

The terms of this service agreement (the "Agreement") made between the entity requiring services from Jura Products Ltd. (the "Customer") and Jura Products Ltd. ("JPL") applies each time the Customer engages JPL to provide services as set out below. These terms and conditions are accepted by the customer unless otherwise notified to JPL in writing.

JPL and the Customer agree to the following terms and conditions:

All values are in Pound Sterling and exclusive of VAT.

1 TRANSPORTATION

- 1.1 JPL accepts goods for servicing and repair on the basis that the customer is responsible for the condition in which goods arrive. It is the responsibility of the Customer to ensure that proper packaging is used and that contents of packages are adequately and securely packed and cushioned for transportation. JPL does not accept any responsibility for damage caused during or risks associated with transportation of goods to and from JPL.
- 1.2 JPL will ensure proper packaging is used when returning goods to the Customer and that the contents of the packages are adequately and securely packed and cushioned for transportation. All or part of the packaging materials required to do so could be chargeable to the Customer.

2 WARRANTY

- 2.1 JPL guarantees all Jura products to be free from defects in materials and workmanship for a period of time from date of original purchase in accordance with the existing national guarantee obligations of the country of purchase. This guarantee will be granted only when the original invoice or sales receipt (indicating the date of purchase, product type and authorised dealer's name) is presented together with the defective product. JPL reserves the right to refuse free of charge guarantee service if:
- The above document cannot be presented or if the information contained in it is incomplete or illegible.
 - If the product was not purchased from an authorised dealer.
 - If a product built for household use is used, or has been used at any time, in an environment other than household.
- 2.2 The guarantee will not apply if the product is not used in accordance with the 'Instructions for Use' supplied with the product.
- 2.3 The guarantee will not apply if the product requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorised or if any damage results from these modifications.
- 2.4 The guarantee covers none of the following:
- 2.4.1 Periodic maintenance (cleaning and de-scaling) and repair or replacement of parts due to normal wear and tear.
 - 2.4.2 Any adaptation or changes to upgrade the product from its normal purpose as described in the instruction manual.
 - 2.4.3 Transport costs and all risks of transport relating directly or indirectly to the guarantee of the product.
 - 2.4.4 Damage resulting from:
 - 2.4.4.1 Misuse, including but not limited to:
 - 2.4.4.1.1 Failure to use the product for its normal purpose or in accordance with Jura's instructions on the proper use and maintenance.
 - 2.4.4.1.2 Failure to use the Claris filter cartridge in accordance with Jura's instructions.
 - 2.4.4.1.3 Use of de-scaling or cleaning products other than genuine Jura products.
 - 2.4.4.1.4 Foreign items (such as, but not limited to, stones, wood, paper clips) mixed with the coffee beans.
 - 2.4.4.1.5 Installation or use of the product in a manner inconsistent with the technical or safety standards in force in the country where it is used.
 - 2.4.4.1.6 Damage caused by liquid, including but not limited to water, to any part of the product not specifically built or designed to contain or transfer liquid.
 - 2.4.5 Repair done by non-authorised service centres or dealers, or the customer themselves.
 - 2.4.6 Problems due to water supply which include, but are not limited to:
 - 2.4.6.1 Contaminated water.
 - 2.4.6.2 Hard water which causes lime scale build-up.
 - 2.4.6.3 Water pressure.
 - 2.4.7 Accidents, lightning, water, fire, improper ventilation or any cause beyond the control of JPL.

3 SERVICE

- 3.1 JPL warrants that work will be carried out with reasonable skill and care.
- 3.2 JPL accepts responsibility for work carried out, but does not accept responsibility for any subsequent faults or failures not arising as a consequence of failure on the part of JPL to undertake repairs with reasonable skill and care. JPL shall be the sole arbiter of such responsibility.
- 3.3 JPL guarantees all items of inventory used for repair or replacement of failed parts ("spare parts") to be free from defects in materials and workmanship for a period of 6 (six) months from the date of original supply, replacement and/or fitment.

4 COSTS

- 4.1 An approximate calculation of the cost of work required ("Estimate") can be made available on request before work is completed. An Estimate is not an invoice or final schedule of costs. Final cost of repair can vary. Work will not be completed until the Estimate has been accepted by the Customer.
- 4.2 The cost of preparing an Estimate is £75.00. The cost of an Estimate accepted by the Customer is deducted from the final bill.
- 4.3 The cost of inspecting and/or testing a product, including, but not limited to, transport, packaging and labour charges, within the period of the applicable guarantee or otherwise, could be charged to the Customer should JPL deem the product to be free from defects in materials and workmanship.
- 4.4 A fixed cost, non-negotiable pricing model applies to all Jura products serviced or repaired at our facilities in Colne, Lancashire, unless otherwise agreed in writing. All other repairs are charged according to work completed, items supplied and/or service provided. The fixed cost service pricing structure is based on a combination of the number of drinks produced by the machine, the product model and product category.
- 4.5 The fixed cost options include the following:
- 4.5.1 All spare parts supplied, replaced and/or fitted.
 - 4.5.2 Cleaning and de-scaling.
 - 4.5.3 Labour required to complete the work.
- 4.6 The fixed cost options do not include any of the following:
- 4.6.1 Packaging material.
 - 4.6.2 Cost of transportation of the item to and from JPL.
 - 4.6.3 All items supplied, replaced and/or fitted considered not to be spare parts, which include, but are not limited to, accessories, cleaning products and filters.
 - 4.6.4 The cost of supplying, repairing and/or replacing damaged parts caused during transit or otherwise.

5 PAYMENT

- 5.1 JPL reserves the right to obtain complete payment details prior to accepting a request for service or repair.
- 5.2 Payment term is CASH on receipt of invoice unless otherwise stated.