

Easy4u Service Terms for Purchase

Version 01/26

Of: **Class Technology Solutions Ltd** also trading under the name of "Easy4u"
Frazer House, 14 Carfax, Horsham, West Sussex, United Kingdom, RH12 1DZ
Companies House number: 05683597 and FCA Reference Number: 948794
Contact: www.easy4u.school/faq

Hereinafter: **CTS / We / Us**,

ARTICLE 1 – APPLICABILITY AND CONCEPTS

- 1.1 These Service Terms form part of the Agreement as referred to in the General Terms and Conditions of CTS (version 01/26). Capitalised terms have the same meanings as in the General Terms and Conditions, unless otherwise provided in these Service Terms.
- 1.2 In the event of any conflict between these Service Terms and the General Terms and Conditions, these Service Terms shall prevail.
- 1.3 These Service Terms do not affect the Consumer's legal rights of conformity as set out in Article 11 of the General Terms and Conditions.
- 1.4 In addition, in these Service Terms, the following definitions apply:

Carepack

A manufacturer-activated warranty or insurance linked to the Equipment that CTS may have activated for the purpose of providing the Easy4u service plan.

Customer Contribution

The fixed contribution of £50 (incl. VAT) that CTS may charge for handling damage claims covered under the Insurance or a Carepack unless the Insurer applies a deductible.

Easy4u Service plan

The service plan that the Consumer has taken out at the time of ordering the Service Extension via the CTS Website, consisting of repair service, access to loan equipment (where available), claims handling, and the Insurance. The service applies to Equipment that the Consumer previously purchased from CTS or has taken ownership of following the expiry of a rental agreement.

Extended Battery Warranty

The warranty whereby CTS replaces the battery free of charge in the event of failure or wear during the term of the Easy4u service plan, according to the conditions in article 8.

Insurance

The Easy4u Computer Insurance from insurer MS Amlin, which is included with the Service Extension of the Easy4u service plan.

Student

The educational participant or student for whom the Equipment has been purchased and who actually uses the Equipment under the responsibility of the Consumer.



Theft

Loss of Equipment due to theft following break-in or violence, as further described in Article 7.

User Damage

Any sudden and unforeseen damage to the Equipment because of an external event, as further described in Article 6.

ARTICLE 2 – SERVICE ON YOUR PURCHASED EQUIPMENT

- 2.1 CTS guarantees quality products and good service. Especially given the intensive use at school, accidents can happen. The special education laptops, Chromebooks, and tablets that CTS provides (**Equipment**) are extra sturdy but remain susceptible to damage. The cost of repairing the Equipment can be very disappointing. The Easy4u service plan offers you convenience and security on your Equipment and in most cases offers a limited financial risk in the event of damage.

ARTICLE 3 – LOAN EQUIPMENT AND REPAIR

- 3.1 CTS's service is aimed at unburdening the Consumer and Student in the event of defective or damaged Equipment. At schools with a CTS service point, loan equipment from CTS is available. The Student returns the defective Equipment and can immediately continue working on the loan Equipment. CTS provides repair or replacement so that the learning process continues undisturbed. It is also possible that we have made special service agreements with your school, in which case you will usually be informed by the school.
- 3.2 If you or the Student are not (or no longer) at a school with a CTS Service Point, there is no loan Equipment, but you can send the Equipment to us for repair. Please contact our customer service for this. You are responsible for the cost of insured shipping; the return shipment by CTS is free of charge. You register the repair via your account on www.easy4u.school. The conditions regarding conformity, Warranty and your Insurance do not change if you are not (or no longer) at a school with a CTS service point.
- 3.3 If your Equipment stops working properly, we will repair the Equipment. CTS has its own repair centre and service organization for this purpose. You may therefore not have the Equipment repaired yourself or by a third party under the Easy4u service plan. If you have the Equipment serviced, opened, or repaired by yourself or by a third party without CTS's prior permission, this may have negative consequences for your coverage under the Insurance, and our services will be terminated under the Easy4u service plan. You can register your repair with CTS through the CTS service point at school, through your Easy4u.school account or through CTS customer service. CTS handles all claims and any damages.
- 3.4 When repairing, CTS examines the entire Equipment. All damage or defects found that fall under the same claim will be repaired in one go. It is not possible to have just one part replaced if multiple defects have been detected. The Customer Contribution or costs are due for the entire repair, not per part.
- 3.5 Repairs under the legal obligation of conformity (1 year after delivery as described in article 11 of the General Terms and Conditions) or the Extended Battery Warranty or any other guarantees (**Warranty**) are free of charge. In the event of damage that is covered under your Insurance and/or under a possible Carepack, CTS will handle the claim and the damage for you with the relevant insurer. CTS may charge a Customer Contribution of £50 per claim for the handling of damage cases, unless the insurer applies a deductible. In this case, CTS will not charge any



Customer Contribution. Your financial risk is therefore usually limited to £50 per case in the event of covered User Damage or Theft.

