

Terms of Use for Bosch.IO Support Platform

Status: June, 1st 2022

1. Scope, Provider, Language of the agreement

- 1.1 These terms of use ("**Terms of Use**") shall apply exclusively to the use of the Bosch.IO Support Platform ("**Support Platform**"), as offered by Bosch.IO GmbH, Ullsteinstr. 128, 12109 Berlin, Germany ("**Provider**"), for use by registered users ("**User**"). Detailed information on the Provider is provided in the corporate information.
- 1.2 The language for the conclusion of the agreement is English and German.
- 1.3 The User may retrieve and print out the currently valid Terms of Use at https://assets.bosch.io/tos_en.pdf.
- 1.4 Terms and conditions of the User or third parties that deviate from or conflict with these Terms of Use shall not apply, even if the Provider does not expressly object to such terms and conditions.
- 1.5 Individual agreements with the User (including ancillary agreements, amendments, changes, Premium Services Agreements and Partner Services Agreements) shall in any case take precedence over these Terms of Use.

2. Conclusion of agreement, Services, Availability

- 2.1 Following the completion of the registration process by the User and activation of a user account by the Provider, a legal contract is concluded between the Provider and the User ("**User Agreement**").
- 2.2 The User, if a natural person, warrants that the User is capable of lawfully entering into contracts (e.g., is not a minor). If a natural person concludes this User Agreement as a representative of a legal entity, e.g., the company for which the natural person is working, this natural person assures the Provider that the legal entity is properly organized according to the laws of the country in which it is incorporated or registered, and that the natural person is authorized to represent the legal entity.
- 2.3 After conclusion of the User Agreement, the User is entitled to use various support services ("**Services**"), namely:
- Free Services of provider ("**Basic Services**"),
 - Paid Services of provider ("**Premium Services**"), whereby the prerequisite for this is the prior conclusion of a corresponding contract ("**Premium Services Agreement**"),
 - Services offered by affiliated companies of the Provider ("**Partners**") ("**Partner Services**"), whereby the prerequisite for this is the prior conclusion of a corresponding contract ("**Partner Services Agreement**").
- 2.4 The Services include, for example, the provision of software functionalities, data, contributions, image and sound documents, information and other

content ("**Content**").

- 2.5 The type and scope of the Services provided, as well as details of their technical requirements and availability, are set out in the respective service description. The service description serves only to describe the respective Service and contains neither statements as to quality nor guarantees.
- 2.6 Access to the Services is browser-based via a domain ("**Website**").
- 2.7 Unless otherwise agreed in the respective Premium Services Agreement or Partner Services Agreement, there shall be no entitlement to uninterrupted use of the Support Platform and the Services, but the Provider shall endeavour to ensure that the use of the Basic Services is as uninterrupted as possible within the scope of its technical and operational abilities. It is not warranted that access to or use of the Support Platform and the Services will not be interrupted or impaired by maintenance work, further developments or otherwise by disruptions.

3. Conditions of use

- 3.1 Access to The Support Platform and use of the Services require a user account, which the Provider makes available to the User (Section 4).
- 3.2 The User is responsible for creating and maintaining the technical requirements necessary in the User's area of responsibility for the contractual use of the Services (especially the necessary Hardware, web browser, mobile end device, internet access).

4. Registration, User account

- 4.1 Registration shall be carried out via the Website of the Provider and may require the use of an authentication service (e.g., Bosch ID, SingleKey ID, Apple ID, Google account). Separate terms and conditions apply here, which the User must accept separately during registration for the authentication service.
- 4.2 After entering the login data for the authentication service, the User is asked, if required, to provide additional information, e.g. name, company ("**Registration Data**"). These Registration Data shall be provided in full and correctly. The User is obliged to always keep the Registration Data up to date.
- 4.3 In order to complete the registration process and submit the Registration Data, the User is required to agree to the application of these Terms of Use.
- 4.4 By providing the Registration Data, the User submits an offer to the Provider to enter into the User Agreement on the basis of these Terms of Use. Acceptance of the User's offer by the Provider is effected by means of activation of the User's account.
- 4.5 The Provider reserves the right to verify the identity

of the User immediately after submission of the Registration Data or at a later point in time, for example by requiring a User to click on an activation link sent to the User's e-mail address. Until the User has provided the required verification, the user account remains blocked. If the registration is not completed, the Provider reserves the right to delete the incompletely registered user account.

