

## Additional Terms and Conditions to the ezeep Hub

The following additional terms and conditions apply to the *ezeep Hub*. These do not affect the provisions of the General Terms and Conditions.

### I. Renting of ezeep Hub/s

1. Rented ezeep Hub/s will remain ThinPrint's property.
2. The ordered number of ezeep Hub/s will be sent by ThinPrint either via a shipping company or one of the ThinPrint branches. Unless otherwise agreed, you will bear the shipping costs and any applicable customs costs.
3. Unless we and you agree on a fixed rental period, the rental subscription automatically renews itself for the same consecutive rental period, until we receive the Hub/s at one of our designated return locations.  
If we and you agreed on a fixed rental period no cancellation is required, and the rental period ends on the agreed date and you have 60 days to return the hubs to us.
4. If the rental fee for ezeep Hub/s is not paid within 60 days or we have not received the Hub/s back within 60 days after the end of a canceled subscription, we will invoice you and you agree to pay a non-return fee for the relevant number of ezeep Hub/s at the then current list price in addition to the outstanding rental fee. The rental agreement for these ezeep Hub/s will end with the payment of the non-return fee.
5. After 5 (five) years of consecutive renting the ezeep Hub/s, you may at no charge exchange the ezeep Hub/s for a newer version. You shall bear the shipping costs and custom costs for the exchange of the ezeep Hub/s.

### II. Return of ezeep Hub/s

1. ezeep Hub/s must be returned within 60 days after the rental period ends.
2. If we have not received the ezeep Hub within 60 days of the end of the rental period, we will issue you an invoice and you agree to pay a non-return fee for the corresponding number of ezeep Hubs. The amount of the non-return fee corresponds to the a list price equivalent of 60 monthly rentals of an ezeep Hub minus the number of months you have already paid for the ezeep Hub. The non-return fee is at least EUR 90 or 95 USD or 65 GBP or 135 AUD depending on the location to which ThinPrint originally shipped the ezeep Hub.
3. An ezeep Hub is considered returned when it was delivered to one of ThinPrint's offices and its rental subscription was identified by ThinPrint.
4. You may choose to which ThinPrint office to return the ezeep Hub/s.
5. You bear any arising return costs. This includes but is not limited to shipping costs and customs fees.

### III. ezeep Hub Replacement

1. We will ship a replacement ezeep Hub/s within one business day (except for public holidays at the location of the nearest ThinPrint office) after being appropriately notified by you about a faulty ezeep Hub.
2. We will not charge you for the replacement ezeep Hub or the shipping costs to you, if the presumed faulty ezeep Hub was returned to us within 21 days and our inspection confirmed that the returned ezeep Hub was indeed faulty.
3. If we do not receive the faulty ezeep Hub within 21 days, we shall invoice a non-return fee for the relevant number of ezeep Hub/s at the then current list price plus our shipping costs for the replacement ezeep Hub.
4. If our examination of the returned ezeep Hub does conclude a fault due to incorrect use, installation and/or configuration of the ezeep Hub, ThinPrint shall invoice the shipping costs and an administration fee in the amount of 90,- EUR/95.00 USD/65.00 GBP/135.00 AUD depending on the location to which ThinPrint originally shipped the ezeep Hub. We recommend that you, prior to returning an ezeep Hub, check that according to the provided technical documentation no incorrect use, installation and/or configuration caused the ezeep Hub's malfunction.
5. ThinPrint expressly points out that ezeep Hub/s returned for replacement may be reset to their original settings which results in erasing all configurations done by you. We advise you to make a back-up copy of your configuration prior to returning an ezeep Hub to us.

*Issued: July 2025*