- 3.6 If you did not purchase Insurance when you purchased the Equipment, or if your User Damage or Theft is not covered by the Insurance or any Carepack, you will receive a quote of the full cost of repair or replacement. The Customer Contribution is included, and CTS does not charge it separately.

ARTICLE 4 – EASY4U COMPUTER INSURANCE

- 4.1 CTS distributes the Easy4u Computer Insurance of insurer MS Amlin. CTS does not provide advice on the Insurance. CTS provides the insurance terms and conditions and the product information document (IPID) when ordering in the webshop and by e-mail. These documents are also available in your Easy4u account on the CTS Website.
- 4.2 If you have chosen to take out the Easy4u Computer Insurance (**Insurance**) as part of your Easy4u service plan, the following applies. The Insurance is between the insurer MS Amlin and you as the policyholder, and your Equipment is the insured object.
- 4.3 CTS can obtain a care pack with additional warranty and/or insurance (**Carepack**) that is linked to your Equipment, for the purpose of implementing your Easy4u service plan. If CTS has activated a Carepack that is transferable on the Equipment you have purchased from CTS, CTS will transfer or make available such Carepack to the Consumer. You can find details and information about the Carepack on the website of the manufacturer of your Equipment by reference to the serial number.
- 4.4 In all cases, CTS will remain your point of contact for handling User Damage and Theft under the Service Terms. If you want to submit a claim with an insurer other than through the Easy4u Computer Insurance, or with someone else (for example in the event of damage caused by a classmate), you must do this yourself. CTS does not do this for you. In the event of any conflict between these Service Terms and the policy terms of the Insurance, the policy terms and conditions shall prevail to the extent of the coverage under the Insurance.
- 4.5 For questions about the Insurance and coverage, please contact our customer service via www.easy4u.school/faq.

ARTICLE 5 – CTS IS YOUR POINT OF CONTACT

- 5.1 You can track the repair status of the Equipment you have purchased through our service portal at www.easy4u.school. During the repair, we will automatically keep you informed via e-mail, WhatsApp and/or SMS. In all cases where we find damage or defects to the Equipment that are the result of User Damage, you will receive a quotation and payment option and information (with photo) of the damage found in advance.
- 5.2 If you have the Equipment repaired, you will be notified when it has been repaired and whether it is ready for collection or will be delivered to your home. If you have any questions, you can reach our customer service. In all cases, CTS is your point of contact for the delivery and repair of your Equipment.

ARTICLE 6 – USER DAMAGE

- 6.1 User Damage is understood to mean: any sudden and unforeseen damage to the Equipment because of an external event. In the event of User Damage, CTS will always charge the Customer Contribution, unless the Consumer must pay the deductible under the Insurance. In that case, the Consumer pays the deductible, and CTS does not charge a Customer Contribution. The



following situations are usually covered under your Insurance under the policy conditions or under any Carepack:

- A. Breakage in the display;
- B. Audio port, power connector, network ports, or USB ports that have been pressed or broken off;
- C. (Non-cosmetic) cracks or defects in the housing or hinges of the Equipment that affect operation;
- D. Liquid and/or traces of moisture, including water, coffee, tea, and soda;
- E. Fire or short circuit damage from the inside and missing keys in the keyboard.

To be eligible for coverage under User Damage, the Equipment must have been used and cleaned in accordance with the manufacturer's instructions. Repairs and maintenance work will be carried out exclusively by CTS, unless CTS provides written permission for repairs or maintenance by a third party or CTS appoints a third party to carry out the work.

