

**“PROTECT PLUS” SUPPORT AGREEMENT FOR SMALL HOUSEHOLD DEVICES**

The company shall undertake, during the period of validity of the present agreement, **which shall be applicable only to purchases made in Cyprus, which support for shall be provided only in Cyprus**, to replace the product, based on the terms and conditions hereof and / or to cover any product-related technical failure, excluding the cases referred to in the paragraph below, without the client paying anything but the agreement amount for such support services being provided.

This agreement does not include: 1) Regular replacements of consumables, such as light bulbs, laptop batteries, laptop power supplies, computer keyboards and mice, remote controls, oven lamps, filters, sockets, fuses, 2) built-in batteries 3) Failures affecting the product only from an aesthetic point of view and not affecting the product operation or safety 4) Any failure or mechanical damage caused by user's negligence, misuse or use contrary to the use instructions of the product, 5) Damage or mechanical failure caused by using the product with accessories or additives not approved by the manufacturer, 6) Damage or mechanical failure caused by any product regular maintenance work e.g. cleaning, maintenance, technical support or repair, provided such maintenance work is performed by a non-authorized repairer; 7) Any consequential loss suffered by the client, such as for example any damage occurred for not being able to use the product or any losses or damages resulting from the defective product, 8) Damage or mechanical failure caused by floods, winds or other severe weather conditions. 9) Providing technical support or privilege, should the Technical Services Agreement has been suspended, like failure of the client to pay, 10) Theft, loss, 11) Breaking or cracking the device, in whole or partly, caused by any reason.

In case of product failure, the CLIENT shall ensure to deliver himself the device to the COMPANY's store, where he/she bought it from for on-site inspection of the device by external experts or specialized employees of the COMPANY. In the event that, following the above inspection, the product is found to be technically defective, the COMPANY shall immediately replace the item with a new one with the same or similar characteristics.

The replacement of the product shall be done immediately, after inspection of the device by the responsible persons of the company being carried out and after the client himself returning the product to the store where he/she bought it from. The product replacement may take place up to 2 times during the entire period of validity of this agreement, without any cost for the client, provided it is technical failure indeed and the company shall be obliged to deliver the same product or replace it with another one with the same characteristics and specifications or almost the same.

This agreement is valid for three (3) years, unless the above replacements are made, which causes the agreement to terminate immediately upon the last replacement taking place. **Should any failure occur after the last replacement, the company shall not bear any liability and / or responsibility to repair the item and the client shall agree that the repair cost be at his/her own expense.**

In the event that the parties wish to amend any part of the agreement, this shall be done in writing and with the consent of both parties. Any amendment shall be an integral part of this agreement and the other terms shall remain the same.

The client shall reserve the rights pursuant to the respective Consumer Protection Law and he/she shall be entitled to terminate the present agreement within 21 days from the date it was signed and provided he/she has received no support or service under the present agreement and the company in this case shall be obliged to reimburse the sale-price paid for such support being provided. In case of failure to pay the sale price or failure to pay to the company this support-related fee, **which shall be paid in a lump sum** and / or in case of force majeure, the company shall not be obliged to provide any support as specified herein.

**PERSONAL DATA**

ALPAN ELECTROLINE LTD, as The Competent Authority of Processing, complies with the General Data Protection Regulation (EU Regulation 2016/679) and the Protection of Natural Persons Law against the Processing of Personal Data and the Free Movement of such Data (Law 125 (I) / 2018), and therefore the data provided in this agreement shall be used for the purpose for which they have been provided, such as the provision of support.

The company is committed as not to reveal, disclose and / or make public to anyone, any of the information provided by the customer to the company, as well as any transactions, except in cases where the customer has given his/her consent or in the case of existence of a relevant court decree for this purpose or decision of any public authority.

You have the rights as they arise from the provisions of the GDPR e.g. to access, correct and delete your data and / or restrict specific processing. If you would like to learn more about the practices used by ALPAN ELECTROLINE LTD for the processing of personal data, this can be found in the ALPAN ELECTROLINE LTD Privacy Policy at the following link: [www.electroline.com.cy/privacy-policy/](http://www.electroline.com.cy/privacy-policy/) or you can contact the Data Protection Officer of ALPAN ELECTROLINE LTD at [dpo@alpangroup.com.cy](mailto:dpo@alpangroup.com.cy).

This agreement is governed by the Law of the Republic of Cyprus and any dispute that may arise from it shall fall under the jurisdiction of the courts of Cyprus.

The Company

The Client

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