

## Appendix 1: Manufacturer's terms for offers made

Updated and valid from 1. July 2020

1. Product warranty: 1 year warranty and 5 year "hotline" guidance up to one hour per issue to assist with troubleshooting. Any issue are included at no extra cost.
2. COBOD Slice, a COBOD developed software, is included in the delivery of the printer. The slicer software enables the printer to convert a suitable STEP file into print files/commands to the printer. COBOD assumes no responsibility for the conversions made and for the printability of any file. It is the Customers responsibility to ensure that the drawings made can actually be printed etc.
3. In the basic configuration each of the Z columns are attached to the ground. After the first installation, the printer can be moved. Approximately one day is required for the disassembling and approximately one day for the re-assembly at the new location. COBOD assumes no responsibility if the Customers' operators cannot move the printer as fast as COBOD's operators. A crane is needed for installation and disassembly.
4. If the Customer has purchased installation of the printer from COBOD, COBOD assumes the responsibility for the safe and proper installation of the printer the first time. COBOD cannot be held accountable for subsequent disassembly, move and re-installation.
5. If the Customer has purchased training from COBOD, COBOD do not assume responsibility whether the Customers operators have fully understood how the printer should be operated.
6. Delivery time: Normal delivery time is approximately 4 months ex. Works and the delivery time starts when 50% prepayment has been received by COBOD. Delivery time around national holidays, such as Christmas and summer vacation (July) may be 3 weeks longer.
7. The products are offered and delivered ex. Works. COBOD can assist in getting a quote for the transport to the customer.
8. COBODs products are bought according to the updated specifications given at any time by COBOD. Specifications given are valid at the date the document was issued and may not contain later revisions. The Customer should ensure, that the decision to purchase from COBOD is based on the latest available specifications.
9. All products are offered according to the below payment schedule that is valid unless COBOD has issued an offer, in which the payment terms are written different from the below:
  - 50% down payment when ordering (delivery time starts when down payment has been received)
  - 40% when printer is ready to be shipped (the payment is required once the printer has been assembled and tested in Copenhagen – the customer is welcome to come and verify, that the printer is ready for shipment. If the customer rejects delivery of the printer, after 10 days of announcing the readiness of the printer for shipping, COBOD is entitled to ship it to the customer or charge storage and handling to the customer
  - 10% when arrived/installed at the site of the customer (should conditions at the customer prevent the printer from being installed, the payment is due latest 8 weeks after the printer has been shipped).
10. If a customer does not make payments according to the above schedule, COBOD shall give written notice to the customer of the default and entitle the customer to a period of 30 days to cure the event of the default. If the customer is still in default of payment following the 30 days of cure, COBOD is entitled to exercise its right of withdrawal according to clauses 8 and 14 of Appendix 2 - part B – Manufacturers special terms.
11. If a customer cancels an order after having paid the 50% prepayment, the prepayment is forfeited irrespective of reasons for the cancellation and the customer cannot claim a refund if some parts have already been ordered by COBOD.