



## Nuki Pro Partner agreement.

### General Terms and Conditions of the Nuki Pro partner program.

Thank you for registering as a Nuki Pro partner. By submitting your registration, you accept this agreement for the Nuki Pro partner program and the use of the Nuki Pro online shop (excluding Norway and the USA). This agreement supplements the General Terms and Conditions of Nuki, which you can view at any time on our website.

As a Nuki Pro partner, you create added value for your company and your customers. The Nuki Pro partner program is primarily aimed at small and medium-sized companies in the smart home equipment, electrical installation and locksmith services, wholesale, carpentry, and door manufacturing industries. Before a new registration is activated, the application has to be checked manually. This can take a few days.

### Requirements for acceptance as a Nuki Pro partner.

- A business premises and/or a focus on personal customer service (pure online trading is excluded).
- A valid EU VAT number that is activated for trade within the EU (**excluding Norway and the USA**)
- Affiliation with one of the above-mentioned industries or a business model that corresponds to Nuki's business philosophy.

Nuki reserves the right to reject registrations without giving reasons or to forward the contact to the Nuki Sales Department in order to offer cooperation via another sales channel (e.g. as a key account)

### Terms and conditions. (excluding Norway and the USA)

As a Nuki Pro partner, you benefit from the following reseller conditions and advantages:

- Access to the Nuki Pro online shop, where you can shop at B2B net prices with no minimum order quantity.
- Exclusive Nuki Pro product and marketing sets as well as participation in the Nuki Pro bonus program.
- Entry in the Nuki dealer search from the first order\*.
- Your own Nuki Pro contact person at [pro@nuki.io](mailto:pro@nuki.io).
- Marketing support: Access to marketing materials via the Nuki Pro Shop as well as free access to product photos, marketing texts, and product videos
- Newsletter containing important information about products, news, promotions, and much more.

\*Among other things, the dealer search serves as a database for Nuki Customer Support, enabling them to actively refer end customers' inquiries to existing Nuki Pro partners. In this context, we kindly ask you to provide us with the necessary information in digital form. The Nuki Pro partner is solely responsible for the accuracy and timeliness of the information provided. Nuki reserves the right to refuse an entry in the Nuki dealer search. If you do not wish to be listed, please contact [pro@nuki.io](mailto:pro@nuki.io).

### Conditions for participation in the Nuki Pro partner program.

In addition to brick-and-mortar retail, Nuki Pro partners may, advertise and resell all Nuki Pro products via their own website (excluding online marketplaces).



Nuki provides logos, graphics, product images, etc. free of charge. Integration of all videos from our YouTube channels is permitted. Re-uploading the videos to your own YouTube channel is prohibited. Nuki prohibits the promotion of the Nuki brand, including modifications, in search engine advertising (SEA) using text, images, or shopping ads.

A complete list of all keywords that must be added to the advertising account as negative keywords can be found [here](#).

The materials provided may without exception only be used for the advertisement of Nuki products and may not be edited. The Nuki Pro partner must appear under their own name. The partner's (online) presence must not give the impression that it is Nuki itself.

### **Nuki Pro Shop Terms and Conditions. (excluding Norway and the USA)**

You benefit from a fully automated ordering process at the Nuki Pro Shop. Once your order is complete, it will be transferred to our system and processed. No products can be added or removed from orders that have already been placed. The delivery times stated in the Pro Shop shall apply.

For orders under €500.00, a flat shipping fee of €8.40 will be charged. If this order value is reached, delivery is free of charge, provided that it is a separate purchase order. Two or more individual orders cannot be combined to reach the order value.

Nuki reserves the right to adjust prices or the composition of product sets at any time.

### **Return policy.**

Please note that as part of your obligation to report defects, you must inspect the goods you have received immediately and report any defects as soon as possible. Only devices that are proven to be defective may be returned. Nuki Pro partners are not eligible to exchange or return goods that are in working order.

Please note that all Nuki Pro products must be registered before they are returned. All returned goods that arrive at our logistics partner unannounced (without an RMA number) cannot be assigned and will subsequently not be processed further.

Register the product you want to return via our website. You can find additional information [here](#).

We will refund the goods upon receipt of the notified return shipment.

### **Contract duration/exclusivity.**

This cooperation can be terminated by either party at the end of each month without giving reasons.

Nuki is unable to grant its Pro Partners regional exclusivity rights.

It is not necessary to send this agreement separately by email. By submitting the registration form, you agree to this agreement and the Nuki image and trademark rights.



## **Supplementary agreement for Norway and the USA.**

### **Norway:**

General inquiries and orders are not processed through a shop, but are accepted exclusively via the contact address [pro@nuki.io](mailto:pro@nuki.io).

All prices are net prices in Norwegian kroner (NOK) for B2B customers. There is no minimum order quantity. Shipping costs are €12.40 per order; shipping is free for orders over NOK 6,000.

Marketing support is provided upon request and by individual agreement.

Deliveries are made in accordance with Incoterms 2020 under the DAP (Delivered at Place) clause. All import duties incurred in the recipient country, in particular customs duties, taxes, and other fees, shall be borne by the buyer.

The process of returning items is handled in accordance with the General Terms and Conditions via the email address [prosupport@nuki.io](mailto:prosupport@nuki.io).

### **USA:**

General inquiries and orders are not processed through a shop, but are accepted exclusively via the contact address [b2b-sales-us@nuki.io](mailto:b2b-sales-us@nuki.io).

For B2B customers, all prices are net prices in US dollars. There is no minimum order quantity and delivery is free of charge regardless of the order value.

Marketing support is provided upon request and by individual agreement.

The process of returning items is handled in accordance with the General Terms and Conditions via the email address [prosupport@nuki.io](mailto:prosupport@nuki.io).