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ARTICLE 6 TRACKER ACTIVATION

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ARTICLE 7. SUBSCRIPTION EFFECTIVE DATE AND PERIOD

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reactivated the following month. This limit is applied by the Company to protect against fraudulent use or misuse of the SIM cards.

7.3. The Customer selects the desired SUBSCRIPTION plan at the time of activating their Tracker on the Website.

7.4. The "1-year" subscriptions are valid for one year from the date the Tracker is activated. This is automatically renewed at the end of the 1-year period. This automatic renewal can be cancelled up until one month before the end of the one-year Subscription, from your personal space at <https://my.weenect.com>, by clicking on the dedicated button.

7.5. The "3-year" subscriptions are valid for three years from the date the Tracker is activated. This is automatically renewed at the end of the 3-year period. This automatic renewal can be cancelled up until one month before the end of the two-year Subscription, from your personal space at <https://my.weenect.com>, by clicking on the dedicated button.

7.6. The "freedom/no obligation" Subscriptions are valid for an initial period of three months from the date the Tracker is activated. At the end of this initial period, there is an automatic renewal of one month. This automatic renewal can be cancelled up until 48 hours before the end of the current month, from your personal space at <https://my.weenect.com>, by clicking on the dedicated button. If a subscription is cancelled and then renewed, the Customer will be committed to a new initial period of 3 months from the date of the renewal.

7.7. The customer benefits from a 30-day "money-back" period which begins on the first day of the subscription. If the Customer is not satisfied with their tracker during this 30-day period, provided they use it for a total of less than three days, they can request the company Hareau to reimburse their subscription in accordance with the terms described in article 5 of these Terms and Conditions of Sale. Beyond this 30-day period, no refund of the subscription will be possible. If the Customer has used their Tracker for more than 3 cumulative days during this period, they will be considered "satisfied" and will not be able to request reimbursement of the subscription. Each day on which this Tracker has been connected to Weenect's servers is considered to be a day of use of the Tracker.

7.8. In the event of payment failure, the Customer will have 30 days to rectify the situation. After this period, Weenect will temporarily suspend the use of the Tracker until payment is up to date. Weenect reserves the right to initiate a procedure for recovery of subscription payments not made within the specified time limits.

ARTICLE 8. OPTIONAL SERVICES – COMMERCIAL AND LEGAL WARRANTIES

8.1. Optional services:

In addition to Subscriptions, the Customer may choose, with no obligation to purchase, the optional Services listed on the Website, including:

8.1.1. Entry of five alert contacts for emails and text messages if the Premium Pack option is chosen.

8.1.2. Receipt of Alerts by Smartphone notifications, emails or text messages if the Premium Pack option is activated.

8.1.3. The "SOS call" option, limited to 10 minutes per month, allows a call to be made by the Trackers WEENECT SILVER and KIDS, from the App to the number entered in the User Space

8.1.4. The "Multi-risk Warranty" option which extends the manufacturer's commercial warranty to breakage and loss of the Tracker. The replacement of the Tracker is done without conditions. Shipping costs are the responsibility of the Customer. Subscription can only take place upon registration of the Tracker or if the Tracker is still in working order at the time of the subscription of the option (a connection date subsequent to the subscription will be necessary to prove this fact). After 3 replacements for breakage or loss, the option will be

automatically terminated by Weenect (the Customer will no longer be deducted from the amount of the option).

8.1.5. The Premium Pack which gives the Customer a credit of 40 monthly SMS, an online chat service to live chat with an adviser from the application, 7 days a week from 9 a.m. to 6 p.m. and additional maps.

8.1.6. Optional Services and Premium Packs are valid for the entire duration of the Subscription and can be carried over to any renewal of Subscriptions. They are independent of the Subscription, payable monthly, with tacit monthly renewal

8.2. Legal Guarantee

The Customer has a period of two years from the delivery of the tracker to obtain the implementation of the legal guarantee of conformity in the event of the appearance of a defect of conformity. During this period, the Customer is only required to establish the existence of the lack of conformity and not the date of its appearance.

The legal warranty shall apply to the digital content or service throughout the period of supply provided. During this period, the Customer is only required to establish the existence of the lack of conformity affecting the digital content or the digital service and not the date of its appearance.