- 4.6 There shall be no entitlement to registration. The Provider is entitled to not accept a registration without reason.
- 4.7 Each natural person is only permitted to register once with a user account. User accounts are not transferable.
- 4.8 The User is obliged to handle his/her login data with care, not to disclose them to third parties and/or not to allow third parties to access the user account by circumventing the login data. The User is liable for all activities that take place using his/her user account and for which the User is responsible. The User shall immediately change his/her password for his/her user account if he/she has reason to believe that the login data may have become known to unauthorised persons.

5. Premium Services and Partner Services

- 5.1 The use of Premium Services or Partner Services is subject to the terms and conditions of the respective Premium Services Agreement or Partner Services Agreement.
- 5.2 The respective Partner Services Agreement is concluded directly and exclusively between the User and the respective Partner. The Provider shall not become a contractual partner of the User and shall not assume any responsibility for a Partner Services agreement concluded with a Partner via the Support Platform. The Provider is also not a representative of the Partner. In the relationship with the User, the Partner is solely responsible for the provision of its Partner Services, as well as for any complaints on the part of the User, even if the Provider, under certain circumstances, assumes individual obligations as the operator of the Support Platform as a vicarious agent of the Partner. This does not entitle the User to any contractual claims of his own against the Provider. The Provider does not assume any warranty for the correctness and completeness of the information provided and declarations made by the Partner.

6. User Content

- 6.1 The Provider may enable the User to post, upload, store, create, share, send or display his/her own content on the Support Platform and/or Provider's Services ("**User Content**") and make it available to third parties ("**Transfer**"), subject to the following provisions.
- 6.2 The User is obliged not to transfer any User Content which, by its content, form, design or in any other way, violates the Terms of Use, applicable law or morality or infringes the rights of third parties.
- 6.3 The Provider may prescribe additional rules of

conduct for the Transfer of User Content and for communication and interaction with other Users.

- 6.4 By the Transfer of User Content, the User shall grant the Provider a non-exclusive, irrevocable right of use, without territorial or content restrictions, transferable to third parties and free of charge, to the User Content for the purpose of providing the Support Platform and the Provider's Services offered via it. This includes in particular the right of reproduction, the right of distribution and the right of public reproduction, in particular the right of making available to the public. The User remains the owner of his/her User Content.
- 6.5 If the User, as a consumer pursuant to Section 10.1, has transferred User Content in connection with a Premium Service, the right of use granted in accordance with Section 6.4 shall expire when the termination becomes effective or upon withdrawal by the User. This does not apply if the User Content
 - a) has no use outside the context of the Premium Services,
 - b) is exclusively related to the use of the Premium Services by the User,
 - c) has been aggregated by the Provider with other data and cannot be disaggregated or can only be disaggregated with disproportionate effort, or
 - d) was generated by the User together with other Users, provided that other Users can still use the User Content.

For User Content containing personal data, the provisions of the data protection notice (Section 15) shall prevail.

- 6.6 The User shall waive the right to author attribution.
- 6.7 To the extent that the Provider expressly offers the option of removing transferred User Content, the aforementioned right of use and exploitation shall expire upon deletion of the User Content. However, the Provider remains entitled to retain copies made for backup and/or verification purposes, subject to applicable data protection legislation.
- 6.8 The User is responsible for the User Content posted by him/her. The Provider shall not assume any responsibility for checking the completeness, correctness, legality, topicality, quality and suitability for a particular purpose of the User Content.
- 6.9 The Provider is entitled to refuse the posting of User Content and/or to edit, block or remove User Content already posted without prior notice if the posting of User Content by the User or the posted User Content itself violates these Terms of Use, rules of conduct or legal regulations, or if the User has otherwise culpably violated contractual obligations. In this case, the Provider will take into account the legitimate interests of the User and choose the mildest means to avert a violation. The Provider shall inform the User of this measure by e-mail.

7. Support Platform Content

- 7.1 All rights in the Support Platform and Provider's Services and their Content ("**Support Platform Content**") are owned exclusively by the Provider or its licensors and are protected by copyright or other intellectual property rights. The compilation of the Support Platform Content is also protected as such by copyright.
- 7.2 The Support Platform Content may only be accessed and displayed online for the User's own non-commercial purposes during the term of the User Agreement. The User is prohibited from copying, distributing and/or publishing Support Platform Content.
- 7.3 If the Support Platform is used in the context of a commercial or professional activity, the User may also use the Support Platform Content available via the Support Platform exclusively for his/her own internal business purposes. Any further commercial use of the available Support Platform Content is prohibited.

