



# Teletech

KonferenceKommunikation

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## **Terms and Conditions of Hire and Supply**

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14. NOVEMBER 2024  
TELETECH KONFERENCE KOMMUNIKATION A/S  
Generatorvej 9, 2860

## Contents

Terms of hire .....	2
1. Legal name.....	2
2. Quotes .....	2
3. Acceptance.....	2
4. Computers and iPads.....	2
5. Price .....	3
6. Product modifications.....	3
7. Product information .....	3
8. Assignment of rights and obligations .....	3
9. Insurance .....	3
10. Delivery .....	3
11. Defects and complaints .....	4
12. Empty containers.....	5
13. Return of equipment .....	5
14. Cancellation.....	6
15. Disputes.....	6

## Terms of hire

These Terms and Conditions apply to all agreements for hire of equipment and services from Teletech Konference Kommunikation A/S unless otherwise expressly agreed in writing between the parties.

The Terms and Conditions of Hire and Supply of Teletech A/S comply with all current legislation.

### 1. Legal name

Teletech Konference Kommunikation A/S

Generatorvej 9

2860 Søborg

Denmark

Central Business Register (CVR) No.: 10425247

### 2. Quotes

If Teletech A/S makes a quote without stipulating the time for acceptance, the offer will lapse unless acceptance has reached Teletech A/S within four weeks of the date of such quote.

### 3. Acceptance

Disclosure by the hirer of accurate customer and contact information, including Central Business Register number, address, mobile phone number and email address, is a prerequisite for acceptance of the quote. Moreover, the hirer agrees that Teletech A/S may store such information in its system.

The hired equipment includes only the items specified in the order confirmation and supplied to the hirer.

### 4. Computers and iPads

The hirer is entitled to legally download games, films, music, etc.

4.1 – All downloads are at the expense of the hirer.

4.2 – The responsibility and the risk of all costs related to downloads by the hirer on the equipment of Teletech A/S lie with the hirer.

4.3 – It is the responsibility of the hirer that the use of the hired equipment is in compliance with all laws and regulations at the place or in the country where it is used. This includes compliance with all copyright and criminal laws and regulations.

4.4 – On return of the hired equipment, no software or active iCloud account, find My iPhone or other type of security software may be downloaded to the equipment.

## 5. Price

All prices are in Danish kroner and exclusive of VAT. Until delivery, the hirer is obliged to accept any changes to the price resulting from a documented increase in the costs payable by Teletech A/S due to changes to customs duties, direct or indirect taxes, etc. relating to the agreed consignment.

In accordance with Pay By Link (online credit card payment), the amount will be deducted from the hirer's account when the equipment is shipped or the services are provided. Please note that the hirer will be charged a fee of 2.95% of the amount, but a maximum of DKK 75.

## 6. Product modifications

Teletech A/S reserves the right to make necessary modifications to agreed specifications without notice if necessary to execute the order.

## 7. Product information

Drawings, specifications and similar material supplied by Teletech A/S will remain the property of Teletech A/S and may not be disclosed without written agreement or otherwise be abused.

## 8. Assignment of rights and obligations

Teletech A/S is entitled to assign all rights and obligations under the agreement to a third party.

## 9. Insurance

The insurance responsibility will pass to the hirer on delivery of the equipment to the agreed address or on collection of the equipment from the premises of Teletech A/S.

9.1 – The hirer is therefore fully responsible for the hired equipment for the period of hire, including in the event of theft, loss or destruction. This applies to all culpable acts.

9.2 – Teletech A/S disclaims liability for damage that may affect the hired equipment, including personal injuries and damage to real property or movable property.

## 10. Delivery

Delivery must be made at the agreed time and place set out in the hirer's order confirmation. The hirer is responsible for checking whether the order confirmation is correct and for giving notice in case of errors or requests for changes. Any changes must be notified to Teletech A/S no later than 24 hours prior to the time of delivery.