The legal guarantee of conformity entails an obligation for the Company, where applicable, to provide all updates necessary to maintain the conformity of the tracker.

The legal guarantee of conformity entitles the Client to repair or replace the tracker within thirty days of their request, free of charge and without any major inconvenience to them.

If the tracker is repaired under the legal warranty of conformity, the Customer benefits from a six-month extension of the initial warranty.

If the Client requests the repair of the tracker, but the Company imposes a replacement, the legal warranty of conformity is renewed for a period of two years from the date of replacement of the tracker.

The Client may obtain a reduction in the purchase price by keeping the tracker or terminate the contract by obtaining a full refund in exchange for the return of the goods, if:

- 1° The Company refuses to repair or replace the tracker;
- 2° The repair or replacement of the tracker takes place after a period of thirty days;
- 3° The repair or replacement of the tracker causes a major inconvenience to the Client, in particular if the Client definitively bears the costs of taking back or removing the non-conforming tracker, or if they bear the costs of installing the repaired or replacement tracker;
- 4° The non-conformity of the tracker persists despite the seller's unsuccessful attempt to render it conform.

The Customer is also entitled to a reduction in the price of the tracker or to the termination of the contract when the lack of conformity is so serious that it justifies the immediate reduction in price or termination of the contract. In such cases, the Customer shall not be obliged to request the repair or replacement of the tracker beforehand.

The Customer is not entitled to rescind the sale if the lack of conformity is minor.

Any period of immobilisation of the tracker for the purpose of its repair or replacement suspends the guarantee that was still running until the delivery of the repaired tracker.

The rights mentioned above result from the application of articles L. 217-1 to L. 217-32 of the Consumer Code.

The Company that obstructs in bad faith the implementation of the legal guarantee of conformity is liable to a civil fine of up to 300,000 euros, which may be increased to 10% of the average annual turnover (Article L. 241-5 of the Consumer Code).

The Customer also benefits from the legal guarantee for hidden defects pursuant to Articles 1641 to 1649 of the Civil Code, for a period of two years from the discovery of the defect. This guarantee entitles the Customer to a price reduction if the tracker is kept or to a full refund in exchange for the return of the tracker.

8.3. Commercial guarantee:

8.3.1. The Trackers are guaranteed for two years by the manufacturer. This commercial warranty is applicable in the event of a Tracker defect, not caused by a fall or breakage, or non-conforming use, and as long as the Customer holds a Subscription and is up to date with their payments. The warranty is extended by 6 months if the Tracker is repaired within the two years of the legal warranty of conformity.

8.3.2. In the event that the Company sends the Client, at the Client's request, a new Tracker in order to remedy a malfunction of the initial Tracker, the Company shall send the second Tracker after receiving the initial Tracker and verifying by its services the condition of the Tracker and the conditions for validation of the manufacturer's commercial warranty. The Client must first contact customer service to obtain a return slip number. The exchange will be carried out at no cost to the Client subject to validation of the warranty conditions by the Company.

8.3.3. In the event of the return of a Tracker that does not comply with the conditions of return (torn packaging, missing instructions, etc.) or of damage to the Tracker by the Client or their entourage, the free replacement of the Tracker shall not be made and the Company shall send a notification email to the Client. Following this, the Company will proceed, upon receipt of payment of the sales price of the new replacement Tracker, which will be invoiced to the Client before shipping, to replace the damaged Tracker.

ARTICLE 9. CUSTOMER'S OBLIGATIONS – PAYMENT – LATE PAYMENT

9.1. The Customer agrees to follow all instructions related to the configuration and use of the Tracker and to refer to the user guide provided with the Tracker. The Customer will be solely responsible for the improper use or configuration of the Tracker.

9.2. Under no circumstances may the Customer damage or allow those close to him/her or his/her children to damage the physical, electromagnetic and electronic integrity of the Tracker. Responsibility for the risks related to owning and using the Tracker is transferred to the Customer upon his/her receipt of the Tracker, barring a manufacturing defect.

