Bold Extended Warranty Terms

Version 1.1 - 11-2026

Supplementary terms to the General Terms and Conditions for Consumers and Business Customers of Bold Security Technology B.V. (“Bold”), Leidseveer 2, 3511 SB Utrecht, the Netherlands, Chamber of Commerce number 65757319, support@boldsmartlock.com.

Article 1. Definitions

- **General Terms and Conditions:** the general terms and conditions for consumers or the general terms and conditions for business customers of Bold, depending on who purchases the Bold Extended Warranty.
- **Client:** the consumer or business customer who purchases a Bold Extended Warranty.
- **Lock:** a Bold Smart Lock. Accessories, such as the Bold Keypad, are not included.
- **Bold Extended Warranty:** the extra warranty from Bold for one Lock, on the basis of these terms.
- **Voucher:** the proof of purchase of a Bold Extended Warranty, with its own identification, which the Client can apply to one Lock.
- **First Installation Date:** the date on which the Lock was first installed, as recorded by the Bold platform. This date does not change due to a factory reset, a reinstallation or a change of owner. If the Bold platform has not recorded an installation date, the First Installation Date is the date on which the Lock was delivered to the Client, unless the Client shows a later installation date.
- **End Date:** the date on which the Bold Extended Warranty ends, as set out in Article 4.
- **Standard Warranty:** Bold's manufacturer's warranty of 24 months from the invoice date. Damage caused by normal wear and tear, intent, careless use, accident or theft is not covered.

Article 2. Applicability

1. These terms apply to every Bold Extended Warranty and supplement the General Terms and Conditions for Consumers and Business Customers.
2. In case of conflict between these terms and the General Terms and Conditions, these terms prevail, insofar as the conflict concerns the Bold Extended Warranty. These terms do not limit the Standard Warranty or any other right of the Client under the General Terms and Conditions. For a consumer, in case of conflict, the provision that is most favourable to the consumer applies.
3. The Bold Extended Warranty is an extra warranty. If the Lock does not conform to the contract, the consumer has statutory rights against the seller, free of charge, such as repair or replacement of the Lock. These statutory rights apply in addition to the Bold Extended Warranty and are not affected by it.
4. The Bold Extended Warranty is a warranty provided by Bold itself and is not insurance.
5. Time limits and provisions in the General Terms and Conditions that restrict a claim under warranty, such as a complaint period or the provision that products are supplied “as is”, do not apply to the Bold Extended Warranty.

Article 3. Coverage

1. One Bold Extended Warranty applies to one Lock, identified by its serial number.
2. If the Lock becomes defective during the term of the Bold Extended Warranty, Bold will repair or replace the Lock free of charge. Free of charge means that the Client does not pay for parts, labour or the shipping of the defective Lock and of the repaired or replacement Lock. Bold decides whether

the Lock is repaired or replaced under the Bold Extended Warranty. The Bold Extended Warranty does not cover the costs of removing the defective Lock or installing the repaired or replacement Lock; Bold may reimburse such costs in individual cases. This does not affect the consumer's statutory rights, including the right to choose between repair and replacement.

3. Compared with the Standard Warranty, the Bold Extended Warranty offers a longer term, as set out in Article 4, and the rule on the burden of proof in paragraph 4. Apart from that, the scope of coverage is the same as that of the Standard Warranty.
4. The Bold Extended Warranty does not cover damage caused by normal wear and tear, intent, careless use, accident or theft. If Bold relies on one of these exclusions, Bold must show that it applies.

Article 4. Duration

1. The Bold Extended Warranty starts on the date on which the Voucher is applied to the Lock and ends 60 months after the First Installation Date of that Lock (the End Date).
2. As long as the Standard Warranty also applies, the Client may rely on either warranty. The Bold Extended Warranty does not shorten or replace the Standard Warranty. After the Standard Warranty has ended, the Bold Extended Warranty continues until the End Date.
3. Example: a Lock invoiced on 1 December 2026 and first installed on 15 December 2026 is covered by the Standard Warranty until 1 December 2028 and by the Bold Extended Warranty until 15 December 2031.
4. Bold states the End Date in the warranty certificate referred to in Article 6, paragraph 4.

Article 5. Purchase and Voucher

1. The Client can purchase the Bold Extended Warranty per Lock when ordering that Lock on the Bold website. Afterwards, this is still possible via the Bold App up to 2 months after the First Installation Date of that Lock.
2. The Voucher is valid for 2 years from the date of purchase. Within that period, the Client can apply the Voucher to any Lock that meets Article 6, paragraph 2. If the Voucher has not been applied to a Lock within that period, it expires without a refund. This does not affect the right to a refund under Article 9, paragraph 1, or the consumer's statutory right of withdrawal.
3. If the Voucher has not yet been applied, Bold sends the Client a reminder by e-mail if the Voucher was purchased together with a Lock, no later than 14 days before 2 months have passed since the First Installation Date of that Lock.