8. Prohibited activities

- 8.1 The User is prohibited from any activities on Support Platform and in connection with the use of the Services that violate these Terms of Use, applicable law or morality. In particular, the User undertakes to comply with applicable law and not to infringe the rights of third parties.
- 8.2 Also prohibited is any action that is likely to impair the operation of the Support Platform as well as the Services and the technical infrastructure behind them. This includes in particular
- the Transfer of content that contains viruses, worms, malware, trojans or harmful properties,
 - the use of software, scripts or databases in connection with the use of the Support Platform and the Services,
 - the automatic reading, blocking, overwriting, modification, copying of data and/or other Content, except as necessary for the proper use of the Support Platform and the Services,
 - activity to decrypt, decompile, disassemble, reconstruct, or otherwise attempt to discover the source code, any software or proprietary algorithms used, except as permitted by mandatory non-waivable provisions.
- 8.3 If the User becomes aware of an illegal, abusive or otherwise unauthorised use of the Services, the User may contact Bosch.IO GmbH, Ullsteinstr. 128, 12109 Berlin, Germany, by post or via e-mail to support@bosch.io . The Provider shall then examine the matter and, if necessary, take appropriate steps.
- 8.4 In the event of significant breaches of duty for which the User is responsible, the Provider is entitled to terminate the User Agreement for good cause in accordance with Section 11.

9. Fees, Payment

- 9.1 Registration, access to the Support Platform and

use of the Basic Services are free of charge. With regard to the use of the Premium Services and the Partner Services, the respective prices agreed with the User shall apply.

10. Right of withdrawal for consumers

- 10.1 As a consumer, the User is entitled to a right of withdrawal in accordance with the information set out in the Annex. A consumer is any natural person who enters a legal transaction for purposes that are predominantly neither commercial nor attributable to their self-employed professional activity.
- 10.2 The right of withdrawal shall also expire in the case of agreements on the provision of services under the following conditions:
- in the case of a contract that does not oblige the User to pay a price when the Provider has provided the service in complete,
 - in the case of a contract that obligates the User to pay a price, with the complete performance of the service, if the User, prior to the commencement of the performance, (i) has expressly consented to the Provider commencing the performance of the service before the expiry of the withdrawal period, (ii) in the case of an off-premises contract, has transmitted the consent in accordance with Section b)(i) on a durable medium, and (iii) confirmed his knowledge that his right of withdrawal expires upon complete performance of the contract by the Provider.
- 10.3 The right of withdrawal shall also expire in the case of contracts for the provision of digital Content not on a physical data carrier under the following conditions:
- in the case of a contract that does not obligate the User to pay a price, when the Provider has begun to fulfil the contract,
 - in the case of a contract which obliges the User to pay a price, if (i) the User has expressly consented to the Provider commencing performance of the contract prior to the expiry of the withdrawal period, (ii) the User has confirmed his/her knowledge that his/her right of withdrawal expires upon commencement of performance of the contract as a result of his/her consent in accordance with Section b)(i), and (iii) the Provider has provided the User with a confirmation of the contract on a durable medium (e.g. by e-mail).

11. Term, Termination

- 11.1 The User Agreement is concluded for an indefinite period. It begins with the date of registration and ends with the effectiveness of a termination by the Provider or the User.
- 11.2 Ordinary termination
- Unless otherwise agreed in the respective Premium Services Agreement or Partner Services Agreement, the Provider may terminate the User Agreement at any time with a period of notice of one month to the end of the

month.

- b) The User may terminate the User Agreement at any time.

11.3 The right to terminate for good cause remains unaffected for both parties.

11.4 Unless the possibility of terminating the User Agreement by means of a delete function in the Support Platform (e.g. in the settings of the user account,) is provided, a termination shall be made in text form (letter, e-mail).

11.5 Consequences of termination

- a) In the event of termination of the User Agreement, the user account shall be blocked as of the termination date and the User shall no longer have access to his user account, the Services and the User Content.

In the event of termination of the User Agreement, the Provider shall be entitled to irretrievably delete the data created in connection with the user account upon expiry of any statutory retention periods 30 calendar days after the termination takes effect. For personal data, the regulations on data protection shall apply with priority, which may also provide for a shorter period for deletion.

- b) The User is obliged to export and save his data and User Content on his own responsibility in due time before termination of the User Agreement or expiry of the aforementioned period.

