

# SweetchOn SmartHome

General Terms and Conditions of Sale, Works and Services

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*Our sales, works and services are subject to these general terms and conditions, which prevail over any purchase condition, except for a written derogation on our part as specified in our offer.*

## 1 — SUBJECT AND SCOPE

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These general terms and conditions govern all sales, supplies, installations, integrations, configuration services, programming, maintenance and smart home monitoring performed by SWEETCHON.

They apply to any quote, order, service or intervention performed by SWEETCHON and prevail over any purchase conditions of the client, unless expressly agreed otherwise in writing.

The signature of a quote or any contractual document constitutes full acceptance of these general terms and conditions.

## 2 — CONTRACT FORMATION

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The contract is deemed formed on the date the quote is signed by the client.

Studies, plans, technical solutions, programming, scenarios, quotes and documents transmitted by SWEETCHON remain its exclusive property.

## 3 — CONFIDENTIALITY

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All studies, plans, pre-projects, diagrams, programming, scenarios, quotes and technical documents transmitted by SWEETCHON remain its exclusive property.

They may not be reproduced, communicated or transmitted to third parties without prior written authorization.

## 4 — PAYMENT CONDITIONS

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Payments are structured as follows:

- 50% upon signature of the quote
- 40% in two installments: 20% at thirty (30) days after signature, 20% at sixty (60) days after signature
- 10% upon system commissioning
- If works begin before these deadlines, amounts become immediately due
- Payments remain due regardless of construction progress, delays by other contractors, or site accessibility
- Any late payment may result in: suspension of services, postponement of interventions, suspension of technical support

## 5 — PRICE REVISION

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SWEETCHON reserves the right to adjust prices in case of: supplier price changes, exchange rate variations, logistics cost increases, technical project modifications, or additional client requests.

Any service not included in the initial quote will be subject to a supplementary quote.

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## 6 — DEADLINES AND EXECUTION

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Deadlines are given as estimates unless otherwise stated in writing. They are suspended in case of: site delays, site inaccessibility, absence of electricity or Internet, delays by other contractors, project modifications, force majeure, supplier shortages, security situations, strikes, or adverse weather conditions.

The site must be accessible and ready to receive equipment.

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## 7 — MATERIAL SUPPLY

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SWEETCHON supplies the equipment listed in the quote.

Materials remain SWEETCHON's property until full payment is received.

Risks of loss, theft or damage transfer to the client upon delivery to the site.

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## 8 — ELECTRICAL INSTALLATION

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SWEETCHON does not perform electrical works unless explicitly stated otherwise.

The electrical installation is performed under the exclusive responsibility of the electrician working on site.

SWEETCHON cannot be held responsible for: incorrect wiring, electrical overload, missing neutral wire, non-compliant installation, or any electrical defect.

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## 9 — SCOPE OF INTERVENTION

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SWEETCHON intervenes exclusively for: equipment supply, installation of front panels, smart home integration, configuration, programming, commissioning, and user training.

Electrical works, wall adaptations, cable modifications or regulatory compliance work are not included unless otherwise stated.

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## 10 — EQUIPMENT STRUCTURE

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Equipment may consist of: an electronic module, a technical support, and a decorative front panel.

Modules are installed by the electrician.

Front panels are installed exclusively by SWEETCHON after completion of construction works.

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## 11 — TECHNICAL SITE CONDITIONS

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The client must ensure that: walls are straight, wall boxes are suitable, embedding depths are sufficient, power supplies are compliant, Internet network is functional, Wi-Fi is operational, and the site is clean and

accessible.

Any non-compliance may result in: postponement of intervention, additional charges, or malfunctions outside SWEETCHON's responsibility.

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## 12 — NETWORK AND INTERNET CONDITIONS

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SWEETCHON may proceed with installation, configuration and provisional commissioning even without a permanent Internet connection, using a temporary router or connection provided by SWEETCHON.

The client acknowledges that certain features require a permanent Internet connection, a personal router, a stable Wi-Fi network, and a final network configuration.