Article 6. Applying the Voucher to a Lock

1. The Client applies the Voucher to one Lock, using the serial number of that Lock.
2. This is only possible for a Lock whose First Installation Date is not more than 2 months ago. This period does not apply to a replacement Lock under Article 10.
3. A Voucher can be applied to one Lock at a time.
4. Bold provides the Client with a warranty certificate by e-mail together with the order confirmation of the Bold Extended Warranty and, if the Bold Extended Warranty is purchased together with the Lock, no later than delivery of the Lock. The e-mail contains a link to a PDF of these terms in the version that applies under Article 12. Bold keeps that PDF available at that link, unchanged, until at least 2 years after the End Date or, if the Voucher is not applied, until at least 2 years after the end of its validity period.

5. The e-mail referred to in paragraph 4 states in any event: that it concerns the Bold Extended Warranty, the rights under the Bold Extended Warranty, the statement in Article 2, paragraph 3, Bold's name and address, the claim procedure in Article 11 and the link to these terms referred to in paragraph 4.

Article 7. Moving the Voucher

1. Up to 2 months after the first application, the Client can apply the Voucher to another Lock an unlimited number of times. That Lock must also meet Article 6, paragraph 2.
2. The End Date of the Bold Extended Warranty remains that of the Lock to which the Voucher was first applied. As a result, the Bold Extended Warranty on the other Lock may end less than 60 months after its First Installation Date.
3. After those 2 months, the Voucher remains linked to the Lock and can no longer be moved, except in the cases of Article 9 and Article 10.

Article 8. Transfer

1. The Bold Extended Warranty remains linked to the Lock and passes to the new owner upon resale. The new owner can submit a claim in accordance with Article 11 without the original invoices.
2. The Standard Warranty is non-transferable.
3. A Voucher is intended for the Client who purchased it. Bold refunds the price of a Voucher to the purchaser. If the Bold Extended Warranty has passed to a new owner of the Lock, a refund under Article 10, paragraph 4 is made to that new owner.

Article 9. Withdrawal, return and refund

1. The Client can have a Bold Extended Warranty refunded within 30 days of the purchase date of the Voucher, without giving a reason. After that period, no refund is possible, except in the case of Article 10, paragraph 4. For a consumer, this does not affect the statutory right of withdrawal.
2. Within that period, the Client can have the Voucher refunded separately, or return a Lock. If the Client returns a Lock that was purchased together with the Bold Extended Warranty, or to which the Voucher has been applied, the Bold Extended Warranty is also cancelled and refunded, unless the Client indicates that he wishes to keep the Voucher.
3. The Client reports this via the function “Withdraw from contract” on the Bold website or via Bold Support, stating the Lock or the Voucher concerned. Bold confirms receipt without delay by e-mail, stating the content of the notification and the date and time on which it was submitted.
4. What happens to the Voucher:
   • Voucher returned: the Voucher expires, is unlinked from the Lock and the amount paid is refunded.
   • Lock returned and Bold Extended Warranty retained at the Client's choice: the Voucher is unlinked from the Lock and remains valid, with the same End Date. The Client can apply the Voucher to another Lock, in accordance with Article 6.
5. Bold refunds via the payment method used for payment or, if that is not possible, by bank transfer, within the periods of the General Terms and Conditions for Consumers or for Business Customers.

Article 10. Replacement under warranty

1. If a Lock is replaced under the Standard Warranty or the Bold Extended Warranty, Bold applies the same Voucher to the replacement Lock, free of charge.
2. The End Date of the Bold Extended Warranty remains unchanged.

3. A replacement Lock is new or refurbished to as-new condition, of the same model or of an equivalent model with at least the same functionality.
4. If repair, or replacement with an equivalent Lock, is not possible, Bold refunds the full price paid for the Bold Extended Warranty. The consumer's statutory rights remain unaffected.

Article 11. Submitting a claim

1. The Client submits a claim to Bold Support, via the contact form on the website, by e-mail to support@boldsmartlock.com or by telephone.
2. With a claim, the Client states the serial number of the Lock and describes the defect. Bold checks the status of the Voucher in the Bold platform. If that status shows that the Bold Extended Warranty applies, Bold does not require any invoice.
3. Bold assesses the claim in accordance with Article 3 and informs the Client of its decision without undue delay. If Bold rejects the claim, Bold states the reasons.

Article 12. Changes

The terms as in force on the purchase date of the Voucher apply to a Bold Extended Warranty. Bold keeps all previous versions of these terms and sends them to the Client free of charge on request. If Bold changes these terms in a way that is more favourable to the Client, the change also applies to Bold Extended Warranties purchased before the change. This version 1.1 applies to Bold Extended Warranties purchased under an earlier version, insofar as it is more favourable to the Client.

Article 13. Applicable law and disputes

These terms are governed by Dutch law. Mandatory consumer law of the country where the consumer lives remains applicable. Disputes are subject to the provisions in the General Terms and Conditions for Consumers and Business Customers.

These terms are available in English, Dutch and German. In case of any discrepancy between the language versions, the English version prevails.