12. Warranty

12.1 The Provider shall not assume any warranty for material defects and defects of title for the Support Platform and the Basic Services, except in cases where the Provider has fraudulently concealed the respective material defect or defect of title.

12.2 If the User is a consumer pursuant to Section 10.1, the statutory provisions shall apply.

13. Liability

13.1 The Provider shall be liable in accordance with the statutory provisions (i) in the event of intent and gross negligence, (ii) in accordance with the provisions of applicable Product Liability Acts, (iii) to the extent of a guarantee assumed by the Provider, and (iv) in the event of injury to the life, body or health of a person.

13.2 In the case of negligently caused damage to property and financial loss, the Provider shall only be liable in the event of a breach of a material contractual obligation, but the amount shall be limited to the damage that was foreseeable and typical for the contract at the time of conclusion of the contract, material contractual obligations are those whose fulfilment characterizes the contract and on which the User may rely.

13.3 Liability is excluded in all other respects.

13.4 Statutory limitations of liability, which deviate from the above liability regulations in favour of the

Provider, shall remain unaffected.

13.5 The above limitations of liability shall also apply in the event of fault on the part of a vicarious agent of the Provider and to the personal liability of employees, representatives and bodies of the Provider as well as to claims for reimbursement of expenses.

14. Indemnification

The User indemnifies the Provider in the event of a claim due to an alleged or actual infringement and/or violation of third party rights from all third party claims, including damages arising therefrom (e.g. costs for appropriate legal defence), resulting from actions of the User in connection with the use of the Support Platform and the Services, unless User is not responsible for the claim.

15. Data protection

15.1 All information on the processing of personal data can be found in the Provider's data protection notice. It is available at https://assets.bosch.io/datenschutz_en.pdf.

16. Online dispute resolution platform, Dispute resolution procedures, Complaints

16.1 The European Commission provides a platform for online dispute resolution (OS). The platform can be reached at <http://ec.europa.eu/consumers/odr/>. The e-mail address of the Provider is support@bosch.io.

16.2 The Provider is not obligated or willing to participate in a dispute resolution procedure pursuant to the German Consumer Dispute Resolution Act (*Verbraucherstreitbeilegungsgesetz, VSBG*).

16.3 Complaints, grievances, questions and comments can be asserted or submitted under the contact details stated in the corporate information.

17. Change of the Terms of Use

17.1 The Provider is entitled to change or supplement these Terms of Use at any time with effect for the future if this is necessary due to legal changes or due to functional or technical developments of the Support Platform or the Services.

17.2 The User shall be notified of a change or addition at least six weeks before it takes effect on a permanent data carrier (e.g. by e-mail or paper printout). If the User does not object to the change or amendment within 30 days of the announcement of the change or amendment, this shall be deemed to be consent to the change or amendment ("*deemed consent*"), the Provider shall make separate reference to this in the announcement. The deemed consent does not apply to a change that affects a main service of the User Agreement if this would result in an unfavourable disproportion between service and consideration to the detriment of the User. In the event of an objection, the User Agreement shall be continued under the previous conditions.

17.3 Editorial changes to these Terms of Use, i.e.,

changes that do not affect the User Agreement, such as the correction of typing errors, shall be made without notifying the User.

18. Updates, Service changes

- 18.1 The Provider may provide updates to the Support Platform and the Basic Services, e.g., to close security gaps or to eliminate errors. It is the User's responsibility to install updates without delay and to update the operating system of his end device if this is required.
- 18.2 The Provider shall be entitled to change, supplement or discontinue the Support Platform and the Basic Services at any time or to limit the use for a limited period of time or to make them available against payment. The User shall not be entitled to maintain certain Basic Services or parts thereof. The Provider will consider the legitimate interests of the User.

