

# TechUitgelegd Prepaid Hours Bundle

Supplementary terms | version 19 July 2026

## Application

A prepaid hours bundle allows a business customer to purchase consultancy and support hours in advance at a discount from the agreed standard hourly rate.

These terms supplement the TechUitgelegd General Terms and Conditions. If they conflict, these bundle terms prevail only for matters concerning the bundle.

## Permitted use

Hours may be used for pre-agreed remote or on-site work, including installation and advice, workplace guidance, IT management and remote support. Work outside the agreed expertise or scope may be declined or quoted separately.

## Rates

The discount is applied to the standard hourly rate stated in the quotation or order confirmation.

| Bundle            | Discount from standard hourly rate |
|-------------------|------------------------------------|
| 10 hours          | 5%                                 |
| 20 hours          | 10%                                |
| 50 hours          | 15%                                |
| 100 hours or more | 20%                                |

## Scheduling and records

Work is scheduled subject to availability and applicable service arrangements. Time is deducted using the agreed recording unit. The customer can view balance and entries in the customer portal and should raise questions within 30 days.

## Purchase and payment

The bundle is invoiced in advance with a 14-day payment term unless agreed otherwise. It becomes active after payment. Hours are not transferable to third parties and cannot be exchanged for cash unless agreed In Writing.

## Validity

A bundle is valid for 12 months after activation. Unused hours then expire without refund. A different term or ongoing bundle applies only where expressly stated in the quotation or order confirmation. Mandatory rights remain unaffected.

## Overrun and top-up

If the balance is insufficient, we will contact the customer in advance where practicable. The bundle may be topped up after approval. Without a top-up, approved excess hours are invoiced at the then-current standard rate. We do not perform non-urgent additional work without approval.

## Travel and other costs

No separate call-out fee is charged for agreed on-site work under a bundle unless the quotation says otherwise. Parking, travel, accommodation, materials, licences and third-

party costs are excluded unless expressly included. Travel time is deducted or charged only if agreed beforehand.

### **Cancelling appointments**

An appointment can be moved or cancelled without charge until two working days before it starts. For later cancellation, reserved hours may be deducted except to the extent we reasonably redeploy the time or agree otherwise.

### **End of customer relationship**

When the customer relationship ends, the original expiry date remains. Remaining hours may, on request, be used before that date for reasonable transition work, subject to paid invoices and scheduling availability.