

# B2B

# SERVICE & *Steltronic* WARRANTY PLAN

# INTRODUCTION

WHY THIS SERVICE & WARRANTY PLAN FUTURE-PROOFS YOUR BOWLING CENTER

## DEAR BOWLING CENTER OPERATOR,

You know the situation: A technical problem occurs – and suddenly a lane goes down. Lost revenue, frustrated guests, and the question: When will help finally arrive? **This is exactly where our B2B Service & Warranty Plan comes in!**

### Your 5 Key Advantages at a Glance

- 1. Predictable Costs – No Unpleasant Surprises**  
For only €49 per month, you receive professional online support daily from 09:00 to 20:00. No hidden costs, no unexpected invoices – just reliable support when you need it!
- 2. Maximum Availability Through Hardware Warranty Extension** Protect your investment! For only €12 per lane per month, we replace defective hardware components (VLC Lane Computer, API Interface, Camera) quickly and efficiently. Your lanes keep running – your guests stay happy!
- 3. Proactive Maintenance Instead of Reactive Repairs**  
Our Annual On-Site Service Visit (€595 **per day**) prevents problems before they occur: - Complete inspection of all Bowl-Easy hardware - Network check and optimization of your front desk PC - Preventive maintenance directly on-site - Including travel costs and accommodation – no additional charges!
- 4. Fast Help When It Matters**  
Our ticketing system guarantees you a first response within 4 hours during support hours. Remote diagnosis, technical support, configuration assistance – everything from one source!
- 5. Flexibility and Transparency**  
Monthly payment via SEPA direct debit – simple and automatic, minimum contract term: 1 year with automatic renewal, cancellation possible with only 30 days' notice (after minimum term of 12 months), clear pricing structure with no hidden fees.

### Why This Plan Is Necessary Now

The reality in our industry has changed: Service and maintenance costs have risen significantly in recent years. Travel expenses, spare parts, qualified technicians – everything is getting more expensive. But one thing remains the same: Our commitment to providing you with the exceptional service level you're used to! To continue guaranteeing this, we have developed this Service & Warranty Plan. It enables us to offer you reliable support, fast response times, and proactive maintenance at fair, predictable rates – without compromising on quality!

### What Makes This Plan Special?

While other providers leave you waiting with long response times and unclear costs, we offer you:

- Reliability: Daily support, fast response times, proactive maintenance
- Cost Control: Fixed monthly fees, no surprises
- Complete Peace of Mind: From remote support to annual service visits – everything included
- Independence: Combine our services flexibly according to your needs

### Your Next Step

Secure maximum operational reliability now and minimize downtime! Sign the attached Service & Warranty Plan and benefit immediately from: - Professional support daily until 20:00 - Fast hardware replacement without hassle - Preventive maintenance that stops problems before they start. Bowl-Easy – Your Partner for Smooth Bowling Operations. Independent. Fast. Fair. **For questions, contact us below:**

### Your Investment Overview

Service	Price	Your Benefit
Online Support	€49/month	Daily support, fast response times
Hardware Warranty	€12/lane/month	Immediate hardware replacement for defects
Annual Service Visit	€595/per day	Proactive maintenance incl. travel costs
Steltronic SOS	€149 one time	Steltronic SOS one time intervention/service

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**bowl-easy**®

*Steltronic*

# B2B SERVICE & WARRANTY PLAN

ONLINE SUPPORT, HARDWARE WARRANTY  
EXTENSION AND ANNUAL ON-SITE SERVICE



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## 1. PURPOSE AND SCOPE

01. 1.1 This Service & Warranty Plan (the "Plan") sets forth the terms and conditions under which Bowl Easy B.V. and/or Steltronic (hereinafter collectively referred to as "Bowl Easy") provides online support services, optional hardware warranty extension services, and optional annual on-site service visits to its business customers (the "Client").
02. 1.2 This Plan governs the scope, availability, pricing, limitations, and conditions of the services provided and forms an integral part of the contractual relationship between Bowl Easy and the Client.

## 2. SCOPE OF ONLINE SUPPORT SERVICES

01. 2.1 Bowl Easy and Steltronic shall provide online support for its products and software applications via a ticketing system integrated within Odoo.
02. 2.2 Online support services include:
  - Functional and technical assistance related to the operation of Bowl Easy and Steltronic software;
  - Guidance on configuration and system usage;
  - Remote diagnosis of software-related errors or malfunctions.
03. 2.3 Online support is provided exclusively remotely. On-site services are excluded unless expressly agreed under Article 8 of this Plan.

### 3. AVAILABILITY AND RESPONSE TIMES

01. 3.1 Online support services are available daily between 09:00 and 20:00 Central European Time (CET).
02. 3.2 All support requests must be submitted exclusively through the Odoo ticketing system.
03. 3.3 For standard requests, Bowl Easy shall use commercially reasonable efforts to provide an initial response within four (4) business hours during support availability hours.

### 4. FEES AND PAYMENT TERMS

01. 4.1 The Online Support Services are provided against payment of a fixed monthly service fee of EUR 49.00, exclusive of VAT.
02. 4.2 The Client may elect to purchase a Hardware Warranty Extension at a fee of EUR 12.00 per lane per month, exclusive of VAT, invoiced in addition to the monthly service fee and land freight cost.
03. 4.3 The Client may also elect to purchase an Annual On-Site Service Visit at a fee of EUR 595.00 per visit **per day**, exclusive of VAT.
04. 4.4 All recurring fees shall be invoiced and collected monthly in advance via SEPA direct debit (SEPA incasso). The Annual On-Site Service Visit shall be invoiced separately or together with the monthly invoice, as determined by Bowl Easy.
05. 4.5 The Annual On-Site Service Visit fee includes travel expenses and hotel accommodation. No additional travel-related costs shall be charged.
06. 4.6 By entering into this Plan, the Client authorizes Bowl Easy to collect all amounts due by SEPA direct debit.