19. Export Control and Customs

- 19.1 Each party is entitled to refuse to perform its obligations under the User Agreement insofar as the performance is prohibited or impaired by foreign trade law (including, without limitation, national and international (re-)export control and customs regulations, including embargos and other sanctions) which is – in accordance with this law – applicable to the User Agreement ("**Foreign Trade Law**"). In such cases, either party is entitled to terminate the User Agreement to the extent necessary. If a partial performance is excluded for technical or legal reasons or if a party has no interest in a partial performance, the termination shall lead to the termination of the entire contract.
- 19.2 If the fulfilment of the contract is delayed due to approval, authorization or similar requirements under Foreign Trade Law (hereinafter collectively referred to as "**Authorization**"), agreed delivery periods and delivery dates shall be extended/postponed accordingly and neither party shall have any liability for non-compliance related to such delay. Should an Authorization be refused or not be granted within three (3) months from the date of application, either party shall be entitled to terminate the User Agreement, in any case to the extent that the fulfilment of the contract requires the Authorization. If a partial performance is excluded for technical or legal reasons or if a party has no interest in a partial performance, the termination shall lead to the termination of the entire contract.
- 19.3 Each party shall notify the other party within a reasonable time period upon becoming aware of a Foreign Trade Law, which may prohibit or impair performance to Section 19.1 or delay in performance according to Section 19.2.
- 19.4 Upon Provider's request, the User must provide any information and documents necessary to comply with Foreign Trade Law or requested by authorities in relation to Foreign Trade Law. Such information and documents including, without limitation, information on end customers/users, the destination and the intended end-use of the Support Platform or Services of the Provider.

Provider, in its sole discretion, shall be entitled to withdraw from any contracts or to refuse the performance under the User Agreement if the User does not provide the Provider with such information and documents within a reasonable period of time.

- 19.5 In the event that User provides the Support Platform or the Services of the Provider to any third party (specifically including any affiliate of the User), the User shall comply with applicable Foreign Trade Law. Provider is entitled to refuse to perform its obligations under the User Agreement and to terminate the User Agreement for cause if User breaches this obligation.
- 19.6 To the extent permitted by applicable law, Provider takes no liability for any claims of the User for damages related to or arising from Provider's refusal to perform obligations under the User Agreement or termination of the User Agreement in accordance with Sections 19.1, 19.2, 19.4 und 19.5.
- 19.7 Any customs-cross-border provision of digital products (incl. related know-how, technology, or data) shall be made exclusively in electronic form.

20. Applicable law, Place of jurisdiction

- 20.1 The law of the Federal Republic of Germany shall apply to the exclusion of the UN United Nations Convention on Contracts for the International Sale of Goods.
- 20.2 Clause 20.1 above shall apply for the User as a consumer pursuant to Section 10.1 only if (i) the User has his habitual residence in Germany, or (ii) his habitual residence is in a country that is not a member of the European Union. In case the User has its habitual residence in a member state of the European Union, the applicability of German law shall also apply, without prejudice to mandatory provisions of the state in which the User has its habitual residence ("*benefit-of-the-doubt principle*").
- 20.3 If the User is an entrepreneur, the exclusive place of jurisdiction for all legal disputes arising from or in connection with these Terms of Use shall be Stuttgart, Germany. The same shall apply if the User as a consumer pursuant to Section 10.1 had his domicile or habitual residence in Germany at the time of conclusion of the contract and has either moved out of Germany at the time the Provider brings an action or if the User's domicile or habitual residence is unknown at that time.

21. Final provisions

- 21.1 Operational disruptions caused by unavoidable events (i) beyond Provider's control, (ii) which could not be averted with reasonable effort, and (iii) which could not have been foreseen even when exercising with extreme care, and (iv) which make Provider's obligations under the User Agreement considerably more difficult or completely or partially impossible, such as strikes, lockouts, exceptional weather conditions, operational or traffic disruptions and transport obstructions ("**Force Majeure**"), discharge Provider from its obligations

under the User Agreement for the duration of such an event plus a reasonable restart period.

21.2 Legally relevant declarations and notifications to be made to the Provider after the conclusion of the contract (e.g. setting of deadlines) shall be made in text form (letter, e-mail) to be effective).

21.3 Should any provision of these Terms of Use be or become invalid or unenforceable, this shall not affect the remaining provisions.

22. Country specific terms for consumers

22.1 Austria

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Austria, the following shall apply:

a) Section 13. (Liability)

Section 13.2 is deleted and replaced by the following wording:

"13.2 In the case of negligently caused damage to property and financial loss, the Provider shall only be liable in the event of a breach of a material contractual obligation but limited in amount to the fee payable by the User for the period of one calendar year, material contractual obligations are those whose fulfilment characterizes the contract and on which the User may rely."

22.2 France

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in France, the following shall apply:

a) Section 13. (Liability) is not applicable.

b) Section 16. (Online dispute resolution platform, Dispute resolution procedures, Complaints)

Section 16.2 is deleted and replaced by the following wording:

"16.2 In addition to the above, if the User is a resident in France, he can contact the local ombudsman Médicys (www.medicys.fr , by email: contact@medicys.fr, by mail: Médicys – Service Médiation de la consommation – 73 boulevard de Clichy 75009 Paris)."

