

1. General Company Information

This document contains the General Terms and Conditions governing the relationship between users (hereinafter referred to as "Customer") and the company:

OPTICOELECTRON JSCo
VAT: BG207416843
Registered address: 4500, Panagyurishte, Industrial park "Opticoelectron", Bulgaria
Email: oeg@opticoel.com
Phone: +359 357 64183
Website: www.opticoel.com

2. Field of Activity

Design, development and production of optical, optoelectronic, optomechanical, laser and thermal imaging technologies, products and systems, incl. products for day, night and thermal imaging surveillance, instrumental and technological equipment, non-standard equipment for defense and security, and such for civilian purposes. Delivery, design, construction, installation, assembly, commissioning, maintenance and repair of integrated systems for conventional and specialized (defense and security equipment) video surveillance and monitoring, including stationary and mobile surveillance systems, access control systems, remotely piloted aircraft systems, forest fire detection systems and mechanical equipment for special purpose vehicles.

3. Orders

3.1. Customers can send inquiries or specific orders via:

- Email to: oeg@opticoel.com

3.2. By submitting an order, the Customer agrees to these Terms and Conditions.

3.3. A Customer Declaration Form (CDF) has to be filled-in, signed and received with the client's order.

3.4. After additional clarifications (technical, commercial and other needed) the customer's order is confirmed in writing.

3.5. A contract between the parties is considered concluded:

- Upon written confirmation by the Client (via email), or;
- Upon advance payment and confirmation (if such is agreed).

3.6. All order parameters are documented in writing and become binding for both parties after confirmation.

4. Payment Methods and Terms

4.1. "OPTICOELECTRON JSCo" accepts the following payment methods:

- Bank transfer – to the account specified in the invoice;

4.2. All payments must be made in the currency stated in the invoice.

4.3. Payment deadlines are specified individually in each contract/pro forma invoice.

4.4. In case of delayed payment, the company reserves the right to postpone production or delivery until the outstanding amount is received.

5. Delivery

5.1. Parcels up to 10 kg. – the following courier companies are used: DHL, FEDEX or UPS - express service / priority.

5.2. Parcels from 10 to 60 kg. - economy courier service is used (unless otherwise agreed).

5.3. For parcels over 60 kg. and oversized cargo - a forwarder is used.

Before each expedition, the Logistics Department informs the client about the possible delivery options, terms and prices. Delivery is carried out after confirmation by the client for his choice. Exceptions exist under explicitly agreed other conditions.

5.4. Transport and customs costs (where applicable) are borne by the Customer, unless otherwise agreed.

6. Warranties and Certificates

6.1. All products offered by "OPTICOELECTRON" JSCo are manufactured in compliance with internal quality control standards and recognized international norms.

6.2. The company holds the following quality certifications:

- ISO 9001 – Quality Management System (QMS);
- ISO 45001 – Occupational Health and Safety (OH&S) management systems;
- ISO 14001 – Environmental Management Systems (EMS);
- ISO 27001 – Information Security Management System (ISMS).

7. Claims and refunds

7.1. Due to the custom nature of the products, Customers do not have the right to cancel an order after confirmation.

7.2. Customers may submit a claim in case of a manufacturing defect or non-compliance with the agreed technical specifications.

7.3. Customers must be submitted in writing within 6 months of receiving the product.

7.4. Upon review and approval of the claim, the Customer is entitled to:

- Free repair;
- Replacement of the defective product;
- Partial or full refund of the paid amount.

7.5. In the event of an approved claim and the impossibility to repair or replace the defective product, a credit note shall be issued against the corresponding invoice, applicable to future orders or for offsetting outstanding amounts.

7.6. The goods that "Opticoelectron" JSCo (referred to as the "Seller") delivers to the customer (referred to as the "Buyer") according to the conditions specified in the offers and orders, may be claimed by the customer in accordance with the clauses specified in these conditions for claims.

7.7. Defective goods.

7.8. Goods with deviations in quality and determined by the Buyer as defective goods may be claimed to the Seller within the period specified in the contract/order. In case of failure to comply with this term, the Seller has the right to reject all claims of the Buyer.

7.9. The Buyer must notify the Seller of the established deviation in the quality of the goods and request permission from the Seller to return the defective goods for repair. If the Seller agrees with the described deviations, an RMA (Return Merchandise Authorization) is issued and the goods are returned to the Seller securely and safely packaged, accompanied by the following documents:

- **Notice of return of advertised goods** - The notice of return of advertised goods must contain the following information:
 - RMA number;
 - Name and Description of the goods;
 - Order number;
 - Invoice number;
 - Number of returned defective goods;
 - Complaint Protocol.

- **Complaint Protocol** - The Complaint Protocol must have a number and date and contain the following information:
 - Name and Description of the goods;
 - Order number;
 - Invoice number;
 - Total number of delivered goods and serial numbers;
 - An accurate and detailed description of all deviations of the quality of the goods from the specification;

Inspection of the claimed goods:

- After receiving the claimed goods, the Seller carries out a comprehensive quality control of the items and checks all the described deviations from the quality of the items specified in the Complaint Report from the Buyer;
- When the Seller does not accept the fault for the complaint (in whole or in part), then the Seller has the right to deliver back the suitable goods with an invoice against a replacement order or under the original order, having previously agreed this with the Buyer;
- In case of complaint for defense-related products/dual-use products, the complaint is processed and the goods are shipped back only after receiving the appropriate permits from the Bulgarian competent authorities;

Transportation costs for the claimed goods:

- All costs related to returning the product (transport, insurance and other fees) are borne by the Customer unless otherwise agreed;
- If it is necessary to return goods, the client must notify the Logistics Department of “Opticoelectron” JSCo of the readiness for shipment and wait for confirmation.

8. Personal Data Protection

8.1. “OPTICOELECTRON” JSCo processes Customers' personal data in accordance with Regulation (EU) 2016/679 (GDPR).

8.2. Data is collected and used solely for the following purposes:

- Preparing offers, contracts, and invoices;
- Order fulfillment;
- Accounting and legal services;
- Communication with the Customer.

8.3. Each Client has the right to:

- Access their personal data;
- Rectify, delete, or restrict its processing;
- Object to its processing;

9. Final Provisions

9.1. Company OPTICOELCTRON JSCo has the right to update these Terms and Conditions at any time. Changes become effective upon their publication on the official website (www.opticoel.com).

9.2. In the event of a dispute between the parties, the provisions of Bulgarian law shall apply. If an amicable resolution is not possible, the dispute shall be referred to the competent Bulgarian court.

9.3. Any matters not covered by these General Terms and Conditions shall be governed by the applicable provisions of the Commercial Act, the Consumer Protection Act, and other relevant Bulgarian legislation.