

# 1. ThinPrint's ezeep Hub terms

## 1.1 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 either you or we cancel the rental subscription, or you have returned the ezeep Hub/s. If we and you agreed on a fixed rental period, no cancellation is required, and the rental period ends on the agreed date.
4. If the rental fee for ezeep Hub/s is not paid within 60 days, 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.

## 1.2 Return of ezeep Hub/s

1. ezeep Hub/s must be returned within 60 days after the rental period ends.
2. If we did not receive the ezeep Hub/s within 60 days after the rental period ends, we will invoice you and you agree to pay a non-return fee for the relevant numbers of ezeep Hub/s at the then current list price.
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.

## 1.3 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.

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