6.2 The following damages (non-exhaustive) are not covered by User Damage:

- A. Events due to natural disasters (including earthquakes and floods) and due to wear and tear and other gradual deterioration;
- B. Cosmetic and aesthetic damage that does not affect the operation of the Equipment, such as scrapes, scratches, or dents;
- C. Events because of wilful misconduct, recklessness, or gross negligence. This includes in any case the use and transport of the Equipment without the protective cover provided;
- D. Damage that has arisen after the Equipment has been lent by the Consumer to another person. The Consumer remains responsible for all damage to the Equipment, regardless of the cause;
- E. Damages and consequential damages caused by loss, theft, viruses, hacks or deletion of data or settings on the Equipment, whether or not due to repair of CTS;
- F. Any damage not covered under User Damage or Theft or a Warranty.

For claims that do not fall under User Damage, CTS does not charge a separate Customer Contribution. In these cases, you will always receive a full quote of the full cost of repair or replacement.

ARTICLE 7 – THEFT

7.1 We speak of theft (Theft) when the Equipment is lost due to theft following a break-in or the use of violence. Theft is only covered under the terms of your Insurance. For the full policy conditions of your Insurance, check the confirmation email of your order, view the policy conditions in your Easy4u.school account or request them from our customer service. In the event of covered Theft, the Customer Contribution will always be charged, unless the insurer applies a deductible.

7.2 You must report Theft to us in writing via info@easy4u.school as soon as possible, but in any event within 48 hours of the incident, otherwise you risk that the insurer will not cover your theft. This reporting period applies only to coverage under the Insurance and does not affect statutory rights. Theft is only covered if the report to the police shows that one or more of the following examples have been met:

- A. Theft in a building: the burglary took place on the outside of the building with visible signs;



- B. Theft in schools: visible signs of burglary that has taken place on the outside of the school or there are visible signs of burglary (breaking locks) on the lockers;
 - C. Theft from a means of transport: the break-in took place from the outside, and the Equipment was not visibly stored in a locked luggage compartment (e.g. a trunk or scooter box) and there are visible signs of burglary;
 - D. Theft or loss due to violence must be clearly shown in the report to the police. CTS will check with the Insurance Company whether there is coverage and will inform you about this by e-mail or telephone.
- 7.3 Theft or loss after, for example, leaving a laptop unattended in a school or train/tram/bus, not storing it in a locked locker, or leaving it visible in the back seat of a car are not covered. Unfortunately, not even if there are camera images.
- 7.4 Even in the event of a theft that is not covered, we advise you to always report it to the police. Our customer service can provide you with the serial number and type of your Equipment for the purposes of the declaration. Every year, stolen laptops are presented to us for repair: if the serial number is registered with the police and CTS as theft, we can return your stolen Equipment. We also recommend enabling location tracking, such as Windows 'Find My Device', or checking with the school's IT administrator to remotely lock or wipe your Equipment.
- 7.5 In all cases, the policy conditions of the Insurance and the opinion of the insurer are leading. You cannot derive any rights from the above list, examples, and advice.

ARTICLE 8 – BATTERY

- 8.1 You can expect the battery to work properly for the first 12 months after using your Equipment. A battery wears out; how fast this happens depends on the use. If the battery fails within the first 12 months without there being User Damage, we will replace it with a new one free of charge. After this, you will have to pay the cost of a new battery.
- 8.2 We consider a battery to be defective or worn if the battery can no longer be charged at all or if the battery has less than 50% of its original charging capacity ("battery health") after a full charge, but this is not due to the use of a defective charger, a non-original charger, or a defective part of the Equipment (such as the charging port).
- 8.3 If the battery is still working but you suspect a reduced capacity, you must do a test yourself and indicate the 'battery health' when registering the service ticket with CTS. We do this to avoid disappointment, because the employee of the service desk will ask for this before he or she issues a loan equipment. You can use several objective tests yourself depending on the make and model, including:
- A. Turn on the laptop. Press F2 or F12 once the factory logo appears. You will now enter the BIOS. Go to the General menu and go to Battery Info. There you will see the status of your battery. This method can vary by brand and type of laptop.
 - B. In Windows 11 via: Windows key + X → launch 'Windows PowerShell' → type 'powercfg /batteryreport' and refer to the generated report. This contains the factory capacity and the measured capacity. The battery health % is the division 'measured capacity / factory capacity'.
 - C. On a Chromebook, type "ctrl-alt-t" and type "battery_test." The battery health % is shown.
- If you need help with this, please email or call our customer service before returning your Equipment.



