

Easy4u Service Terms for Contract Extension

Version 01/20

1. Service on your laptop

The Rent Company (TRC) guarantees quality products and good service. Especially with intensive use at school, accidents can happen easily. The special educational laptops supplied by TRC (Equipment) are extra sturdy but remain prone to damage. The cost of repairing the Equipment can be quite high. Most home insurance policies offer limited to no coverage for user damage to a laptop or tablet. The Easy4u subscription solves this and offers you convenience and security for your Equipment.

You have already rented or purchased a laptop with an Easy4u subscription, and this subscription, including the service and insurance, is about to expire. If you rented the Equipment, you have taken it over according to the terms of the Easy4u rental subscription, and it is now your property. You want to continue using the Equipment and extend the Easy4u service. TRC offers you the possibility to conclude a separate extension of the Easy4u security package (Contract Extension) for a specific period. During the Contract Extension period, the service and warranty will continue as you were used to (excluding the battery), and your laptop will be insured for User Damage and theft according to the Easy4u computer insurance.

1.1 Loan Equipment and Repair

The service of TRC is aimed at unburdening the student and parent/guardian in case of defective or damaged Equipment. TRC loan equipment is available at school. The student hands in the defective Equipment and can immediately continue working on a loan device. TRC takes care of the repair or replacement, ensuring the learning process continues uninterrupted. Special service agreements may have been made with your school, and you are generally informed about this by the school. If you no longer attend a school with a TRC service point, we offer home service. Contact our customer service for this.

If your laptop does not work properly, we will repair the Equipment. TRC has its own repair center and service organization. You are not allowed to have the Equipment repaired elsewhere. Repairs under warranty are free of charge. In the case of User Damage (see point 1.3), there are costs. Examples of User Damage include fall or impact damage, pressed or broken ports, moisture and liquid damage caused by water, coffee, tea, soft drinks, or rain, and fire or short circuit damage. A summary and conditions can be found under point 6.

1.2 Service and Warranty on Your Equipment and the Battery

You are using a Contract Extension on Equipment that is no longer covered by the statutory warranty period. You have used the Equipment yourself and are familiar with its condition at the start of this Contract Extension. TRC will handle defects, damage, and repairs that occurred before the start of the Contract Extension under the terms of the Easy4u subscription as it applied at that time. The terms of this Contract Extension only apply to cases that occur during the Contract Extension period. This means, among other things, that for a battery that fails during the



Contract Extension period, you will always receive a quote from TRC as described in point 7.

1.3 Deductible for User Damage and Theft

TRC may have equipped the Equipment you use with a warranty, damage, or insurance package from the manufacturer, so we can repair your laptop quickly and at the lowest possible cost. You must always pay a deductible of 50 euros per case of User Damage or theft. You will find the description of User Damage (not exhaustive) under point 6.1 and theft under point 6.2. For situations not described in these points, you will receive a quote for the full cost of repair or replacement as described in point 6.3.

1.4 The Easy4u Computer Insurance

Every Contract Extension includes the Easy4u Computer Insurance (Insurance). The following applies:

- The Insurance applies between the insurer and you as the policyholder, and your Equipment is the insured object. TRC handles any damage claims. This means that according to the coverage of the Insurance, TRC will repair your Equipment during the term of your (extended) Easy4u subscription if there is User Damage. You will find a non-exhaustive list of what constitutes User Damage and the procedure for handling it under point 6.1.
- If your Insurance covers the User Damage, TRC will repair or replace it according to your Insurance terms.
- If the Insurance does not cover your User Damage, you will receive a complete quote from TRC for the repair or replacement.
- You must handle a claim with an insurance other than the Easy4u Computer Insurance yourself, considering the terms of point 2 and point 3.

1.5 TRC is your Point of Contact

You can track the status of the repair of the Equipment you purchased through our service portal at www.easy4u.be. During the repair, we keep you informed via email and/or SMS. If we find damage or defects in the Equipment caused by User Damage, you will receive a quote and payment option in advance.

If you have the Equipment repaired, you will be notified when it is ready, and whether you can pick it up or expect it at home. If you have any questions, you can reach our customer service via help@rentcompany.be and +32 2 588 96 40. In all cases, TRC is your point of contact for the delivery and repair of your laptop.

2. Which Service Terms Apply?

The General Terms and Conditions of TRC apply to your Easy4u subscription. Additionally, the following Service Terms apply:



- For service on the delivered equipment, the ICT desk (laptop doctor) or the ICT department at the school location is your first point of contact unless otherwise agreed with you or the educational institution;
- If you want to contact us directly, telephone support and repair service only apply to the hardware delivered or supported by us;
- In case of defects in the Equipment, the TRC service center will make a diagnosis:
 - If there is User Damage covered by your Insurance, you will receive an email from TRC with the diagnosis and a quote for the deductible according to the terms of your Insurance;
 - If the User Damage is not covered by the Insurance, you will receive a quote for the full cost of the repair;
 - In both cases, if you do not agree to the repair costs or deductible within 10 working days from the date of the email and do not respond to reminders from TRC, TRC reserves the right to return the Equipment without repair.
- After replacement or repair, the old or defective part or battery becomes the property of TRC without you being entitled to any compensation;
- For repairs, TRC will, except in cases mentioned here, offer replacement (loan) equipment through the educational institution.

