

General Terms and Conditions of Résidences Trigano's After Sales Service

The sale of FITTINGS to the CLIENT, the repair of the HOME and/or the installation of the FITTINGS ordered by the CLIENT carried out by RESIDENCES TRIGANO are subject to these Terms and Conditions that will prevail over the CLIENT's general terms and conditions.

Any exemption hereof will be subject to RESIDENCES TRIGANO's prior consent in writing. Any potential special conditions signed between the parties will prevail over these Terms and Conditions in case of conflict.

1.- Definition and Scope

When used in these Terms and Conditions, the following terms will have the following meanings:

"CLIENT": owner of the PROPERTY.

"FITTINGS": objects, materials, appliances, flooring, home décor and other options used in the HOME and chosen by the CLIENT at the time of the order.

"HOME": Mobile home ordered by the CLIENT and manufactured by RESIDENCES TRIGANO. It is made up of a frame, outside cladding, partitions and roof.

"RESIDENCES TRIGANO": the company Résidences TRIGANO (with French corporate tax number 378 738 041 –RCS PARIS).

2.- Quote

At the CLIENT's request, RESIDENCES TRIGANO will give a quote for the repairs or services provided. Said quote may, under the CLIENT's instructions, be limited to a global estimate, without disassembling the HOME, or based on a detailed estimate of the services to be provided with possible disassembly or preliminary study.

Said quote will include the cost of labour and the supply of FITTINGS, where necessary, except for the shipment and preparation expenses for the FITTINGS invoiced separately and notified in advance to the CLIENT for the order. Said quote will generally be free. However, RESIDENCES TRIGANO reserves the right to send the CLIENT an invoice for this quote, especially when a technician is to visit the site where the HOME will be installed, assembled or re-assembled, based on the rates that will be previously notified to the CLIENT.

The quote will be valid for thirty (30) days from the date of the quote.

If the quote involves a technician going to the site, this will be arranged with the CLIENT according to the availability of RESIDENCES TRIGANO's after sales service.

The time required to repair the HOME or deliver the FITTINGS will be given as a guide.

3.- Order

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By signing the quote, the CLIENT expressly accepts the delivery of the FITTINGS and/or the services and these general terms and conditions. Should the CLIENT order other FITTINGS or services after signing the quote, RESIDENCES TRIGANO will issue a new quote in accordance with the rules mentioned in Clause 2 herein.

An order will only be valid if the following steps are met:

Individual/Professional/Distributor:

The quote will be signed mentioning "**Agreed and Signed**", accompanied by the full payment if the amount is under €300 (all taxes included), a first payment of €300 (all taxes included) if the amount of the quote is between €300 and €600 (all taxes included), or a first payment of 50% if the amount of the quote is over €600 (all taxes included).

Upon receiving the signed quote, the FITTINGS will be shipped if RESIDENCES TRIGANO has sufficient stock, or ordered from the suppliers.

4.- Carrying out the Work

RESIDENCES TRIGANO will begin the work according to the quote signed by the CLIENT.

If during the work, RESIDENCES TRIGANO discovers that more work will be required, they will report this to the CLIENT. RESIDENCES TRIGANO will send the CLIENT an additional quote at no extra cost. Said quote must then be accepted by the CLIENT if the additional work is related to safety matters.

5.- Finishing the Work

Upon finishing the work, RESIDENCES TRIGANO will inspect the state of the HOME and sign the document for this purpose. RESIDENCES TRIGANO will mention on the invoice, if necessary, any anomalies revealed during the work and will urge the CLIENT to immediately remedy these when they affect the safety of the HOME.

Any work entrusted to RESIDENCES TRIGANO will be understood as finished once the HOME is handed over to the CLIENT, as reported to the CLIENT in writing.

Handing over the HOME under the conditions stipulated herein means that the CLIENT will be responsible for its safekeeping and risks thereafter.

6.- Payment

- Individual:

Upon receiving the invoice, the CLIENT must pay the amount due immediately by cheque or transfer.

- Distributor / Professional:

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Upon receiving the invoice, the CLIENT must pay the amount due within 30 days, by cheque, bill of exchange or transfer.

No payments in kind will be accepted.

7.- Guarantee

Without prejudice to the rights granted by legal guarantees, repairs, standard replacements and the installation of FITTINGS are guaranteed for one (1) year from the date specified on the delivery note or the date the service was provided as specified on the receipt for the work.

Any damages arising from:

- Accidents;
- Ill will;
- Negligence;
- Misuse;
- Repairs or alterations made after the service that have not been carried out by RESIDENCES TRIGANO or one of its authorised providers under its orders;
- The fixing and/or connection to the water/power/gas mains that does not comply with the instructions of RESIDENCES TRIGANO;
- Usual wear and tear;
- Poor maintenance;

WILL NOT BE COVERED BY THE GUARANTEE.

Nor will the guarantee cover items that are prone to fast wear and tear (cushions, curtains, mirrors, windows, etc.).

8.- Complaints, Delivery and Service

The CLIENT will be responsible for checking the packaging when the FITTINGS are delivered and raising any potential complaints on the delivery note and claim the appropriate remedy from the shipping company in accordance with the rules governing these matters. The CLIENT will report these complaints to RESIDENCES TRIGANO within forty-eight (48) hours from receiving the FITTINGS as well as a copy of the claim addressed to the shipping company. Otherwise, the FITTINGS will be considered as delivered complete and in perfect condition.

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Once the work is finished and the HOME is handed over to the CLIENT, the latter will write any complaints to RESIDENCES TRIGANO by registered letter with acknowledgement of receipt within forty-eight (48) hours.

Once a service order has been accepted, the camping site, the distributor or the CLIENT must provide RESIDENCES TRIGANO with the keys to the HOME, and the water, gas and power mains must be working. Otherwise, and if the technicians cannot carry out the work specified in the order or quote, RESIDENCES TRIGANO reserves the right to invoice the hours and expenses spent on the unsuccessful visit to the site and will arrange a later date for the work.

Also, RESIDENCES TRIGANO reserves the right to resort to a third-party repair service to carry out the work.

9.- Force Majeure

In the event of a war, strike, epidemic, transport interruption, shortage of materials, accident, disaster, damaged materials, failure by a manufacturer that seriously affects RESIDENCES TRIGANO's operations, failure by a shipping company or, generally, any event of force majeure, will fully entitle RESIDENCES TRIGANO to suspend the repairs in progress or to postpone them without compensation or damages.

In the face of a force majeure event, the agreement will be suspended during fifteen days. The agreement will once again come into effect when the cause for its suspension is over. After this delay, if the agreement is not resumed, it will be considered as terminated.

The parties will keep whatever had been provided under this agreement.

10.- Applicable Law and Jurisdiction

These general Terms and Conditions are governed and construed according to the French laws.

Any conflicts that may arise within the framework of this agreement will be, in the absence of an amicable settlement, taken to the competent court in the jurisdiction of the Court of Appeal of Paris.

11.- Personal Data

Pursuant to the amended French Data Protection Act of 6 January 1978, and the EU General Data Protection Regulations of 27 April 2016, which came into force on 25 May 2018, the CLIENT is hereby informed that their personal data provided in the quote is required to carry out the order successfully, and when necessary subject to their express agreement, may be processed automatically for market research or statistics. This data will be available to RESIDENCES TRIGANO and the TRIGANO Group. The CLIENT may exercise their right to

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access, rectify and erase their personal data, restrict and object to its processing and to data portability, by emailing RESIDENCES TRIGANO at dpo.rt@trigano.fr.