- 8.4 CTS determines whether a battery is worn out or not and does this based on its own measurement with specialist equipment or software.
- 8.5 CTS will replace the battery at no charge if the battery is defective or worn in CTS's opinion and measurement:
- A. Within 12 months of the start of the Easy4u service plan, or within 12 months of installation of a replacement battery for which you have paid CTS;
 - B. After these 12 months, only if you purchased an extended battery warranty (Extended Battery Warranty) with the Easy4u service plan.
- 8.6 In all other cases of a worn or defective battery, you will receive a market-based quote from CTS for a new battery by e-mail. If you do not agree to the quote within 10 working days from the date of the email, CTS reserves the right to return the Equipment without a new or repaired battery.
- 8.7 If the battery defect is judged by CTS to be caused by careless use (wrong charger, liquid damage, impact), then this counts as User Damage and not as wear and tear. In that case, the conditions of article 6 (User damage) apply.
- 8.8 In the event of indications of abuse of the Extended Battery Warranty by the Consumer, CTS may unilaterally terminate the Extended Battery Warranty with immediate effect. The Consumer cannot terminate the Extended Battery Warranty prematurely: it always applies for the entire term of the Easy4u service plan.

ARTICLE 9 – ACCESSORIES

- 9.1 CTS supplies standard accessories with the Equipment, consisting of a charger and a protective cover (sleeve). These standard accessories are covered by the legal obligation of conformity as described in Article 11 of the General Terms and Conditions and, where applicable, by the Insurance or Carepack. Any additional accessories (such as a mouse, keyboard cover, or other peripherals) are not part of the Easy4u service plan and are not covered by the Insurance, Carepack, or the Warranty. These additional accessories are subject only to your statutory rights of conformity for a period of 12 months after delivery, and hereafter warranty and service ends on additional accessories.
- 9.2 Accessories with visible damage are in principle not covered by the obligation of conformity or warranty. This is especially true for chargers with visible damage to the cable, plug, or adapter. You will always receive a quote for such damage.
- 9.3 Accessories with visible damage that are presented to CTS for repair will not be returned to the Consumer. This is especially true for chargers with visible damage, due to fire safety risks. Damaged accessories will be disposed of or destroyed by CTS in accordance with the regulations in force.
- 9.4 If standard accessories (charger and protective cover) fail during normal use with no visible damage, they are subject to the obligation of conformity or may be covered by the Insurance or Carepack, depending on the cause of the defect.

ARTICLE 10 – WHICH SERVICE TERMS APPLY

- 10.1 Your Easy4u service plan is subject to the CTS Terms and Conditions (version 01/26) and (if you have taken them out) the policy terms and conditions of MS Amlin's Easy4u Computer Insurance and these Service Terms.



- 10.2 For service on the Equipment supplied, the CTS service point or the ICT department at the school location is your first point of contact, unless otherwise agreed with you or the Educational Institution. We only provide support on Equipment supplied by us.
- 10.3 In the event of defects in the Equipment, the CTS service centre will establish a diagnosis. In the event of User Damage that is covered by your Insurance or any Carepack, you will receive the diagnosis and a quote for the Customer Contribution from CTS by e-mail. If the User Damage is not covered by your Insurance or any Carepack, or if you have not taken out Easy4u Computer Insurance, you will receive a quote for the full cost of the repair.
- 10.4 If, after investigation, it turns out that the defect is not covered by conformity, Warranty, Insurance or Carepack, and you decide not to have the repair carried out, CTS will charge a diagnostic fee of £35 (incl. VAT). You will not receive the Equipment back until this fee has been paid. Until you have made a decision and settled the fee, the Equipment will remain in CTS's possession.
- 10.5 In the event of any conflicts between the policy conditions of the Easy4u Computer Insurance and our General Terms and Conditions or these Service Terms, the policy conditions of the Easy4u Computer Insurance shall prevail as far as it concerns the coverage and payment under the Insurance.
- 10.6 After replacement or repair, the old or defective part or battery becomes the property of CTS without you being able to claim any compensation.
- 10.7 In the event of repairs, except for the situations mentioned in article 11, CTS will make every effort to offer replacement loan equipment through the Educational Institution if it has a CTS service point.