22.3 Italy

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Italy, the following shall apply:

a) Section 13. (Liability) is not applicable.

22.4 Portugal

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Portugal, the following shall apply:

a) Section 16. (Online dispute resolution platform, Dispute resolution procedures, Complaints)

Section 16.2 is deleted and replaced by the following wording:

"16.2 To the maximum extent permitted by local laws the Provider is not obligated or willing to participate in a dispute resolution procedure pursuant to the German Consumer Dispute Resolution Act (*Verbraucherstreitbeilegungsgesetz, VSBG*)."

22.5 Romania

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Romania, the following shall apply:

a) Section 13. (Liability)

Section 13.2 is deleted and replaced by the following wording:

"13.2 In the case of negligently caused damage to property and financial loss, the Provider shall only be liable in the event of a breach of a material contractual obligation but limited in amount to the fee payable by the User for the period of one calendar year, material contractual obligations are those whose fulfilment characterizes the contract and on which the User may rely."

b) Section 16 (Online dispute resolution platform, Dispute resolution procedures, Complaints)

Section 16.2 is deleted and replaced by the following wording:

"16.2 In addition to the above, if the User is a consumer, he may also file a complaint to the European Consumer Center – ECC Romania who operates within the Romanian National Authority for Consumer Protection. (<https://eccromania.ro/sesizari/>)."

c) Section 19. (Applicable law, Place of jurisdiction)

Section 2019. is completed with a new section 19.3 with the following wording:

"20.3 If the User is a consumer resident in Romania, the above sections shall not exclude the applicability of jurisdiction from Romania for legal disputes arising from or in connection with these Terms of Use."

22.6 Sweden

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Sweden, the following shall apply:

a) Section 16. (Online dispute resolution platform, Dispute resolution procedures, Complaints)

Section 16.2 is deleted and replaced by the following wording:

"16.2 As a consumer the User may also file a complaint to the Swedish National Board for Consumer Disputes (www.arn.se/om-arn/Languages/english-what-is-arn/)."

22.7 Switzerland

For Users who are consumers pursuant to Section 10.1 and have their habitual residence in Switzerland, the following shall apply:

- a) Section 20. (Applicable law, Place of jurisdiction)

Sections 20.1 and 20.3 are deleted and replaced by the following wording:

"20.1 If the User is a consumer, the legal relationship between the Provider and the User as well as these Terms of Use shall be governed exclusively by Swiss law, excluding the conflict of laws provisions and the United Nations Convention on Contracts for the International Sale of Goods (CISG).

20.3 If the User is a consumer, the courts in Zuchwil (Switzerland) shall have exclusive jurisdiction for legal claims of any kind against the Provider, subject to deviating mandatory statutory provisions. Legal actions by the Provider against the User shall be brought either in Zuchwil (Switzerland) or at the registered office or place of habitual residence of the User."

Bosch.IO GmbH

Withdrawal Policy

Withdrawal Policy

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period amounts to fourteen days from the day of the conclusion of the contract.

To exercise your right of withdrawal, you must inform us (Bosch.IO GmbH, Ullsteinstraße 128, 12109 Berlin, Germany, support@bosch.io) by means of a clear statement (e.g. a letter sent by post or an e-mail) of your decision to withdraw from this contract. For this purpose, you may use the attached model withdrawal form, which is, however, not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notice of exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of withdrawal

If you revoke this contract, we shall reimburse you all payments we have received from you, including delivery costs (except for additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without undue delay and no later than within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you, in no case will you be charged any fees because of this repayment.

If you have requested that the services begin during the withdrawal period, you shall pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you notify us of the exercise of the right of withdrawal with respect to this contract compared to the total scope of the services intended in the contract.

End of withdrawal policy

Model withdrawal form

(If you wish to withdraw from the contract, please complete and return this form.)

To

Bosch.IO GmbH
Ullsteinstraße 128
12109 Berlin, Germany

E-Mail: support@bosch.io

I/we (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*)/provision of the following service (*)

Ordered on (*)/received on (*) _____

Name of the consumer(s) _____

Address of the consumer(s) _____

Signature of consumer(s) _____

(only in case of notification on paper)

Date _____

(*) Delete as applicable.