



## GENERAL TERMS OF SALE

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### 1. Introduction

The general terms of sale described below (hereinafter "general conditions") exclusively govern the contractual relationships between every user of the website <https://keyfibre.com> and the seller, which is the company KEYFIBRE NETWORK COMPONENTS, S.L., with VAT number B98288319 and registered address at Ribarroja del Turia 46190 (Valencia), C/ Sequía del Quint, 48, Industrial Area Entrevies, registered in the Mercantile Register of Valencia, Volume: 9243, Book: 6526, Folio: 98, Section: 8, Sheet: V140929, Entry: 3, according to Law 34/2002 of July 11 on information society services and electronic commerce. The company can be contacted by phone at +34962779426 and via email at [info@keyfibre.com](mailto:info@keyfibre.com).

The detailed general terms of sale below are the only ones applicable and supersede any other prior conditions or agreements, unless the parties expressly agree in writing to a different type of agreement that cancels or modifies these general terms of sale. The language used throughout the sales process will be Spanish, and it will be the language governing the relationship between the parties. Any information displayed in any other language is conditional on the Spanish version, and in case of discrepancies, the Spanish version will prevail over any other translation or adaptation.

KeyFibre may occasionally modify the stipulations contained in these general conditions, so it is advisable to read them on each visit to the website [www.keyfibre.com](http://www.keyfibre.com). These modifications will take effect upon publication and will not have retroactive effects and will not apply to purchases made prior to their publication. Previous versions can always be consulted through the links on the platform and can be printed and/or downloaded through the designated button.

Each purchase order is governed by the general conditions applicable on the date of the order. We consider that once you have placed an order, you have accepted our general conditions of sale without reservation after reading them. By accessing the website, you commit to respecting the general conditions.

### 2. Placing an Order

KeyFibre offers a great value-for-money relationship and a demanding customer service through our commercial department or authorized distributors.



An order is a purchase order (PO), a document that commercially links the buyer and the supplier, detailing quantities, agreed prices, delivery date, items, and other important order information. Under the agreed payment terms, customers accept purchase orders from the seller.

### 3. Advantages and Benefits for Registered Accounts

Exclusive buying channels and participation privileges in promotions.

Registering a business account provides numerous customer privileges. Receiving guidance from a professional, post-purchase customer service support, obtaining advice on the company's future procurement plan, or requesting technical assistance related to purchased products are some of the advantages.

#### - Online Order

When placing an online order, the purchase order is sent to our commercial department, which is responsible for processing it for offer preparation and material shipment. KeyFibre has an order approval process to ensure timely and quality supply.

Steps to follow:

1. View the item you want and add it to the shopping cart. Repeat this process for each item you want to purchase, including the quantity you need.
2. Products will be added to a shopping wish list.
3. Complete the required information in the form.
4. We will process your quote request and send our economic proposal as soon as possible.

#### - Offline Order

The offline order is available when you do not want to place your purchase order online. Simply send your order to your sales representative and confirm all details about the purchase.

Steps to follow:

1. Confirm all details about your purchase by email, such as products, quantities, and prices.
2. Send your purchase order number to your sales representative.
3. The sales representative will confirm the purchase order and send confirmation by email.
4. Your order will be processed with a forecasted delivery.

Considerations for your order:

#### - Purchase Order Terms

All purchase orders must be paid by the due date. Failure to pay will affect the customer's credit limit and may lead to legal claims.

#### - Cancellation of a Purchase Order

If you need to cancel a purchase order, inform your sales representative in advance and in writing. KeyFibre will review and approve, providing instructions on the cancellation process.

If the cancellation is caused by KeyFibre (e.g., defects or incorrect products received), the buyer can cancel the order.

If the cancellation is caused by the buyer, and the buyer has not agreed with KeyFibre in advance,



the order cannot be canceled.

Our customer service hours are Monday to Thursday, from 8:00 am to 5:30 pm, and Fridays from 8:00 am to 2:00 pm. When we refer to deadlines on business days, these are counted from Monday to Friday.

#### 4. Product Information

To facilitate the processing of an order, we pay great attention to information regarding the characteristics of services through descriptions, photographs, and videos illustrating our products.

#### 5. Prices

The prices of our offers are indicated in euros (VAT not included).

Transportation costs are not included.

We reserve the right to modify our prices at any time.

#### 6. Goods Insurance

KeyFibre offers customers the option to send goods with transport agencies with which it has collaboration agreements, but it is not responsible for the loss of an order during transport.

Customers can request from KeyFibre, through their sales agent, the option to insure the goods against all risks.

In the absence of a contracted all-risk transport insurance, neither the transport agency nor KeyFibre will be responsible for the total or partial loss or deterioration of a purchase order during transport. This will be the sole responsibility of the customer.

#### 7. Payment Methods

Easy and convenient for you. We offer reliable and secure payment methods. To acquire our products, KeyFibre provides various payment methods for you to choose according to your needs.

##### - Payment Gateway

We have a payment gateway available, through which you can pay for your purchases by credit card on your computer without registering in any application and at the moment you want to formalize your order.

In this case, we will send you the link for you to make the payment by completing simple data. This method is standardized and complies with current anti-fraud regulations. The collaborating entity is Banco Santander.

