# Terms and conditions for installation services

## 1 INSTALLATION SERVICES

The parties agree that upon request from the Client, Webfleet Solutions shall carry out the installation and activation of services, and the following provisions will be applicable.

### 1.1 INSTALLATION OF DEVICES

1.1.1 Webfleet Solutions, or a sub-contractor acting on behalf of Webfleet Solutions, shall perform the installation and activation services in accordance with the provisions of this Addendum.

1.1.2 Webfleet Solutions or its sub-contractor shall:

1.1.2.1 Provide the installation of services within business hours (Monday to Friday [excluding public holidays], 9 am to 5 pm);

1.1.2.2 Install the device in a location which Webfleet Solutions, in its absolute discretion, considers appropriate in order to enable Webfleet Solutions to deliver the WEBFLEET Services;

1.1.2.3 Deliver the following installation service:

1.1.2.3.1 Removal of carpets and dashboard when necessary with suitable tools;

1.1.2.3.2 Installation and connection of the tracking box according to the installation guidelines;

1.1.2.3.3 If requested, the addition of a GPS Antenna fitted with a double rubber seal and sky visibility;

1.1.2.3.4 If Webfleet Solutions has agreed in writing, installation may also include pairing of other Webfleet Solutions products including without limitation, driver terminals, OBD connected devices or connection to Tachograph, FMS or TPMS receiver and/or sensor.

1.1.3 The Client shall:

1.1.3.1 Cooperate with Webfleet Solutions or any sub-contractor appointed to complete the installation when arranging the installation;

1.1.3.2 Provide information as reasonably requested by Webfleet Solutions in order to carry out the installation services (including but not limited to license plate number, location, vehicle brand, type, and year);

1.1.3.3 Ensure that the vehicles in which the device will be installed are available at the time and in the location agreed upon between the Client and Webfleet Solutions (or its sub-contractor);

1.1.4 The Client shall ensure that the vehicle is available and accessible at the agreed date, time and location for installation. If the vehicle is not available or accessible, or the installation cannot be carried out for reasons attributable to the Client, Webfleet Solutions shall be entitled to charge the scheduled installation fee and any reasonable costs incurred as a result. Any re-scheduled installation shall be charged as a separate installation service. The Client may cancel an installation appointment without charge by providing at least two (2) working days' prior notice.

1.1.5 Any additional services which are not included in clause 1.1.2, or a request to complete the installation outside of the business hours specified in 1.1.2.1, are to be requested in writing by the Client; This extra service may be provided at the absolute discretion of Webfleet Solutions and invoiced either by Webfleet Solutions or directly by the installer.

### 1.2 MINIMUM TECHNICAL REQUIREMENTS FOR INSTALLATIONS

1.2.1 Installation must take place in a covered building with an electrical connection for lighting.

1.2.2 The installation services can only be completed where the temperature is between 8 degrees Celsius (°C) and 35 degrees Celsius (°C). If the Client requests that the installation services are carried out in temperatures that are not within these guidelines, the Client acknowledges and agrees that Webfleet Solutions shall accept no responsibility for any damage to the vehicle.

1.2.3 In order to validate the installation, the installation engineer may need to complete a test drive of at least five kilometers.

1.2.3.1 The Client shall ensure that the installation engineer is able to remove the vehicle from the installation location and drive for at least five kilometers.

1.2.3.2 The Client shall allow the installation engineer to complete a test drive. Alternatively the Client shall perform the test drive with the installation engineer as a passenger.

1.2.4 The vehicle shall have sufficient fuel or charge to enable the installation engineer to complete the installation and carry out the necessary testing.

1.2.5 Where the installation services requested by the Client include connection to a Digital Tachograph or FMS, the Client must provide all technical data relating to the vehicle, including the Tachograph's DDD files, or the FMS connection location for instance. It is the Client's responsibility to activate the FMS and/or Tachograph, including its seal, where necessary via an Authorized dealer or Workshop.

1.2.6 Where other connections to the FMS, CAN bus or Tachograph (including its seal) exist, the Client acknowledges and agrees that Webfleet Solutions shall not be responsible for any malfunction, error, or damage arising as a result of the connection.

1.2.7 The Client shall ensure that the registration documents for the vehicle and license plates are available at installation.

1.2.8 The vehicle must be insured.

1.2.9 The Client warrants that the vehicle will be in perfect running order and that the installation engineer may inspect the vehicle before commencing the installation services. However, this inspection does not relieve the Client of their obligations under the warranty.

1.2.10 Where the installation services requested by the Client include TPMS, the following additional requirements apply: (i) wheel rims and valves must be in clean and serviceable condition, (ii) valves must be of the correct type for the wheel rim, (iii) tires must be inflated to the correct operating pressure for the vehicle, (iv) when sensors have been installed, they should remain in the same wheel position on the vehicle. If a sensor is moved to another wheel position, the Client must adjust the position of the sensor using the WEBFLEET TPMS Tools application or the WEBFLEET Platform so that TPMS information is displayed correctly and (v) the Client should periodically check that sensors are free from damage.

### 1.3 DE-INSTALLATION

1.3.1 If the Client requests for a device to be de-installed from one vehicle and reinstalled in another vehicle, the de-installation and subsequent installation shall not be included in the initial installation service, and the Client shall pay the applicable de-installation and installation fees.

1.3.2 The de-installation service will include:

1.3.2.1 Removal of carpets and dashboard with suitable tools;

1.3.2.2 De-installation of the device;

1.3.2.3 If requested, de-installation of the antennas;

1.3.2.4 Remodeling of the car wires if needed;

1.3.3 Upon request of the Client, a device may be de-installed from a vehicle which has been involved in an accident. The installation engineer provided by Webfleet Solutions shall not touch the vehicle if the installation engineer considers, in his reasonable opinion, that the vehicle is too damaged, there is residue of human tissue or if any hazardous materials from the vehicle are exposed, which may pose a risk to the installation engineer's health.

### 1.4 FOLLOWING INSTALLATION

1.4.1 If requested by the Client, and with the agreement of Webfleet Solutions in its absolute discretion, additional installation services may be undertaken relating to the warranty on the Products installed, in accordance with this order, within two (2) months following the initial installation. Such additional services will be provided at no additional cost to the Client. This provision does not apply with regard to:

1.4.1.1 Any error resulting from fair wear and tear;

1.4.1.2 Willful damage, abnormal storage or working conditions, accident, or negligence by the Client or any third party;

1.4.1.3 If the Client fails to use the Products in accordance with the instructions provided by Webfleet Solutions;

1.4.1.4 Any alteration or repair to the Products by the Client or any third party; or

1.4.1.5 Unless otherwise agreed in writing between the Client and Webfleet Solutions, any circumstances arising after the two (2) month period following installation.

### 1.5 INSTALLATION

1.5.1 The Installation Technician shall contact the Client to specify the date and time when the installation will be carried out. The Installation Technician's details will be sent by e-mail to the Client after the Contract has been signed.

1.5.2 The Client may change the date and time specified by contacting the Installing Technician by telephone or e-mail. Changes and cancellations shall be subject to the following terms:

1.5.2.1 Changes and cancellations made by the Client 48 hours prior to the scheduled installation date shall be free of charge;

1.5.2.2 Changes and cancellations made by the Client after 48 hours but 24 hours prior to the scheduled installation date shall be subject to a penalty of 50% of the installation costs. This penalty will not be deducted from the price payable for installation made subsequently;

1.5.2.3 Changes and cancellations made by the Client after 24 hours prior the scheduled installation date will be subject to a penalty of 100% of the installation costs. This penalty will not be deducted from the price payable for the installation made subsequently.

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