

1. Pricing and Validity of Quotations

- a) Prices are established for each item according to the validated quotations and order confirmations.
- b) Quotations are valid for 30 days from the date of issue. After this period, the quotation becomes void and must be renewed under conditions that may change. No commitment on our part and no claim may be made outside this period.
- c) An initial deposit is required upon signing the order confirmation. The deposit may correspond to the total contract value. Our order with the supplier is conditional upon receipt of the deposit, regardless of the delivery timeframe. S2NL Sàrl cannot be held responsible for delivery delays resulting from late payment of the deposit. When the goods are available in our warehouse, we guarantee reservation of the goods for 10 days until receipt of the deposit; after this period, the goods will be put back on sale. We reserve the right to modify our conditions or cancel the contract.
- d) In the event that the client cancels the signed contract, the full contractual amount excluding reservations shall become due if the goods have left the supplier's warehouses and are in the hands of the carrier.

2. Compliance of Services and Supply

- a) The contractual supply is exhaustively listed in our documents. Only the order confirmation is binding and constitutes the contract between S2NL Sàrl and its client. Any additions, modifications, deletions, cancellations, etc. result in a contract amendment and invoicing of the related items or costs.
- b) The client is solely responsible for the documents and purchases they validate. The equipment and services are listed therein. Any misunderstanding or doubt must be clarified by the client before signing and validating the quotation. The client may not claim to have misunderstood or misinterpreted the service and refuse to pay any additional costs related to such service. Under no circumstances may the client hold S2NL Sàrl liable if the service provided corresponds to what was validated by the client and confirmed by S2NL Sàrl through an order confirmation.

3. Warranty on Sold Equipment

- a) New equipment is covered by a minimum 2-year manufacturer's warranty. Information regarding product warranties may be requested at any time from our sales offices. The warranty is not automatically mentioned in our documents.
- b) An extended warranty may be requested. It will be managed either by S2NL Sàrl or by the manufacturer or distributor in certain cases.
- c) Used equipment has no warranty or only a limited warranty. This is specified in the commercial documents.

4. Delivery Timeframes

- a) We strive to perform our services as quickly as possible. However, S2NL Sàrl is not responsible for delivery times communicated by suppliers and cannot be held liable in the event of delays, impediments, or inability to perform on the part of suppliers and/or third parties.
- b) S2NL Sàrl undertakes to seek an appropriate solution with the supplier and/or third party in order to resolve the situation in the best interests of all parties.

- c) Delivery times from certain suppliers are non-negotiable and cannot be shortened.
- d) Delivery times vary depending on suppliers and/or items from the same supplier. We strive to find the best solutions in order to plan consolidated deliveries.

5. Return of Equipment and Withdrawal

Equipment sold under contract is neither returnable nor exchangeable.

6. Payment Terms

- a) Payment terms are indicated on all official and contractual documents, namely quotations, sales orders, and invoices.
- b) The first two orders must be paid in advance regardless of the contract amount (see also Article 1c). From the third order onward, a minimum deposit of 50% is required, subject to a different decision depending on past circumstances.
- c) Deposits are payable upon invoice. Our accounting department sends them as quickly as possible.
- d) The invoice must be paid within 10 days of receipt. The billing address is provided by the client and stated in the order confirmation.
- e) In the event of late payment of the final invoice, we reserve the right to charge default interest of 5% starting from the 11th day, as well as reminder fees. In the event of recourse to a debt collection company, the resulting costs will be charged to the client.

7. Transport

- a) The delivery location is the address provided by the client and stated in the order confirmation. Any modification must be communicated at least 48 hours in advance.
- b) Collection of goods by the client from our warehouse is not possible due to the absence of continuous staff presence.
- c) Transport and packaging costs are borne by the client for any order below CHF 1,000 excluding VAT. These costs are invoiced separately.
- d) The equipment is under the responsibility of the client once it leaves the warehouse, except in the case of delivery by us. In such case, it becomes the responsibility of the client once unloading has been completed at the address provided by the client.
- e) Any postponed or unplanned transport resulting from an issue attributable to the client may incur additional charges.

8. Retention of Title

Delivered goods remain the property of S2NL Sàrl until full payment of the invoice has been received.

9. Validity of this Document

This document applies to all S2NL Sàrl mandates at all times and without exception.

10. Miscellaneous

a) These general terms and conditions form an integral part of the service contract between the client and S2NL Sàrl.

b) The general terms and conditions are also available on the S2NL Sàrl website.

11. Jurisdiction

The place of jurisdiction is Fribourg. In the event of a dispute, S2NL Sàrl and the client agree to seek an amicable solution prior to taking any legal action.

.12. In the event of doubt or dispute.

In the event of doubt or dispute, the French version of the general terms and conditions of sale shall apply.