SWEETCHON cannot be held responsible for: absence of Internet, poor Wi-Fi coverage, unsuitable router, incorrect network configuration, subsequent changes to Internet provider or Wi-Fi password, or network modifications by the client or a third party.

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## 13 — EQUIPMENT PROTECTION

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Equipment installed must be protected throughout the construction period.

Any damage, scratch, breakage, paint, water infiltration or degradation after delivery will be at the client's expense.

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## 14 — CONFIGURATION AND PROGRAMMING

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The service includes: system configuration, programming, scenario creation, commissioning, and user training.

Unless otherwise stated: a maximum of twenty (20) scenarios is included; up to two (2) hours of training are included.

Any additional request will be subject to additional charges.

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## 15 — ACCESS AND ROLE MANAGEMENT

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During the first six (6) months following commissioning, SWEETCHON may retain administrator rights.

After this period, access can be transferred to the client upon request.

Any modification performed without SWEETCHON's intervention may result in: malfunctions, warranty cancellation, or corrective charges.

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## 16 — ADJUSTMENT PERIOD

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A thirty (30) day adjustment period after commissioning is provided for reasonable adjustments related to initial configuration.

Beyond this period, any modification is billable.

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## 17 — VALIDATION AND ACCEPTANCE

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Upon completion of commissioning, a validation report may be signed.

In the absence of written reservations within seven (7) days after commissioning, the installation will be deemed accepted.

Any subsequent modification requested by the client will be charged.

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## 18 — WARRANTIES

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Equipment warranty: one (1) year. Configuration and programming warranty: six (6) months.

Exclusions: breakage, scratches, power surges, short circuits, electrical defects, lightning, water damage, deletion of devices, reinitialization, third-party intervention, misuse, network changes, router changes, scenario modifications, user access modifications.

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## 19 — THIRD-PARTY PLATFORMS AND CLOUD SERVICES

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Smart home systems may depend on cloud services, third-party platforms (Tuya, Smart Life, Home Assistant, Apple HomeKit, Google Home, Amazon Alexa, Zigbee, Z-Wave, Matter, Thread), mobile applications, external servers, Internet and Wi-Fi, and software updates.

SWEETCHON cannot be held responsible for server unavailability, Internet failures, provider policy changes, future incompatibilities, software updates, or third-party platform malfunctions.

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## 20 — CYBERSECURITY AND REMOTE ACCESS

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The client acknowledges that any connected system carries computer or network risks.

SWEETCHON does not guarantee the complete absence of intrusion, hacking, loss of connection, software flaws, or cloud service interruptions.

The client remains responsible for their Internet network, passwords, router security, and user access.

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## 21 — AFTER-SALES SERVICE

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Service requests can be sent:

- WhatsApp: 053-439-2301
- Email: [service@sweetchon.com](mailto:service@sweetchon.com)

Services outside warranty or initial quote are charged per the applicable price schedule.

Unless otherwise stated: remote assistance: 200 NIS excl. VAT per hour started; on-site intervention: 400 NIS excl. VAT per hour started.

Travel expenses may be charged additionally.

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## 22 — LIMITATION OF LIABILITY

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SWEETCHON's total liability is strictly limited to the amount actually paid by the client for the relevant service.

SWEETCHON cannot be held liable for indirect losses, financial losses, data loss, loss of use, or temporary system unavailability.

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## 23 — FORCE MAJEURE

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SWEETCHON cannot be held responsible in case of force majeure or events beyond its control preventing normal execution of services.

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## 24 — VAT

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Prices are stated excluding taxes unless otherwise stated.

Applicable VAT is that in force on the invoicing date.

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## 25 — QUOTE VALIDITY

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Unless otherwise stated: equipment validity: 30 days; services validity: 6 months.

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## 26 — APPLICABLE LAW

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These terms are subject to Israeli law.

Any dispute falls under the jurisdiction of the competent Israeli courts.

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## 27 — ACCEPTANCE

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By signing the quote, the client declares having read and fully accepted these General Terms and Conditions.

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## 28 — CLIENT ACCEPTANCE

**Client Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature (with mention "Read and Approved"):**