9.3. The Trackers are not intended to replace personal supervision.

9.4. The Customer agrees to use the Weenect Kids product only on his/her own children if they are five years of age or older and to follow the recommendations for use provided in the user guide, particularly to: place the Tracker in the child's bag and/or use the protective pouch included in the Tracker's packaging as soon as possible. The Customer agrees to use the Weenect Silver only on his/her relatives if they agree and to respect the recommended conditions of use such as the use of the protection pouch whenever possible. The Customer agrees to use the Weenect Pets and/or Weenect Dogs 2 and/or Weenect Cats 2 and/or Weenect Cats products only on his/her own pets and to follow the recommendations for use provided in the user guide.

9.5. The Customer agrees to receive only paperless invoices, which will be made available in his/her Customer Area. A paper invoice will be sent to the Customer upon request.

9.6. The Customer agrees to remain up to date with his/her financial obligations towards the Company, based on the prices available on the Website. The Customer agrees to check his/her email and the Customer Area regularly in order to receive all new messages and information from the Company.

9.7. The Company cannot be held responsible for a lack of information if the Customer has himself/herself declared it as spam or has unsubscribed from their mailing list.

9.8. The Company reserves the right to unilaterally change the Subscription price and/or any or all of the TCS previously applicable to the Customer at the end of each contract period. The Customer will have the option

to accept or refuse such changes. If the Customer accepts them, the new prices and/or TCS will apply to the new contract period.

9.9. Moreover, the Company reserves the right to suspend the Subscription and the Services or to deactivate the Tracker in case of a payment incident not resolved by the Customer.

ARTICLE 10. CUSTOMER ACCOUNT DEACTIVATION

The Customer's failure to fulfil the obligations assumed under the TCS, any payment incident related to the price of an Order, actions contrary to morality and public order or harmful to the Company's reputation and image, and the provision of false information at the time of account creation may result in the suspension of access to the Company's Services and subscriptions, and even the cancellation of the Customer's account and subscriptions depending on the severity of the actions in question, without the possibility of damages or compensation of any kind being claimed against the Company. The Company reserves the right to refuse any order from a Customer with whom such a dispute exists, even if the Customer uses a new account.

ARTICLE 11. COMPANY'S OBLIGATIONS - LIMITATION OF LIABILITY

11.1. The Company supplies Trackers, Subscriptions and Services, but is in no way the designer or manufacturer of the Trackers. Consequently, the Company may under no circumstances be required to pay compensation for any harm sustained by the Customer related to the use of the Tracker, including any harm that does not result exclusively and directly from an error on the part of the Company.

11.2. Because of the technological limits on antennas and GPS satellite signals, the Company cannot guarantee that the GPS device will work 100% of the time. Cell towers and satellite-based GPS links may experience downtime, interruptions, and dead spots. The Tracker, the App or the SIM card may be subject to unexpected malfunctions or network limitations.

11.3. The Customer confirms that he/she understands the limits of the technology and may not hold the Company liable for network limitations or GPS tracking problems. In addition, the Company cannot provide information other than the Tracker's GPS location and cannot guarantee the identity of the person to whom the Tracker is attached.

11.4. The Customer declares that he/she is aware that, given that the GSM/GPRS network of mobile telephone operators and the GPS network are in the process of being rolled out, some parts of the country may not be covered by these networks and access to service there may be disrupted. If the Customer is located in an area that is not continually or permanently covered by the network, thereby making the Services inapplicable, he/she must contact the Company's customer service department as quickly as possible to obtain a refund of the Tracker and to have the subscription cancelled.

11.5. The Company agrees to ensure the proper operation of the Weenect system and to take the necessary measures to maintain the continuity and quality of the Services. It is expressly agreed that the operation of the Weenect Service is based on technologies developed and operated by third parties with which the Company has no means of intervention (including network coverage and operation of the infrastructures of third parties that provide mobile telephone communication service - GSM). The Customer is therefore informed that the Company provides its services based on a best-efforts obligation. Furthermore, repairs or maintenance work on its servers and/or on operators' networks may require the Company to suspend the service, yet without giving a right to any compensation. Wherever possible, the Company will inform the Customer in advance of planned suspensions. Based on the current state of technology, tracking service is subject to the technical conditions of Coverage and access to GPS Coverage, i.e., the view of at least three satellites, and clear sky exposure of the receiving antenna, or the provision by the telecom operator of a location (cell ID). GPS tracking is generally not possible if the mobile security system is in a building, basement, tunnel, or an enclosed covered space. GPS tracking by the operator (Cell ID tracking) is subject to the existence of GSM coverage.