3. The Right to Service and Loan Equipment Expires

- When the serial number of your laptop has been removed or changed;
- In case of defects caused by incorrect installation after external repair work or use contrary to electrical regulations or generally accepted technical standards;
- If the delivered product is used for purposes other than normal use or is otherwise handled or maintained in an improper manner according to TRC;
- In case of defects or problems caused by software not installed or supplied in the original configuration by TRC;
- In case of damage to the Equipment intentionally caused or resulting from gross negligence by you;
- If you have not paid any due amounts by the agreed date and have not made the payment within a reasonable time;
- If you do not agree to the repair costs or deductible within 10 days after the TRC service center sends you an email with the diagnosis of the defects and the repair costs associated with rectifying the identified defects. In this case, the right to loan equipment expires. TRC reserves the right to take back loan equipment or limit its use by, for example, blocking Wi-Fi access;
- If there are strong indications and suspicion of misuse of this Contract Extension, TRC reserves the right to unilaterally terminate the Contract Extension with immediate effect. In that case, TRC will always inform you, and any excess fees paid for the remaining months will be refunded to you.



4. Liability Limitation

If you submit your Equipment for repair, data may be partially or completely (irreparably) erased or lost. For a repair, it may be necessary to reset a laptop or Chromebook or provide a new basic installation ('imaging' or a 'powerwash'). All data and settings will be lost. You automatically consent to this reset procedure to ensure your device functions correctly.

**MAKE SURE YOU ALWAYS HAVE A CURRENT BACKUP OF YOUR DATA FILES BEFORE YOU
SUBMIT THE EQUIPMENT FOR REPAIR!**

WE DO NOT MAKE BACKUPS AND DO NOT STORE YOUR FILES.

TRC is in no way liable for damage resulting from the loss of any data recorded on magnetic and/or other information carriers. TRC is also not liable for damage and consequential damage caused by data theft, viruses, hacks, or erasure of any data or settings on the Equipment during use or repair by TRC. Nor can TRC be held liable for business damage in any form.

5. Privacy and Security of Data and Personal Information

From a privacy standpoint, we do not view any data on the laptops offered to us for repair and cannot store, send, or back up data in compliance with privacy legislation (GDPR). We record the personal data necessary to perform our service according to the Easy4U service subscription. If you want to view, change, or delete your personal data, please contact our customer service via help@rentcompany.be and +32 2 588 96 40. You can find our current privacy statement on our website under 'About us'.

6. User Damage and Theft

6.1 User Damage

The following situations are not covered under your Insurance and are considered below as User Damage; that means in the event there is User Damage, there are costs associated with repairing the Equipment:

- Any sudden and unforeseen damage to the Equipment due to an external calamity, which in any case includes: breakage in the monitor, audio port, power connector, network ports or USB ports that have been depressed and broken off; cracks or defects in the casing of the Equipment; liquid and/or traces of moisture (including water, coffee, tea and soft drinks); fire or short-circuit



damage from the inside and missing more than 3 keys in the keyboard. In connection with this, the following requirements apply:

- The Equipment has been used and cleaned in accordance with the manufacturer's instructions;
- Repairs and maintenance work are performed by TRC or by third parties, or on written instructions by and with the consent of TRC.
- Events due to natural disasters (including earthquakes and floods) and due to wear and tear and other gradual deterioration;
- Cosmetic and aesthetic damage that does not affect the operation of the Equipment, such as scratches, scratches or dents;
- Events resulting from intentional, reckless and careless acts. This includes in any case the use and transportation of the Equipment without the protective cover provided;
- Damage incurred after the laptop has been loaned by you to another person;
- Damage and consequential damages caused by loss, theft, viruses, hacks or deletion of data (data) or settings on the Equipment, whether or not repaired by The Rent Company;

TRC handles the claim for you with the insurer. TRC will charge you for any excess on behalf of the Insurer according to the terms of your Insurance. If the Insurance does not cover the User Damage, you will receive a quote for the full cost of repair or replacement.

6.2 Theft

Theft is covered only under the terms of your Insurance.

- In the case of theft or loss by violence, report it to TRC. TRC will review whether your case is covered by the Insurance and inform you by email;
- TRC will charge any deductible on behalf of the insurer according to the terms of your Insurance and settle the claim with the insurer for you.

7. Battery

- The battery is a component of the Equipment that is extra subject to wear and tear, which is also highly dependent on usage. This manifests itself in reduced capacity. With intensive use, the battery will wear out faster and lose capacity;
- Because you are using Contract Extension, the Equipment is so old that the battery is no longer covered under the legal factory warranty;
- If you submit Equipment with a defective or worn-out battery for repair, you will receive a market-based quote from TRC for a new battery by e-mail. If you do not agree to the quote within 10 business days from the date of the e-mail, TRC reserves the right to return the laptop without a new or repaired battery.



8. Complaints and differences

- Complaints with respect to these Easy4u Terms of Service may be made in writing to TRC Customer Service at email address help@rentcompany.be, or by mail: The Rent Company, Staatsbaan 215 – 3210 Lubbeek. We will respond to your complaint as quickly as possible but at the latest within 10 working days;
- The parties will first endeavor to reach a solution before turning to a judge. All disputes arising from these Easy4u Terms of Service that have not been mutually resolved shall be submitted to a court under exclusive application of Dutch law (except for the situation described below). For purchase agreements concluded with a Belgian branch of TRC, Belgian law shall apply, supplementary to the previously stated conditions.