### 5. CONDITIONS FOR SERVICE ACCESS

01. 5.1 Services are available solely to Clients with an active and fully paid subscription.
02. 5.2 Bowl Easy reserves the right to suspend services in the event of non-payment or failed SEPA collection.

### 6. WARRANTY AND COMPLIMENTARY SUPPORT

01. 6.1 During the two (2) year statutory warranty period following initial delivery, online support is provided free of charge.
02. 6.2 After expiration of the warranty period, continued support requires an active subscription under this Plan.

### 7. HARDWARE WARRANTY EXTENSION

01. 7.1 The Client may elect to add a Hardware Warranty Extension for one or more bowling lanes.
02. 7.2 The extension applies exclusively to the following components supplied by Bowl Easy:
  - VLC Lane Computer
  - API Interface
  - Camera
03. 7.3 During the term of the Hardware Warranty Extension, Bowl Easy shall provide a functional replacement in the event of a malfunction caused by normal and proper use.

### 8. ANNUAL ON-SITE SERVICE VISIT

01. 8.1 Where elected by the Client, Bowl Easy shall perform one (1) annual on-site service visit at the Client's bowling center.
02. 8.2 The Annual On-Site Service Visit includes:
  - Physical inspection and functional check of all Bowl Easy-supplied hardware;
  - Verification of network connectivity and basic network configuration related to the Bowl Easy system;
  - Inspection and functional check of the front desk PC used in connection with Bowl Easy software;
  - Performance of necessary corrective and preventive maintenance work on site, where reasonably possible;
  - Cleaning and optimization of the front desk PC, including removal of unnecessary data, temporary files, and obsolete configurations related to system performance.
03. 8.3 The Annual On-Site Service Visit does not include:
  - Replacement of hardware components (unless covered separately under the Hardware Warranty Extension);
  - Major network redesigns or third-party system maintenance;
  - Software or data unrelated to Bowl Easy systems.
04. 8.4 The date of the visit shall be scheduled by mutual agreement, subject to Bowl Easy's availability.

## 9. HARDWARE REPLACEMENT PROCEDURE

01. 9.1 Where applicable under the Hardware Warranty Extension, Bowl Easy shall provide a functional replacement unit.
02. 9.2 Replacement hardware shall be shipped at the expense and risk of the Client.

## 10. RETURN OF DEFECTIVE HARDWARE

01. 10.1 The Client must return defective hardware within fourteen (14) calendar days of receiving the replacement.
02. 10.2 Returns shall be made at the Client's expense and risk to:  
Bowl Easy B.V.  
Rutherford 80  
6422 RE Heerlen  
The Netherlands

## 11. FAILURE TO RETURN HARDWARE

01. 11.1 Failure to return defective hardware within the stated period entitles Bowl Easy to invoice the full replacement value and/or suspend services.

## 12. TECHNICAL REQUIREMENTS AND LIABILITY

01. 12.1 The Client is responsible for adequate internet connectivity and system access.
02. 12.2 Bowl Easy shall not be liable for issues caused by external systems, infrastructure, or third-party software.

## 13. EXCLUSIONS AND LIMITATIONS

01. 13.1 This Plan excludes:
  - On-site services not explicitly listed in Article 8;
  - Hardware not supplied by Bowl Easy;
  - Issues caused by misuse, negligence, unauthorized modifications, or external events.

## 14. TERM, RENEWAL, AND TERMINATION

01. 14.1 This Plan is entered into for an initial term of one (1) year.
02. 14.2 The Plan renews automatically for successive one-year terms unless terminated in writing at least thirty (30) days prior to renewal.

## 15. AMENDMENTS

01. 15.1 Bowl Easy may amend this Plan upon thirty (30) days' prior written notice.

## 16. GOVERNING LAW AND JURISDICTION

01. 16.1 This Plan is governed by the laws of the Netherlands.
02. 16.2 All disputes shall be submitted to the competent court in the Netherlands.

# PRICE SCHEDULE

This Price Schedule forms an integral part of the B2B Service & Warranty Plan – Online Support, Hardware Warranty Extension and Annual On-Site Service between Bowl Easy B.V. and/or Steltronic and the Client. All prices are exclusive of VAT, unless stated otherwise.

## 1. Online Support Services

Service	Price	Billing
Online Support	€ 49.00 per month	Monthly, in advance

## 2. Hardware Warranty Extension

Service	Price	Billing
Hardware W. Extension	€ 12.00 per lane per month	Monthly, in advance

Applicable hardware components:

- VLC Lane Computer
- API Interface
- Camera

The Hardware Warranty Extension is charged in addition to the monthly Online Support fee and only for lanes explicitly covered.

## 3. Annual On-Site Service Visit

Service	Price	Billing
Annual On-Site Visit	€ 595.00 per visit <b>per day</b>	Separately invoiced or combined

The price includes:

- Travel costs
- Hotel accommodation
- On-site inspection and maintenance as defined in the Plan

## 4. Steltronic SOS

**Steltronic SOS one time intervention/service for € 149.00**

## 5. Payment Method

**All fees are collected via SEPA direct debit (SEPA incasso) based on a valid mandate provided by the Client.**