. The replacement device should be the same type or equivalent to your original device.
- 5.3 Your system will not be intentionally harmed. The primary goal is to fix your GNSS device, not damage it.
- 5.4 It is your responsibility to backup your data. CHC Navigation Europe Kft. will not be responsible for data loss. (See para 1.4 above.)
- 5.5 Customer should be liable for damages or risk during the transportation between Customer and CHC Navigation Europe Kft.

6. SUPPORT

- 6.1 Customer satisfaction is our utmost importance.
- 6.2 All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.
- 6.3 Free support will be provided for problems to be resolved from the service order, but not resolved.

7. REPAIRS & SERVICE GURANTEE

- 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 get a half a year new warranty. For a GNSS device under warranty, the expiry date of the warranty of the new parts will be extended to a half a year if the original warranty would expire earlier. In other case the expiry date of the warranty will remain the same.
- 7.3 If later found that the service or repair was incorrectly diagnosed by the technician. Then CHC Navigation Europe Kft. will perform the repair/service free of any labour charge. Only the new parts will be charged.

8. CERTIFICATION

- 8.1 All CHC Navigation Europe Kft. technicians are Shanghai Huace Navigation Technology Kft. Certified service technicians or the technician is "overseen" / supervised by a Shanghai Huace Navigation Technology Kft. Certified technician until the subordinate technician receives accredited Certification from Shanghai Huace Navigation Technology Kft.
- 8.2 CHC Navigation Europe Kft. is a CHC Authorized Service Centre.

9. VALIDATION

- 9.1 This agreement is valid between you as signed – your company – and CHC Navigation Europe Kft. for all the future service/repair cases until revocation. This agreement revokes any previous GNSS device repair/service agreement was signed or agreed by CHC Navigation Europe Kft.
- 9.2 By signing this document you hereby agree to the above terms and conditions within this Agreement.

For and on behalf of CHC Navigation Europe Ltd:

Date: 14.04.2021

For and on behalf of CART ENGINEERING LLC,signed: Date: 16-04-2021