11.6. The Company may not be held liable when the failure of the Weenect Service or the Tracker results from one of the following events:

- 11.6.1. Failure, inadequacy, or congestion of GSM, GPRS and GPS Coverage;
- 11.6.2. Voluntary or involuntary failure, malfunction, alteration or degradation of the Tracker, battery that is dead or damaged in a way that prevents its operation;
- 11.6.3. Problems resulting from placing the equipment in electromagnetic fields that interfere with data transmission or in covered spaces that interfere with data transmission or reception or access to Coverage (GSM or GPS);
- 11.6.4. Work, service or operations performed on the Tracker or the servers used to provide the Weenect Service;
- 11.6.5. Inaccurate or out-of-date information provided by the Customer;
- 11.6.6. Events or problems that impact the Company's services;
- 11.6.7. Disclosure by the "Customer" of confidential information to unauthorized persons;
- 11.6.8. Suspension of the services due to non-payment by the Customer.
- 11.7. In this respect, the Company is responsible only for direct, personal and certain damage related to the failure in question, at the exclusion of any compensation for indirect damage and/or harm. The Company and the Customer expressly agree that damage not resulting directly and exclusively from the Company's breach of a contractual obligation is considered indirect damage. In any case, the Company's liability for all subscriptions may not exceed the total sums (excluding VAT) actually paid by the Customer to the Company over the last 12 months.
- 11.8. The company cannot be held responsible for damage in the event of force majeure. The Company and the Customer expressly consider cases of force majeure to be the events held by the jurisprudence of the French courts and tribunals as being compelling, unpredictable and outside the will of the Parties as well as in particular the following events: fires, water damage, natural disasters, storms, lightning, strikes, floods, earthquakes, attacks, explosions, wars, pandemics, military operations or civil unrest, blockages of transport or resource supply, cessation of the energy supply, any legislative or regulatory restriction on the provision of a WEENECT Service, any decision of a public authority not attributable to the Company and preventing the provision of a WEENECT Service.
- 11.9. Moreover, use of the Tracker may under no circumstances exempt the Customer from strictly complying with legislation.
- 11.10. The Company may not be held liable for any loss of data that may occur during use of the Website or App and/or for the inability to access or use the latter.
- 11.11. In addition, the Website may contain advertising, promotional, commercial or sponsorship links and visual elements that direct the user to websites of third parties or independent service providers. The Company is not responsible for the contents of said third parties or third-party websites and does not guarantee their accuracy, validity, quality or integrity, particularly as regards transactions carried out directly between the Customer and a third-party reseller or service provider not affiliated with the Company.
- 11.12. Moreover, the Company cannot assume connection costs and, in general, any communication costs resulting from access to the Website and its use by the Customer.
- 11.13. Information on security updates:
The tracker software and the mobile application on IOS and Android may be subject to updates of which the Customer is informed in advance. These updates last a few minutes. Their purpose is to improve the functionalities of the tracker and/or the application or to improve their security. The storage space required for updates is 50 kB for the tracker and 11.3 Mb for the application. They have negligible consequences on the available storage space, the availability of the RAM or the battery life.

ARTICLE 12. ASSISTANCE

12.1. The Company offers Customers free online assistance (excluding possible Internet connection costs) on the Website via a contact form.

12.2. In case of a problem, the Customer may find a solution by contacting a customer service representative as described above. In order to be valid and taken into consideration, any complaint, dispute or refund request must be accompanied by receipts. The Company agrees to respond to any complaint, dispute or refund request within 30 business days of the date of receipt.

ARTICLE 13. INTELLECTUAL PROPERTY – SOFTWARE – APP

13.1. The Company is the exclusive holder of the intellectual property rights to Weenect's Trackers, Services and Subscriptions. "Weenect" is a registered trademark owned by the Company. No provision of these TCS may be construed as a transfer of any kind of an intellectual property right to this trademark to the Customer or any user.

13.2. Use of the software embedded in the Tracker or of the App available in the Apple Store or on Google Play is subject to the Customer's acceptance of the following conditions:

13.2.1. The Company grants the Customer, who accepts, a personal, limited, non-transferable and non-exclusive right to use the Software and the App (hereinafter the "License") under the terms and conditions set out below.

13.2.2. The License includes only the right to use the Software and the App (including its documentation) during the Subscription period purchased by the Customer.

