

Production & IT Services

Special Service Terms for Production & IT Services (hereinafter “Service”)

Valid from 1 July 2026

Subject to the General Terms and Conditions of ALSO Schweiz AG (hereinafter “GTC”), available at https://www.also.ch/ec/cms5/de_6110/6110/legal/agb/index.jsp, the parties agree to further terms in accordance with these Special Terms of Service for the Service (hereinafter “**SST Production & IT Services**” or “SST”). In the event of any conflict between these SST, the GTC and any other individual contract, these SST shall take precedence. The GTC, these SST and any individual contract (e.g. annual agreement or service contract) constitute the entire agreement between the parties regarding the services (hereinafter referred to as the “Agreement”).

Definitions

“**Products**” for the purposes of these SST refers to all hardware products, including accessories and components, which are handled, stored, configured, transported or otherwise processed by ALSO within the scope of the agreed services, regardless of whether these are provided by ALSO or by the customer.

1. Service Descriptions

Production & IT Services comprise supplementary service and logistics services provided by ALSO in relation to products throughout the hardware lifecycle. A distinction is made between the following services:

1.1. Unpacking & Disposal

ALSO unpacks products, sorts them and processes the packaging material in accordance with the customer’s instructions: either for proper disposal in accordance with legal requirements or for return shipment to the customer.

1.2. Labelling & Inventorying

ALSO applies customer-specific labels (e.g. asset tags, QR codes or barcodes) to products. This optionally includes the creation of print templates, the printing of labels and the recording of relevant product data in an inventory list. ALSO provides support in defining suitable label content and formats, as well as their placement on the products. The customer gives final approval (ready for print).

1.3. Bundling & Packaging

ALSO assembles products, accessories, documentation and, optionally, customer-specific materials in accordance with a defined bill of materials and packs them ready for dispatch. This may optionally include customer-specific packaging solutions (e.g. branding or special packaging concepts). ALSO does not provide any advice on product compatibility as part of this service.

1.4. Transport & Logistics

ALSO organises and manages the dispatch and return of products. In doing so, ALSO selects suitable transport providers and ensures packaging is secure for transit in accordance with industry standards. Furthermore, ALSO prepares dispatch and accompanying documents and provides tracking and status information.

1.5. Staging & Imaging

ALSO handles the installation of operating systems, drivers and customer-specific images and settings on devices provided by the customer, which ALSO neither modifies nor adapts. This optionally includes integration into customer-specific management systems (e.g. Autopilot / Intune), as well as the connection and commissioning of the devices during the staging process. The specific tasks to be carried out must be recorded by the customer using the form provided by ALSO. Optional: ALSO will upload hardware hash IDs (HashID) to the customer’s systems via the ALSO Cloud Marketplace (ACMP), provided the technical requirements are met.

1.6. Wiping & Grading

ALSO carries out certified data erasure on devices in accordance with recognised standards (e.g. NIST 800-88) using suitable software (Blancco). Deletion certificates are provided on an optional basis. Furthermore, ALSO carries out a visual and technical assessment of the device's condition, as well as a classification of the products in accordance with defined grading criteria. On an optional basis, ALSO submits a purchase offer for the products to the customer.

1.7. Any services not described in this SST are not part of the contract and must be requested from ALSO in a separate quotation.

2. Obligations of ALSO

2.1. ALSO provides its services in accordance with recognised professional standards. The exact scope of services is set out in the currently valid service price list or in project-specific quotations.

2.2. ALSO records all products in the web application with their item name and item number and makes this information available to the customer via the web application.

3. Obligations of the customer

3.1. Upon delivery of goods not ordered from ALSO, the customer accepts the delivery terms set out in clause 6.

3.2. The customer shall ensure that all information, data, specifications, deadlines and materials required for the provision of services are made available to ALSO in full, correctly and in a timely manner. Where available, the customer shall use the formats or templates specified by ALSO for this purpose. Any delays or additional costs arising from insufficient or late cooperation on the part of the customer shall be borne by the customer.

3.3. The customer is responsible for ensuring that the products, materials or data provided are suitable for the agreed services.