##### - Other Credit Payment Options

To opt for one of the possible payment methods indicated below, we must have received authorization from our risk coverage company. Once we have your data, we will manage the procedures to obtain these coverages, and if we need any information from you, we will let you know. It is a quick and simple process with no cost.

No credit payment method will be accepted that does not comply with the established deadlines in your order.



The accepted payment methods are:

- Nominal promissory note.
- Confirming "Without Recourse."
- B2B draft. For remittance management, we will need you to complete a standardized SEPA authorization and certify the ownership of your account.

## 8. Product Returns

100% satisfaction guaranteed.

KeyFibre acknowledges the right of withdrawal (return of purchased products if not completely satisfied). The maximum period for returning products is fourteen (14) natural days from the purchase in accordance with the provisions of articles 68 and following of Royal Decree 1/2007 - as amended by Law 3/2014.

The customer must communicate the return and subsequently send the complete product at their expense, with all accessories, in perfect condition of use and in its original packaging, attaching a copy of the invoice or delivery note.

The cost of the return (transport, shipping insurance) will be borne by the customer unless the return is due to an error by KeyFibre.

Returns are not accepted for products exclusively manufactured on demand.

The refund will be made once it is verified that the product is in perfect condition.

### - Damage During Transport

If the item you received has suffered damage during transport, you must report any breakage or damage by contacting KeyFibre Customer Service at [info@keyfibre.com](mailto:info@keyfibre.com) within the next 24 hours.

Acceptance is subject to prior inspection of the material by our technical department. The returned product must be in its original packaging and accompanied by a copy of the product delivery note.

### - Manipulated and Damaged Products

If manipulated and damaged products are returned, and if our after-sales service detects that the returned item shows wear due to handling or has been misused, the return will not be accepted, and if accepted, the full amount paid in the order will not be refunded.

We will not be responsible for returns of products manipulated by the customer or for goods returned incomplete, both in their main elements and accessories.

### - Requirements for Returning an Order

To be able to return an order or a defective product, make sure you meet all the required requirements:

1. Be within the established warranty period.
2. Have contacted our Customer Service or Center informing about your decision and obtained the return number.
3. Only the return of materials with the original packaging in perfect condition will be accepted.



4. The item must be in perfect condition.
5. The item must be returned with all the original documentation it included.
6. The item must be returned attaching a copy of the product delivery note.
7. The return number must be clearly written on the outside of the packaging, which must also include a copy of said document.

KeyFibre reserves the right to reject the Warranty Service or the return if the product has been damaged, mishandled, or manipulated.

For any doubts about the correct shipment or return of products or orders to KeyFibre, please contact our Customer Service at [info@keyfibre.com](mailto:info@keyfibre.com), where we will be happy to answer all your questions.

## 9. Warranty of Our Products

The product warranty is a right that all consumers have to protect them for any changes or returns that the law recognizes to consumers. The warranty protects against non-conformity or defects existing at the time of purchase for a specified period.

The warranty covers all defects in materials and workmanship related to all products sold by KeyFibre. Only original, unaltered, unmodified materials, and workmanship are covered by this policy. This warranty does not cover damages caused by improper use, misuse, accidents, negligence, or natural degradation of materials over time.

The minimum warranty period for products against manufacturing defects is 24 months from the day of supply. Some products have warranties up to 25 years, and this warranty will be indicated in the warranty document for that item.

You can request information about the warranty period of each specific product at [info@keyfibre.com](mailto:info@keyfibre.com).

KeyFibre establishes warranty periods with the minimum required by law, depending on the materials, during which we will offer a refund service, product replacement, or repair as appropriate.

If the product's warranty period ends or the product has no warranty, we can consider repairs under a budget.

In these cases, the customer must bear the cost of product maintenance and transportation. For more information on returns and exchanges, please review the Return Policy.

### - Limitations

This warranty policy applies only to products purchased from KeyFibre. The warranty does not cover damages due to lightning, floods, tornadoes, earthquakes, or other negligence, misuse, or abuse, as well as modifications to any part of the product damaged caused by accident, fire, or other external causes, damage caused by the product's operation outside of the permitted or intended uses described by KeyFibre or with an inadequate voltage or power source.

No reseller, distributor, agent, or employee is authorized to make modifications to the warranty.

## 10. Safeguard Clause

All clauses or provisions of this contract must be interpreted independently and autonomously, without affecting the rest of the stipulations if one of them has been declared NULL by a final court judgment. The contracting parties agree to replace the affected clause or clauses with others that preserve the effects sought by the parties.



## 11. Resolution of Disputes

KEYFIBRE NETWORK COMPONENTS, S.L. is not responsible for the non-execution of these conditions in case of force majeure, as defined by Spanish courts and in the event of a customer's fault or an unforeseeable event by a person not party to the contract.

For any divergence arising from the breach of the sales conditions, both parties will expressly submit to the courts and tribunals of Liria, except as established in consumer regulations, with a waiver of their own if it is different.

KeyFibre is not responsible for the consequences that may result from the inappropriate use of the products sold.

Finally, we inform you that the European Commission provides an online dispute resolution platform for consumer matters under Article 14.1 of Regulation (EU) 524/2013. This platform is available at the following link: <http://ec.europa.eu/consumers/odr/>.