

Terms and Conditions for Pick-Up-Point - Teletec Connect AB (Applicable from 2024-01-01)

1. General

- 1.1 These Pick-Up Point terms and conditions are an integral part of Teletec's general terms and conditions, which can be found on Teletec's website, www.teletec.se, and shall apply to all sales from Teletec to the Customer.
- 1.2 The Pick-Up Point is a delivery point (a locked, alarmed and camera-monitored space) where the Customer can pick up a delivery at any time of the day, regardless of Teletec's opening hours.
- 1.3 The definitions contained in Teletec's general sales conditions shall, unless explicitly stated otherwise, have the same meaning in these conditions for Pick-Up-Point.

2. Ordering and shipping costs

- 2.1 Customer orders Products through Teletec's sales channels and chooses Pick-Up-Point Stockholm as the delivery method.
- 2.2 Delivery to Pick-Up-Point is always free of charge.

3. Delivery and SMS notification

- 3.1 When the Products are delivered to the Pick-Up Point, an SMS is always sent to the Customer to confirm that the Products are available for collection. Due to unforeseen events, deliveries can sometimes be delayed. If no SMS has been received, the delivery is delayed and cannot be picked up. In these cases, please contact Teletec to track the shipment.

4. Delivery times

- 4.1 If the order is placed before 16.00 Monday to Friday, the products can normally be picked up at the Pick-Up Point within 60 minutes.

5. Deadline for collection and right of return

- 5.1 The products are picked up by the Customer at any time, within thirty (30) days of receiving the SMS notification.
- 5.2 Teletec will invoice Customer for the Product in connection with the delivery of the Product in accordance with section 3.1 above.
- 5.3 Return rights apply according to Teletec's warranty and return conditions. Please note that the invoice date applies for determining the right of return according to said warranty and return conditions and that a Product is considered delivered when the Product is placed in the Pick-Up Point for collection.
- 5.4 The Products remain at the Pick-Up Point for thirty (30) days from the date the Products are delivered there.
- 5.5 If the Customer has not picked up the Products from the Pick-Up Point within the time limit set out in clause 5.4 Teletec is entitled, at its sole discretion, to either: i) send the Products to Customer and charge a shipping cost and handling fee of SEK 250, or ii) take back the Products in

their entirety without issuing a credit invoice. The Customer is then not entitled to any compensation or payment for the unclaimed Products.

6. Requirements for using the Pick-Up-Point

- 6.1 Personal registration is required to gain access to the Teletec Pick-Up-Point. By requesting access, you accept your personal responsibility for access and accept that the premises are under camera surveillance. The customer is responsible for requesting shutdown when employees leave the company or for other reasons should no longer have access to the Pick-Up-Point.

7. Addresses of the Pick-Up-Point

- 7.1 Stockholm: Ostmästargränd 8 in Årsta (next to the central warehouse's goods reception).