4. Terms and Conditions of Service

4.1. Orders must be placed via the EDI interface or by email, with a clear reference to the quotation. By placing an order, the customer acknowledges the validity of these SST and the currently valid price lists (Appendix 1). The customer's order shall only be deemed accepted once ALSO has confirmed the order in writing.

4.2. Cancellations are free of charge up to 2 working days before the execution date. Later cancellations will result in a charge of 50% of the service price. Failure to cancel or non-execution will be charged in full (no-show).

4.3. In the context of project and rollout services, a flat-rate fee per device is charged for the storage of products, covering storage for a period of up to three (3) months. After the expiry of the three (3) months, the terms and conditions set out in ALSO Warehousing's SST Warehousing (https://www.also.ch/ec/cms5/de_6110/6110/legal/agb/index.jsp) shall apply to further storage, which will be invoiced on a time-and-materials basis or in accordance with the agreed fees.

4.4. Should physical on-site services be required, the parties shall enter into a separate agreement. Such services are not covered by this SST. Acceptance shall be deemed to have taken place as soon as the customer uses the service or the product is delivered, but no later than 6 working days after delivery.

5. SLA

5.1. The SLAs agreed in this clause are subject to ALSO receiving timely delivery from manufacturers or customers.

5.2. The following standard processing times apply during business hours:

- Standard order: Processed within five (5) working days
- Express order: Processed within one (1) working day (by arrangement)
- Incident/Swap: Next business day for orders received by 12:00

5.3. Detailed deadlines and information regarding project-related services (e.g. rollout plans, extensive pre-configuration, instructions) must be provided by the customer to ALSO no later than three (3)

weeks before the planned rollout date. Project plans, durations, milestones and scope of services are governed by the separately agreed quotations or arrangements and are independent of the targets for operational service delivery.

- 5.4. The processing times stated are for planning and quality assurance purposes only ('best effort'). They do not constitute binding deadlines, guaranteed characteristics or Service Level Agreements (SLAs) and, in particular, do not give rise to any claims for penalties, reductions in payment or damages.
- 5.5. ALSO provides no warranty regarding the availability, freedom from errors, data integrity or continuous operation of the e-services. Interruptions, system failures and data loss cannot be ruled out. ALSO may change the scope of the e-services at any time.

6. Delivery Terms for Third-Party Goods

- 6.1. Third-party goods must be delivered exclusively to the following delivery address:
ALSO Schweiz AG
Production 'Customer Name/Project'
Meierhofstrasse 7
6032 Emmen
- 6.2. Notification of delivery prior to delivery: The customer or supplier must provide the following information by email to warehousing-ch@also.com prior to delivery:
 - Delivery date and time
 - Item numbers and descriptions
 - Quantity (pallets, parcels, number of items)
 - Order number and sender's address

This enables a purchase order to be opened in good time in the goods-in department and the delivery to be registered.

- 6.3. The customer must deliver the goods palletised and in accordance with the following delivery specifications:
 - Maximum pallet dimensions: 120 cm x 120 cm, maximum height 200 cm
 - Maximum weight per pallet: 650 kg
 - Max. 20 palletised units per delivery
 - Only pallets containing a single product type and fitted with scannable labels
 - No loose goods or container deliveries
- 6.4. Deliveries and collections of goods are permitted only on working days from Monday to Friday between 07:30 and 12:00 and between 13:00 and 17:00, but not on public holidays in Switzerland or the Canton of Lucerne. Scheduled deliveries are possible by prior arrangement only. Any deviations or excess quantities must be agreed in writing with ALSO in advance.
- 6.5. ALSO is under no obligation to inspect the goods in storage. Upon receipt of goods, ALSO carries out only a visual inspection for external damage and checks that the number of items delivered matches the delivery note. ALSO will notify the customer of any damage or discrepancies, subject to a corresponding reservation.
- 6.6. Goods in storage may only be inspected by the customer by prior arrangement
- 6.7. ALSO is entitled to take immediate measures and/or issue appropriate instructions to the client in order to protect other goods, the warehouse's own facilities, or public safety or health.

