

General Terms and Conditions for Equipment Damage Protection of Jungheinrich Polska Sp. z o.o. (GTEDP)

Effective as of 1 July 2026

Jungheinrich Polska Sp. z o.o. Świerkowa 3, Bronisze, 05-850 Ożarów Mazowiecki, NIP 11130082801, REGON 010465346, KRS 0000137163, BDO 000065321, Share capital: PLN 13.000.000,00, Registering Authority: District Court for the Capital City of Warsaw, 14th Commercial Division of the National Court Register. Acting pursuant to Article 4c of the Act of 8th March 2013 on Counteracting Excessive Delays in Commercial Transactions, Jungheinrich Polska Sp. z o.o. ("JH") declares that it has the status of a large enterprise.

 General Information	1. General Terms and Conditions for Equipment Damage Protection of Jungheinrich Polska Sp. z o.o. ("GTEDP") set out the terms and conditions of protection against damage to Equipment ("Protection") covered by a full-service agreement, short-term rental agreement, Full Flex Rental (FFR) agreement, or equipment provided for the duration of delivery, repair or demonstration purposes (the "Agreement"). 2. By selecting the Equipment Damage Protection option, the provisions of these GTEDP are incorporated into the Agreement as its integral and binding part supplementing the provisions of the Agreement. In the event of any inconsistency, the provisions of the Agreement shall prevail.
 Scope	1. Under the Protection, we will repair any breakdown and/or damage covered by the Protection (hereinafter referred to as a "Loss") occurring to the Equipment, provided that such breakdown or damage arises suddenly and unexpectedly and is caused by improper operation of the Equipment or insufficient operator skills during the use of the Equipment in accordance with its intended purpose, applicable regulations and operating instructions. 2. Regardless of the cause of the Loss, the Protection does not cover: • Theft or unexplained disappearance of the Equipment (e.g. inventory shortages); • damage resulting from defects existing in the Equipment at the time of concluding the Agreement extended with the Protection, or defects of which the Customer was obliged to inform us; • damage resulting from the operation of defective or malfunctioning Equipment; • damage resulting from adverse weather conditions or atmospheric phenomena, such as heavy rain, flooding, snow or hail, force majeure events such as flooding or fire (provided, however, that damage resulting from spontaneous ignition of Equipment components shall be covered by the Protection), or acts of vandalism; • damage occurring during transportation or relocation of the Equipment; • diagnostics, including travel time, travel costs and technician labour time; • normal wear and tear of the Equipment and damage resulting from operation of the Equipment in an aggressive working environment (e.g. cold storage facilities, prolonged humidity, acidic, alkaline, saline, dusty or chemical environments, or any other environment specific to a particular industry), as well as damage caused by corrosive, chemical or radioactive substances; • damage for which a third party is liable (e.g. a service provider not authorised by us, a carrier, etc.); • damage caused intentionally or as a result of gross negligence of your representatives, operators, employees or other persons acting on your behalf and for your benefit, including damage caused by the participation or involvement of persons lacking the qualifications required for the relevant type of Equipment and evidenced by appropriate documentation, or acting under the influence of alcohol or any narcotic or intoxicating substances; • recurring damage, i.e. damage reported more than once within a calendar year, or damage of a similar nature arising from comparable causes (the same Equipment, the same components) that has previously been repaired by us under the Protection; • damage to the Customer's property other than the Equipment; • replacement of lead-acid traction batteries and li-ion batteries. 3. The Equipment is not covered by any insurance. Obtaining and maintaining insurance coverage for the Equipment remains your sole responsibility and is in your own interest.
 Our Obligations	1. In the event of a Loss covered by the Protection, we shall carry out repairs necessary to restore the Equipment to operational readiness, including: • spare parts and consumables; • service technician labour; • service technician travel; • disassembly and reassembly of the Equipment; • transportation of the Equipment. 2. All repairs covered by the Protection shall be performed by us directly, in such a manner as to restore the Equipment to operational readiness, understood as restoring the functionality of the Equipment as it existed immediately prior to the Loss. The Protection shall not be fulfilled through the payment of any compensation or cash settlement. 3. Restoration of the Equipment to operational readiness does not include: • Services covered under the Agreement (including, without limitation, maintenance and technical inspections, UDT inspections or assistance relating thereto); • replacement equipment (replacement equipment may be provided in accordance with the Agreement); • any modifications, upgrades or enhancements exceeding the scope necessary to restore the Equipment to operational readiness.
 Your Obligations	1. In all cases, you are required to comply with your obligations under the Agreement and, in the event of a Loss, as a condition for the acceptance of any claim, to: • promptly notify us (by telephone, electronically or via the call4service application) in order to obtain further instructions and recommendations aimed at minimizing the consequences of the Loss; • report the Loss to us electronically no later than within 3 Business Days from the date of its occurrence or, at the latest, from the date of the technician's visit and diagnosis resulting in the first service report being issued in respect of the relevant Loss; • submit a Loss notification form (Appendix 1) to: zgloszenie_szkody@jh.pl, together with a description of the circumstances of the Loss, photographs of the damage, general photographs of the Equipment affected by the Loss including its nameplate, and photographs of the location where the incident occurred; • properly secure the Equipment and the location of the Loss in accordance with our instructions; • make the Equipment available to us in a timely manner and provide all information necessary to verify and assess the occurrence of the Loss.
 Fees	1. The fee shall be charged and payable in accordance with the terms and conditions set out in the Agreement. 2. The amount of the fee may be adjusted in the event of changes to the technical condition of the Equipment, the operating conditions of the Equipment, the type of Losses incurred or the frequency of their occurrence. 3. Your deductible shall amount to PLN 3,000.00 per Loss. In the event of multiple Losses, the deductible shall be applied separately to each Loss where such Losses arise from separate incidents and there is no causal link between them. The deductible shall be charged only once where multiple Losses arise from the same incident and are causally connected. The deductible shall be settled on the basis of an invoice issued by us.
 Liability	1. Repairs performed under the Protection apply solely to Losses affecting Equipment covered by the Protection and falling within its scope. The Protection shall not apply, and we shall bear no liability, where the cost of the Loss exceeds 70% of the value of the Equipment as at the date of the Loss. Such value shall be determined by reference to the age of the Equipment, its operating hours and our depreciation schedule for used equipment. 2. We shall not be liable for any losses incurred by you, including, without limitation, reduced production, loss of profit or any other economic losses arising from improper use of the Equipment, failure to comply with your obligations, or making the Equipment available or failing to make the Equipment available for repair. No further claims for damages shall be available, including claims for indirect, consequential or incidental losses. 3. We reserve the right to refuse to perform repairs covered by the Protection until all due and payable amounts owed to us have been paid in full. Suspension of the above services shall not give rise to any claims whatsoever on your part. 4. To the fullest extent permitted by applicable law, our liability in respect of any other claims is excluded.
 Final Provisions	1. The Protection shall remain in force for the duration of the Agreement. 2. The Protection may be terminated with immediate effect for the reasons specified in the Agreement or in the event of an excessive frequency of Losses affecting the Equipment. In such case, you shall not be entitled to claim reimbursement of any costs, expenses or investments, whether material or immaterial, incurred by you. 3. Matters not expressly regulated herein shall be governed by the provisions of the Agreement