10.1 – In case of late delivery, Teletech A/S must notify the hirer and state the expected time of delivery. If delay in delivery is due to a **force majeure event**<sup>1</sup> that prevents Teletech A/S from delivering the equipment, the time of delivery will be deferred for the duration of the force majeure event.

10.2 – The equipment must not be sublet or lent without written approval from Teletech A/S.

## 11. Defects and complaints

On delivery, the hirer must immediately inspect the equipment to check for defects.

Any defects must be notified to Teletech A/S by email: [teletech@teletech.dk](mailto:teletech@teletech.dk) or by telephone +45 44 92 98 00.

11.1 – If the hirer wants to claim a defect, the hirer must notify Teletech A/S thereof in writing immediately after the defect has or should have been discovered and specify the nature of the defect in the written notification. If the hirer has or should have discovered the defect, and he does not submit a complaint in accordance with the above, the hirer may not subsequently make a claim about the defect.

11.2 – Any defects will be remedied or a replacement delivery will be made at the discretion of the hirer.

11.3 – If remedial action is not taken or a replacement delivery is not made as set out in clause 11.2 within a reasonable period of time, the hirer has the right under the general rules of Danish law to terminate the agreement for breach or demand a reduction in the hire fee.

11.3.1 – If the defect is deemed immaterial, the hirer cannot rescind the agreement or demand a replacement delivery unless the supplier has acted fraudulently or has been aware of the defect at such time that he could have procured an item conforming to the agreement without unreasonable sacrifice.

11.4 – In no circumstances may the hirer personally or with the aid of a third party seek to interfere with the equipment, including attempting to carry out repairs or servicing. In such case, Teletech A/S will be exempt from any liability whatsoever.

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<sup>1</sup> A force majeure event includes any circumstances beyond the control of the parties such as fire, war, strikes, natural disasters, mobilisation or unforeseen military call-ups of an equivalent extent, requisitioning, seizure, currency restrictions, riots and civil unrest, shortage of means of transportation, general scarcity of goods, restriction in propulsive power as well as defects or delays in delivery from sub-suppliers due to similar circumstances.

## 12. Empty containers

The hirer is responsible for finding the space required for empty containers (such as flight cases) during the hire period. If the hirer fails to meet this responsibility, Teletech A/S reserves the right to charge a fee for removing empty containers.

## 13. Return of equipment

The hired equipment must be returned in the same condition as received.

13.1 – On return, the equipment must be checked by Teletech A/S. If the equipment is found to be in a poorer condition on return, Teletech A/S reserves the right to charge the hirer the costs of repair or replacement of the relevant equipment.

13.2 – In case of loss of the equipment, Teletech A/S reserves the right to charge the hirer the current market price.

13.3 – In case of delay in the return of the hired equipment, notice must be given to Teletech A/S when the hirer becomes aware of the delay. Moreover, any delay will be the responsibility of the hirer, and Teletech A/S reserves the right to charge the hirer for the additional time that Teletech A/S does not have the equipment in its possession.

13.4 – On early return of the equipment, the hirer will still be charged for the hire period specified in the order confirmation.

## 14. Cancellation

In case of cancellation notified after 4:00 pm on business days, weekends or bank holidays, notice will not be deemed given until the following business day.

14.1 – In case of cancellation of an order within 48 hours of the agreed time of delivery, Teletech A/S reserves the right to charge the hirer the agreed price in full.

14.2 – In case of cancellation of an order two to five business days prior to the agreed time of delivery, Teletech A/S reserves the right to charge the hirer 50% of the agreed price.

14.3 – In case of cancellation of an order 14 business days prior to the agreed time of delivery, Teletech A/S reserves the right to charge the hirer 25% of the agreed price.

14.4 – Where the order is for speciality equipment requiring, for example, the purchase of equipment specifically for the order, the order cannot be cancelled after acceptance. The hirer will be given notice thereof when the quote is provided.

## 15. Disputes

Any dispute between the parties which cannot be settled amicably must be decided by the courts in accordance with Danish law.