

## SATELLIC OBU DEPOSIT REFUND POLICY

This policy sets out the rules that Satellic applies to determine whether a User is entitled to the repayment of his or her OBU Deposit, partially or in its entirety, in accordance with article 5.5 of Satellic's User Agreement as updated on June 30, 2019 and published on July 1, 2019.

Satellic will independently assess with regard to the repayment of the OBU Deposit, and this decision, which will be communicated to the e-mail address the User provided to Satellic, will be final and not be open for any appeal. This assessment will lead to one of the following options:

1. **Full repayment of the OBU Deposit:** Returned On Board Unit(s) that is/are in Good Working Order and has/have been returned to Satellic Complete and Undamaged, will lead to a repayment of the full OBU Deposit of 135 EUR. Satellic will understand "Good Working Order", "Complete" and "Undamaged" as follows:
  - a. "Good Working Order" implies that the OBU is in a state allowing it to be refurbished for reuse without need for repair first;
  - b. "Complete" means with the original power cable and preferably with the battery and the suction cups;
  - c. "Undamaged" implies that the vital parts of the OBU are not "Damaged" to such extent that it requires repair, including absence of Damage to (i) outer shell (upper and lower case), (ii) the display, (iii) the keypad, (iv) the LED lights and (v) the motherboard. "Damage" includes (but is not limited to) scratches, stains, cuts, cracks and dents. In addition, the "red master seal" at the bottom right of the OBU must be present and unbroken. Ordinary wear and tear is however not considered as "Damage".
  
2. **Partial repayment of OBU Deposit:** For OBUs ordered as of April 1, 2017, Satellic will as of September 1, 2017 (5 months grace period) only partially reimburse to an amount of 100 EUR instead of 135 EUR, following the return of an Undamaged and Good Working Order OBU which is not Complete e.g. the original power cable is missing.

For OBUs ordered prior to April 1, 2017, a full repayment of the OBU Deposit will be awarded, even if one of these items is missing. An Undamaged and Good Working Order OBU stays mandatory however to get the refund.

3. **No repayment of the OBU Deposit:** if the On Board Unit is not found to be in Good Working Order or is not found to be Undamaged in any way, Satellic will retain the entire OBU Deposit of 135 EUR.

### Overview table

<b><i>Ordered before 01/04/2017</i></b>	<b>Complete</b>	<b>Not complete</b>
Undamaged	135€	135€
Damaged	0€	0€
<b><i>Ordered as of 01/04/2017 Returned before 01/09/2017</i></b>		
Undamaged	135€	135€
Damaged	0€	0€
<b><i>Ordered as of 01/04/2017 Returned as of 01/09/2017</i></b>		
Undamaged	135€	100€
Damaged	0€	0€