13.2.3. The License does not include the transfer of ownership of the Software, the App or any of their elements (including the documentation) to the Customer.

13.2.4. The Customer agrees not to decompile, reproduce, translate, adapt, reconfigure or modify the Software, the App or the related documentation, even if such actions are necessary to allow the Software or App to be used according to their intended purpose.

13.2.5. The Customer may not make a backup copy of the Software or App and is prohibited from using the Software or App in connection with any product other than the Tracker.

13.2.6. The Customer is prohibited from any transfer, redistribution or sublicensing without the Company's express prior written approval.

13.3. The Company may update the software embedded in the Tracker remotely.

13.4. In general, the Company reserves the right to change, at its sole discretion, the technical specifications of the Tracker, the App and the Weenect Service, as well as the communication technology used for the Weenect Service, at its own expense. The Customer may not cite such a change as grounds for cancellation of these TCS.

ARTICLE 14. INFORMATION TECHNOLOGY AND FREEDOM - PROTECTION OF PRIVACY

14.1. The Customer's information is the subject of two declarations and a commitment of compliance sent to the CNIL:

14.1.1. Declaration no. 1621514 for the Customer's personal information.

14.1.2. Declaration no. 1621521 concerning information related to GPS tracking.

14.2. Customers may access tracking information in their Customer Area. Tracking information older than thirty days is permanently deleted.

14.3. In accordance with Articles 39 et seq. of the French Data Protection Act (law no. 78-17) of January 6, 1978, any person may obtain information concerning him/her and, where applicable, have such information corrected or deleted by mailing a letter, along with proof of identity, to the following address: HAREAU SAS / WEENECT, Informatique et Libertés, 101 rue de Sèvres, 75006 Paris, France.

14.4. It is prohibited to use data from Trackers, Subscriptions and Services for applications likely to infringe respect of privacy as described by the CNIL (www.cnil.fr).

14.5. The Company draws the Customer's attention to the fact that the data collected must be adequate, relevant, and not excessive in relation to the purposes for which they are recorded and that these data must be kept only for a period that does not exceed that necessary for the purposes for which they are used.

14.6. The Weenect Data Protection Officer (DPO) can be contacted at dpo@weenect.com

ARTICLE 15. OTHER PROVISIONS

15.1. The fact that either Party does not claim the benefit of a commitment by the other Party to fulfil any of the obligations stipulated herein (or does not act on a breach) may not be construed in the future as a waiver of such obligation (or of its right to act on such breach).

15.2. The Company reserves the right to subcontract all or part of the Services or to transfer its business to a third party without such subcontracting or transfer requiring the Customer's prior approval, which the Customer expressly acknowledges.

15.3 List of eco-organizations to which Hareau adheres in the context of its EPR (Extended Producer Responsibility) obligations:

Country	Stream	Organism/Register	ID
Germany	Electrical and electronic waste	stiftung elektro-altgeräte register (stiftung ear)	Reg.-Nr. DE 42105149
	Batteries	stiftung elektro-altgeräte register (stiftung ear)	DE21155286
	Packaging	LUCID	DE5683155081385
France	Electrical and electronic waste	ADEME	N° (IDU): FR007533_05INGU
	Batteries	ADEME	N° (IDU): FR007533_06ZIN1
	Packaging	ADEME	N° (IDU) FR214688_01QONN
The Netherlands	Electrical and electronic waste	Stichting Open	Contract ID: CO00018497
	Batteries	Stibat	Participant number: 41537
Belgium	Electrical and electronic waste	Recupel	Participant number: 949151
	Batteries	Bebat	Participant number: 713201

ARTICLE 16. APPLICABLE LAW AND COMPETENT COURTS

The TCS are governed by French law.

Any dispute related to the TCS will be subject to the sole jurisdiction of the competent Paris court.

After a written approach by the Customer to the Company to find a solution to any dispute between them, relating to the interpretation or execution of these TCS that has remained unsuccessful, the Customer may choose to resort to the consumer mediator of the e-commerce to which the Company belongs: FEVAD, 60 rue la Boétie 75008 Paris

Failing this, any dispute relating to the GCS will be subject to the jurisdiction of the District Court of the Customer's place of residence.

These TCS were updated on October 12, 2023