ARTICLE 11 – THE RIGHT TO SERVICE AND LOAN EQUIPMENT LAPSES

- 11.1 Service and loan equipment rights expire when the serial number of your Equipment is removed or changed.
- 11.2 The right also lapses in the event of defects caused by incorrect installation after external repair work or use in violation of the electrical regulations or generally applicable technical standards.
- 11.3 If the delivered Product is used for purposes other than the normal use, or otherwise, according to general standards and the opinion of CTS, has been handled or maintained in an improper manner, the right will also lapse.
- 11.4 Defects or problems caused by software or drivers not installed or supplied by CTS in the original configuration void the right to service.
- 11.5 In the event of damage to the Equipment that is intentionally caused or caused by gross negligence on the part of the Consumer or has been caused by acts of violence, the right to service and loan equipment will lapse.
- 11.6 If you do not agree to the diagnosis, the Customer Contribution or the stated costs for examination or repair to remedy the defects within 10 working days of our e-mail, the right to service and loan equipment will lapse. In this case, CTS reserves the right to retrieve loan equipment or restrict use by, for example, blocking WiFi access.

ARTICLE 12 – LIABILITY AND LOSS OF DATA

- 12.1 If you return the Equipment you have purchased for repair, data may be partially or completely (irreparably) deleted or lost. A repair may require the Equipment to be reset or provided with a new base installation (an image or a powerwash). All data and settings are lost. By submitting



the Equipment for repair, the Consumer agrees that CTS may perform these actions as necessary for diagnosis or repair.

**MAKE SURE YOU ALWAYS HAVE AN UP-TO-DATE BACKUP
OF YOUR DATA FILES
BEFORE YOU PUT THE EQUIPMENT IN REPAIR!
WE DO NOT MAKE BACKUPS AND DO NOT STORE YOUR FILES.**

- 12.2 **The Consumer is responsible for backing up data.** CTS strongly advises that you always have an up-to-date backup before the Equipment is submitted for repair. CTS does not back up or store Consumer files.
- 12.3 CTS is not liable for loss of data or files on the Equipment, damage caused by viruses, malware, ransomware or hacks, theft of data, deletion of data during repairs, or business interruption in any form.
- 12.4 CTS is only liable for direct damage resulting from a demonstrable shortcoming of CTS, such as wilful misconduct or gross negligence. Liability is always limited to the amount you paid CTS for the Product in question. CTS's liability is further limited as described in Article 13 of the General Terms and Conditions.

ARTICLE 13 – PRIVACY AND DATA PROCESSING

- 13.1 CTS processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and as described in Article 3 of the General Terms and Conditions and the Privacy Statement on the CTS Website. For the execution of the Easy4u service plan and the repair service, CTS processes personal data such as name, address, e-mail address, telephone number, and data about the Equipment (serial number, damage history).
- 13.2 For privacy reasons, CTS does not view any personal data or files on the Equipment. CTS cannot store, transmit or back up any data from the Equipment.
- 13.3 At the request of the Educational Institution, CTS may share technical data from the Equipment, such as serial numbers and hardware identifiers. This is only done for management and security in the school network, as described in article 3.1 and article 10.3 of the General Terms and Conditions.
- 13.4 To exercise your rights under the UK GDPR (access, correction, deletion), please contact our customer service. You can find the current Privacy Statement on the CTS Website.

ARTICLE 14 – TAKING BACK OLD EQUIPMENT

- 14.1 In some cases, CTS may offer the option to buy back old Equipment from the Consumer for a one-time payment determined by CTS. CTS determines this fee in advance, CTS can attach conditions to the old device (such as age, brand, type, no damage), and CTS only approves the collection of an old device at the time of return.
- 14.2 If CTS and the Consumer do not agree on the compensation, or the quality or condition of the old device offered, CTS will not take back the old device and CTS will not pay any compensation. The cancellation of a return or trade-in of an old Device does not constitute a ground for free dissolution of the purchase agreement for the new Equipment outside the statutory right of withdrawal.



- 14.3 If it turns out that the Consumer is not or appears to be no longer the owner of an old device after handing it in, CTS will reclaim the compensation, and CTS can report it to the police.

ARTICLE 15 – COMPLAINTS AND DISPUTES

- 15.1 Complaints regarding these Easy4u Purchase Terms and Conditions can be made in writing to the CTS Customer Service Department at info@easy4u.school, or by post: Class Technology Solutions, 14 Carfax, Frazer House, Horsham RH12 1DZ. We will respond to your complaint as soon as possible, but at the latest within 10 working days.
- 15.2 The parties will first endeavour to reach a solution before applying to a court.
- 15.3 These terms are governed by English law, and you can bring related legal proceedings in the English courts. If you live in Scotland, you can bring related legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland, you can bring related legal proceedings in either the Northern Irish or the English courts.

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