

Dear customer,

You are currently in telephone contact with our technical department for remote troubleshooting.

During the interview / telephone assistance, three cases may arise:

- 1/ the problem can be resolved remotely with our technician
- 2/ our advisor informs you that it is necessary to replace your hardware. A quote will be sent to you.
- 3/ the problem cannot be solved by telephone, an on-site visit is necessary. A quote will be sent to you.
- 4/ Remote commissioning

In case No. 1, your system is no longer covered by the guarantee, our telephone service will be invoiced. The hourly rate is 90 eur excluding tax (every half hour started will be charged).

A remote service intervention is guaranteed for one month. If within this period, a new intervention is necessary for the same breakdown / the same malfunction, you will not be invoiced for it.

PLEASE SIGN BELOW THE ACCEPTANCE DOCUMENT :

I have been informed by the after-sales service that the remote repair will be invoiced to my company according to the conditions described above and I undertake to accept and pay the corresponding invoice.

Company Name : DS SMITH SUD EST

Phone contact name : PIPET

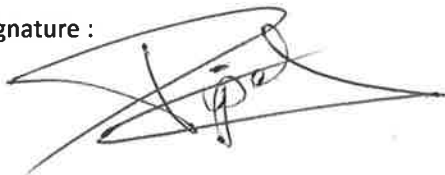
Order number (optional) :

Terms of payment : 30 days ☐

45 days end of the month ☒

Date : 29/11/23

Signature :



To return today to : magali.zito@bst.group

PRICE VALID UNTIL 30/06/2023