

Service & maintenance contract

Name:

Customer Number:

Contact:

Address:

Postal Code:

Email:

Contract term:

Start date:

End date:

Check-ups:

(Annual amount)

Subject:

Customer

For agreement:

(name in block letters)

Date:

**Your reference /
order number:**

Signature:

Special Mobility

For agreement:

(name in block letters)

Date:

Signature:



Terms and conditions

Under the terms of the Service Contract, a check-up will be carried out once or several times a year, which, depending on the use of the Mobby products, will include the following work.

1.1 Check-up Mobby, Aisle Mobby & Mobby SP

- Checking the brake mechanism and its adjustment
- Checking all accessories and any adjustment thereof
- Checking all nuts and bolts
- Checking operation of armrests
- Checking operation of footplate
- Checking swivelling of front wheels
- Checking tire wear
- Checking transport clutch
- Replacement of parts in the event of normal wear and tear

1.2 Check-up e-Mobby & Mobby-Mover

- Checking the electronics
- Checking the electrical wiring
- Checking the battery condition
- Checking the charger
- Checking the driving performance
- Checking beacon and horn
- Checking operation of joystick and dashboard controls
- Checking all accessories and any adjustments
- Checking all bolts and nuts
- Checking operation of armrests
- Checking operation of footplate
- Checking swivelling of front wheels
- Checking tire wear
- Checking transport clutch
- Replacement of parts in case of normal wear and tear



1.3 Check-up Multimobby

- Checking the electronics
- Checking electrical wiring
- Checking battery condition
- Checking charger
- Checking Driving performance
- Checking beacon and horn
- Checking operation of dashboard controls
- Checking all accessories and any adjustment thereof
- Checking all nuts and bolts
- Checking the operation of hinges
- Checking Bumper tyre
- Checking front wheels and steering
- Checking tyre wear
- Checking luggage rack and Mobby coupling
- Parts replacement in case of normal wear

2. Parts

Parts and accessories are inspected and checked. If defects are found, parts are replaced. The cost of the parts will be calculated at the prices listed in the appendix. If there are defects and/or damages that are disproportionate, for example due to vandalism or careless or incompetent use, consultation and a quotation will be provided before further action is taken.

3. Subscription price

Subscription rates are calculated separately for each type of Mobby and set out in the contract. The prices specified in the contract apply for the agreed contract period with the indexation specified therein (see indexation).

4. Duration

The agreement is entered into for the duration of the above period. After the expiry of the initial period, this agreement will be renewed for periods of 12 months unless terminated by either party not later than 60 days before the end of the agreement.



5. Exclusions

The following situations, as well as related work and deliveries, are not covered by the provisions of this contract:

- Any operational damage caused by violence, breakdown, work by third parties, improper use.

If deliveries and/or work are required due to the above, the related costs will be charged to the client.

6. Liability

Special Mobility's liability is limited exclusively to the coverages, work and deliveries described in this contract. Any damage to equipment, property of the user and/or persons that might have been caused by our employees, our equipment, or by the alleged failure or incomplete fulfilment of the contract provisions on our part shall not entitle the user to compensation in any form whatsoever.

7. Failure report

Failure reports should be emailed to info@specialmobility.eu, with the attached form fully completed.

8. Working hours

All our subscription rates are based on carrying out work within normal working hours (Mon-Fri / 8:00- 17:00). If it turns out that fault reports have to be solved at the user's request in such a way that work has to be done after normal working hours, costs for this overtime will be charged based on the applicable rates.

9. Contract limitation

When entering into a service contract, it is assumed that the appliance is new or is in perfect condition. If this contract has been entered into for an appliance that is not new or has been supplied by another party at the time of conclusion, this appliance will first be subjected to a zero-fault inspection by us. Any defects then found will first be remedied at the client's expense before the provisions of this contract apply. Defects discovered later, but which existed before the contract was entered into and could not reasonably have been detected at the time of the zero inspection, shall suspend the operation of this contract until the defect has been remedied at the principal's expense.

10. Other conditions

If the equipment described in the maintenance agreement is transferred by the client to a third party, this agreement shall automatically terminate from the date of such transfer. All parts replaced under this maintenance agreement shall remain the property of Special Mobility until full payment has been made.



11. Workplace and parking

The client shall ensure that our mechanic has access to the equipment covered by this agreement. The mechanic must be enabled to load and unload tools and parts, and a place must be available where the means of transport can be parked. In addition, the client shall provide a workplace that is indoors, equipped with electricity and access to a toilet.

12. Inspection sticker

After maintenance/inspection, the Mobby or e-Mobby is provided with a sticker showing the date the inspection took place and the date when the next inspection is due.



Maintenance rates *Special Mobility*

Mobby. Aisle-Mobby, Mobby SP

The number of agreed maintenance intervals per year.

With intensive use of the products, we recommend 2x inspection on an annual basis.



Amount:	Price per Mobby, incl. labour For inspection and replacement of parts.
1 - 5 pieces:	€ 45,-
6 - 10 pieces:	€ 40,-
11 - 25 pieces:	€ 35,-
26+ pieces:	€ 30,-

E-Mobby. Mobby-Mover

The number of agreed maintenance intervals per year.

With intensive use of the products, we recommend 2x inspection on an annual basis.



Amount:	Price per e-Mobby & Mobby-Mover, incl. labour For inspection and replacement of parts.
1 - 5 pieces:	€ 60,-
6 - 10 pieces:	€ 55,-
11+ pieces:	€ 50,-



Multimobby

The number of agreed maintenance intervals per year.

With intensive use of the products, we recommend 2x inspection on an annual basis.



Amount:	Price per Multimobby, incl. labour For inspection and replacement of parts.
Per unit:	€ 80,-

Additional costs

Costs for parts to be replaced are determined according to the price list in the annex.

Travel costs are charged at € 0.95 per kilometre driven, which is calculated on the distance from the branch in the Netherlands. This kilometre rate includes labour costs while driving, so no separate labour is charged for the time driven.

Indexation

The rates and fees set out in this maintenance contract may be revised annually based on an indexation mechanism. This revision will be carried out according to the consumer price index (CPI) published by Statistics Netherlands (CBS).

Indexation will take place annually in the month of January. Any rate changes due to indexation will be communicated in writing to the other party with a thirty (30) day notification period.

Indexation is effective within the specified contract period unless otherwise agreed.

Work outside the contract

For work outside regular maintenance/inspection, the following costs will be charged as labour, travel and parts. The labour cost is € 59 per hour.

If there are accommodation costs, these will be passed on based on actual costs.



Fault report form

Special Mobility

Attention: Aftersales & Service
Email: info@specialmobility.eu

Organisation name:

Attention:

Address:

Postal code:

City:

Contact:

Phone number:

Email:

Type of device:

Serial number.:

Description

What is the nature of the complaint?

Is de klacht van plotseling ontstaan of bestaat deze klacht al geruime tijd?

Originated suddenly

Has existed for some time

In your opinion, what is the cause of the complaint?

Is the complaint urgent that it cannot wait until regular maintenance?

Yes

No

Should we schedule a visit and do an inspection?

(Possible additional costs if outside of the warranty period!!)

Yes

No

Page 8 of 8



Special Mobility Headoffice
Nijverheidsstraat 12A
7041 GE 's-Heerenberg
The Netherlands

Contact information
Tel: 0031 (0)314-667210
E-Mail: Info@specialmobility.eu
Website: www.specialmobility.eu