7. Prices and Terms of Payment

- 7.1. ALSO provides the service in accordance with the price list valid at the time of the order (Appendix 1) or the relevant quotation. Price changes are governed by the GTC.
- 7.2. All prices are net, excluding VAT, customs duties and levies.
- 7.3. Invoices are issued monthly; payment is due within 30 days net.

8. Duration and Termination

- 8.1. These SSTs come into force on the effective date and remain in force until they are revoked or replaced by a new version. The version valid at the time the services are provided shall apply. Upon the entry into force of a new version, all previous versions are superseded. Roll-outs and projects: these end automatically upon the provision of the agreed services. Termination is not required in this case and does not generally take place.

9. Title and Risk

- 9.1. Benefit and risk pass to the customer upon handover of the goods to the customer or to a recipient designated by the customer.

10. Liability

- 10.1. ALSO's liability is governed by the GTC and is limited to cases of wilful misconduct and gross negligence, subject to a maximum limit per claim of the total amount of the quotation. Liability for indirect damage, loss of profit or damage to hardware or software is excluded to the extent permitted by law.
- 10.2. ALSO accepts no liability for defects or damage attributable to materials or information provided by the customer.

11. Data Protection

- 11.1. Insofar as ALSO processes personal data on behalf of the customer as part of the service, the Data Processing Agreement (DPA) concluded between the parties shall apply. ALSO acts exclusively as a data processor within the meaning of the applicable data protection legislation. The customer is responsible for the lawfulness of the processing and shall, in particular, ensure that it fulfils its information obligations and has obtained the necessary legal bases and consents for both employee and end-customer data.

12. Miscellaneous

- 12.1. ALSO may engage qualified subcontractors at any time to provide the services. The customer has no right to demand the use of specific subcontractors. ALSO shall be liable for the acts and omissions of the subcontractors it engages in the same way as for its own conduct, to the extent and subject to the limitations set out in clause 10.1.
- 12.2. ALSO may amend the SST at any time; the version valid at the time of ALSO's order confirmation shall apply.
- 12.3. These SST are provided in English, German and French. In the event of any controversy or dispute, the German version shall prevail.
- 12.4. Unless otherwise specified, the terms and provisions used in the GTC shall apply mutatis mutandis.

Appendix 1: Price List

Service		Price per unit	Remarks
Production Services	Unpacking and packing	3.50	
	Labelling	4.00	per label
	Bundling (5 items)	3.50	Bundling of up to 5 items
	Bundle (hardware and instructions)	1.50	
	Disposal of laptops and monitors	2.00	Proper disposal
IT Services	Staging 1 – Operating System & Driver Updates/Win	9.00	Installation and update of the latest Windows image (without bloatware)
	Staging 2 – Image deployment	15.00	Intune/Autopilot, USB stick, VPN, MDT
	Inventorying	1.50	Recording device identification details such as serial number, MAC address, etc.
	Upload HashID	1.50	Upload HashID via ACMP (existing Microsoft Organisation tenant)
	Upload HashID (without service revenue)	4.50	Upload HashID via ACMP (existing Microsoft Organisation tenant)
	Certified data erasure	15.00	Wiping with Blancco (NIST 800-88 Purge)
	Warehousing flat rate (goods receipt, insurance, warehousing)	12.00	
Transport	Parcel delivery on the next working day against signature	9.65	Liability: CHF 1,500 per parcel
	Pallets, including pallet exchange and fuel surcharge/discount	60.00	
Logistics services on a time and materials basis		Price per hour	Comments
	Project manager (change request)	180.00	
	IT Specialist	120.00	
	Additional logistics services	79.00	Stock-taking on the inventory cut-off date, clarifications at goods-in, labelling, manufacturer returns, empties processing, cancellations and clarifications at goods-out, item changes, organisation of direct deliveries, storage and retrieval of non-stock items, kitting, Innight collection orders, etc.
Surcharges for night and weekend work		Surcharge (%)	Comments
	Surcharge for night work (23:00 to 06:00)	25.00	
	Surcharge for Sunday work (Swiss public holidays are treated as Sundays)	50.00	
	Surcharge for work on Saturdays (this surcharge is not regulated by the Employment Act)	25.00	
	Permit for night/weekend work	192.00	