

1. The company, during the validity of the present agreement, which shall apply only to purchases made in Cyprus and which shall be supported only within Cyprus, undertakes to carry out replacement of the product, based on the terms hereof and/or undertakes, under the terms and limitations of the present (including the limitation of one (1) replacement), to proceed with a replacement for any defect that appears on the product, excluding the cases referred to in the paragraph below, without any payment by the customer other than the agreed amount relating to the provision of the present support services.
2. Additionally, within the framework of this commercial warranty and subject to its terms/exclusions, the COMPANY provides coverage for one (1) incident of accidental damage, which may concern (a) screen replacement following breakage or (b) repair of damage resulting from accidental fall/contact with liquids on the product.

The present agreement does not include:

1. regularly replaceable items and consumables, such as lamps, laptop batteries, laptop power supplies, computer keyboards and mice, remote controls, oven lamps, filters, sockets, fuses,
2. built-in batteries,
3. damage affecting the product only from an aesthetic perspective and not affecting its functionality or safety,
4. any damage or mechanical failure caused by user negligence, misuse, or use contrary to the product's instruction manual,
5. damage or mechanical failure caused by the use of accessories or add-ons not approved by the manufacturer,
6. damage or mechanical failure caused by any routine maintenance work on the product, e.g. cleaning, maintenance, provision of technical services or repair, if carried out by an unauthorized repairer,
7. any indirect and/or consequential loss or damage suffered by the customer (such as, indicatively, loss of profits, loss of use and/or loss of data), to the extent permitted by applicable law,
8. damage or mechanical failure caused by floods, winds or other severe weather conditions,
9. provision of technical work or benefit in case the Technical Services Agreement has been suspended, such as in the case of non-payment by the Customer,
10. Theft or loss.

The above exclusions apply only within the framework of this commercial warranty/agreement and do not limit any rights that the customer may have by law.

In the event that, following technical inspection/diagnosis, the COMPANY reasonably determines that the covered repairs referred to in paragraph 2 are not possible or economically viable, as the repair cost exceeds the purchase price of the product as stated on the purchase receipt, then the company shall refund a proportion of the amount paid by the customer for the purchase of the product as follows:

1. if the customer returns the product within the first 6 months of this agreement, the company shall pay the customer 80% of the amount paid for the purchase of the product,
2. if the customer returns the product after the first 6 months and before the expiry date of this agreement, the company shall pay the customer 60% of the amount paid for the purchase of the product.

It is understood that any rights the customer may have under the law are not limited.

In case of product failure, the CUSTOMER shall be responsible for delivering the device to the COMPANY's store from which it was purchased, in order for an on-site inspection of the device to be carried out by the COMPANY's appointed and specialized personnel. If, following such inspection, it is determined that the product presents a technical fault, the COMPANY shall proceed with repair as soon as possible and in any case within a reasonable time, following technical inspection/diagnosis, or replacement with another new product of the same or similar characteristics.

The replacement or repair of the product shall be carried out following inspection of the device by the competent persons of the company or an authorized/cooperating repair center and after the customer returns the product to the store from which it was purchased. Such replacement or repair may take place up to one (1) time for the entire duration of this agreement, without any cost to the customer, provided that it concerns a technical fault or the reasons referred to in paragraph 2 above, with the company being obliged to deliver the same **or** another product with the same or, in the absence thereof, almost identical characteristics and specifications.

In the event that replacement with the same or similar product is not possible due to unavailability, the above refund provisions shall apply *mutatis mutandis* and the present agreement shall terminate automatically.

The present agreement is defined for a period of one (1) year, unless the right of one (1) replacement, as referred to in paragraphs 1 and 2 above, or one repair as referred to in paragraph 2 above, is exhausted earlier, in which case it shall terminate automatically upon the last replacement. In case of faults occurring after the last replacement, the company shall bear no further obligation to provide support under this agreement and

the customer agrees that, in such case, the repair cost shall be borne by the customer. It is understood that nothing herein limits the customer's rights arising from applicable consumer protection legislation.

In case the parties wish to amend any part of the agreement, such amendment shall be made in writing and with the mutual consent of both parties. Any amendment shall form an integral part of this agreement and the remaining terms shall remain unchanged.

The customer retains the rights granted by applicable consumer protection legislation and is entitled to terminate the present within 21 days from the date of signing, provided that no support or services have been provided under this agreement, in which case the company is obliged to refund the amount paid for the provision of the present support. In case of non-payment of the purchase price or non-payment of the company's fee for the present support, which shall be paid in full and/or in case of force majeure, the company shall have no obligation to provide any support defined herein.

PERSONAL DATA

ALPAN GROUP LTD, as Data Controller, complies with the General Data Protection Regulation (EU Regulation 2016/679) and the Law on the Protection of Natural Persons with regard to the Processing of Personal Data and the Free Movement of such Data (Law 125(I)/2018), and therefore the data you provide in this agreement will be used for the purpose for which you have provided them, such as for the provision of support.

The company undertakes not to disclose, communicate and/or publish to any third party any of the information provided by the customer to the company, as well as any transactions thereof, except in cases where the customer has given their consent or where required by a court order or decision of any public authority.

You have rights arising from the provisions of the GDPR, such as access, correction and deletion of your data and/or restriction of certain processing. If you wish to learn more about the practices used by ALPAN GROUP LTD for processing personal data, you may refer to its Privacy Policy at the following link: www.electroline.cy/πολιτική-απορρήτου/ or contact the Data Protection Officer of ALPAN GROUP LTD at dpo@alpangroup.com.cy.

This agreement is governed by the law of the Republic of Cyprus and the courts of Cyprus shall have jurisdiction over any dispute arising therefrom.