

Cashback Promotion– Terms and Conditions

1. THE PROMOTER

The promoter is Nuki Home Solutions GmbH, Münzgrabenstraße 92/4, 8010 Graz, Austria, (mentioned below as „Nuki“).

2. PARTICIPANTS

All participants must be over 18 years of age. They must act as commercial buyers and have to identify as these on demand. (Proof of VAT number)

Associations: For purchases or registrations made on or after September 15, 2026, associations are excluded from participation.

Distributors and resellers are excluded from this promotion.

3. TERMS AND CONDITIONS

This promotion only applies to purchases made in the Nuki Online Shop within the campaign period between 1 January 2026 and 1 January 2027. The order must include a Nuki Smart Lock and exceed the minimum order value of € 240 (incl. VAT). Nuki reserves the right to extend the campaign period at its own discretion.

After installing the Nuki Smart Lock and setting up your Nuki Web account, you can assign permissions to anyone you wish using the Nuki app or Nuki Web. The customer qualifies for cashback by granting qualified access permissions. It should be noted that access permissions are only deemed to be qualified and counted towards the award levels once they have been used for the first time (to open or close the Smart Lock) through the receipt of the invitation. Please see the table below for the number of permissions to be assigned and the associated cashback amount:

4. BONUSES CASHBACK CAMPAIGN

Access Permissions	Bonus
5	€ 100
25	€ 150
ab 50	€ 225

The date of purchase on the invoice shall apply. The maximum number of times you can use this promotion is limited to one. It is therefore not possible to apply for a premium for

one level first and then for another premium level at a later date. In this case, the payout level submitted first shall apply.

If the premium level is reached, please contact us using the contact form. The application can only be submitted online. Once the application has been successfully reviewed, you will receive an email confirmation and the exchange bonus will be transferred to the specified bank account within 90 days. Payment in cash is not possible.

Bank account details must be provided (bank name, account holder, IBAN and BIC) for the purposes of transferring the cashback.

Additional details, such as the Nuki ID, are located on the back of the Smart Lock and can also be found in the connection status screen under "Smart Lock ID". The Nuki Web ID is the registered email address that was entered to use Nuki Web.

6. PROCESS

- The customer buys a cashback promotional product with a minimum order value of €240 (incl. VAT)
- After receipt: Nuki Smart Lock installation and Nuki Web platform settings
- Allocate access permissions via invitations
- Achieve premium levels by using the app for the first time
- Apply for cashback online
- Receipt of confirmation after verification
- Exchange bonuses transferred to the specified bank account

If you have any questions, you can reach our customer support team at <https://nuki.io/en/support-request/>.

6. ADDITIONAL CONDITIONS

If the customer makes use of the right of return or objection after the purchase, the bonus claim is non-refundable. Already paid bonuses must be repaid forthwith.

Dealers and other resellers, their employees and their dependents are excluded from the promotion. Intermediaries and retailers are not allowed to participate in the name of their customers. Nuki assumes no warranties for product availability during the promotion period. If the payment of the bonus generates a taxable advantage, the obligation to pay these taxes stays with the recipient. Nuki does not provide receipts of the bonus paid.

Nuki reserves the right to decline incomplete, incorrect, amended or illegal submissions. If the participant has not received any feedback from Nuki within two weeks of registration, he will be asked to notify Nuki under <https://nuki.io/en/support-request/>.

Customers with an incomplete registration will be notified by email and asked to provide the missing details within 60 days after the purchase. If the participant does not fulfill this or provide again incomplete information, entitlement will lapse. Each company is only allowed to participate in this promotion once.

Personal data such as name, address, etc. are only stored and processed by Nuki within this special promotion. These data will be treated strictly confidentially, passed on to third parties only if necessary for the execution of this action and only used with prior express consent for advertising purposes.

You can find more information on the processing of data and your rights [here](#).

The legal process is excluded.

Nuki employees, as well as their family members, are excluded from participation. Nuki reserves the right to change the conditions of participation at any time without prior notice or reason, suspend or terminate the promotion. Nuki makes use of this possibility in particular if, for technical reasons or for legal reasons, proper performance of the action cannot be guaranteed.

These conditions of participation are subject to Austrian law. The place of jurisdiction for disputes arising from this cashback promotion is the court with subject matter jurisdiction in Graz.

7. LEGAL INFORMATION

Nuki Home Solutions GmbH

Münzgrabenstr. 92 / 4
8010 Graz
<http://www.nuki.io>

Commercial register: LG für ZRS Graz

Commercial register no.: FN 422826d

VAT: ATU69049727

Appropriate regulating authority: Magistrat Graz

Appropriate chamber: Wirtschaftskammer Steiermark; FG Unternehmensberatung,
Buchhaltung und IT

Changes and errors excepted