



GENERAL CONDITIONS FOR AFTER-SALES SERVICE

Only applicable to the repair of TESA "Classic" products

Approved version 2015

1. General sales conditions

1.1 These terms and conditions generally applicable to repairs constitute an appendix to the general sales conditions of TESA SA or one of its subsidiaries, whose provisions also extend to the area of repairs.

2. Shipment for repair

2.1 Each product must be sent to TESA SA, or to one of its subsidiaries, with shipping charges prepaid, in its original packaging or, as an alternative, in a packaging that will protect it from damage during transport.

2.2 The shipper shall remain responsible for each product until it has been delivered to the specified destination.

3. Cost of repairs

3.1 An official price list is available from TESA. This list includes one or several prices for the repair of most of TESA instruments. The "Repair" reference includes a letter after the product code that identifies the repair level.

3.2 The price list is subject to change without notice.

3.3 The products for which there is only one repair option will be repaired at the listed price if TESA or one of its subsidiaries agrees to the repair.

3.4 If the value of the instrument is less than 250 Swiss francs, or if TESA considers it as being too seriously damaged to achieve a successful standard repair, a notification will be sent to the client, including an offer for a new instrument as a replacement.

3.5 The products not included in the price list "Repair", or for

which several prices are indicated, require a repair cost estimate.

3.6 The repair of products outside the annual price list can only take place as long as the required spare parts are available.

4. Ordering Procedure

4.1 In order to be taken into account, the products sent to TESA SA, or to one of its subsidiaries for repair, must be accompanied by a statement from the client mentioning one or more of the detected defects.

4.2 The products to which only one repair option is applicable must be accompanied by a purchase order mentioning the price specified in the "Repair" price list. The repair shall be performed upon receipt of the product including purchase order, without prior notice.

4.3 If there are several repair levels, a cost estimate is required and shall indicate one of the repair levels from the price list, according to the required operations.

4.4 Products that are subject to a cost estimate will be repaired within the period indicated on the quote, as of receipt of the client's order.

4.5 If the repair order fails to reach TESA SA or one of its subsidiaries within a period of 45 days from the estimate's mailing date, the concerned products will be reshipped to the client, at its own expense.

5. Fixed-price offer

5.1 All repair estimates result in a fixed-price offer for the cost of inspection and creation of the offer.

5.2 The fixed price amounts to 65 Swiss francs (excluding taxes) for all the manual instruments, and to 230 Swiss francs for the products listed below:

- Height gauges
- UNIMASTER and UNITEST
- Inclinometers
- Surface roughness testers
- Probe Interfaces
- Air gauging units
- All measuring benches
- TESA UPC and UPD gauge block comparators

5.3 The fixed price is neither billed in case of a repair order, nor in case of an order for a replacement instrument, according to paragraph 2.4.

5.4 The option of obtaining a new instrument at an exchange price is available for the return of a used instrument, even if the repair is not requested.

5.5 If the unrepaired instrument is subject to a return request from the client, the fixed price shall be billed.

6. Guarantee of repairs

6.1 The repairs are guaranteed for a period of six (6) months from the delivery date of the repaired product.

6.2 The guarantee only covers the spare parts and the work performed to remedy the defect initially noticed.

TESA S.A., 1020 Renens
(Switzerland)