

General conditions for in-car hardware provided by The Mobility Factory SCE (TMF) for its cooperative members

General

- TMF provides the in-car hardware to the member cooperative for the period of the duration of the service.
- The intended use of the provided in-car hardware is to connect a physical vehicle to the TMF platform. The cooperative member agrees not to use the in-car hardware for other purposes.
- The service provided for a monthly fee by TMF bundles the service providing the in-car hardware and the TMF platform's maintenance.
 - This service includes:
 - In-car hardware provisioning
 - Data-link between the TMF platform and in-car hardware
 - Maintenance of the dedicated instance of the TMF platform (server and database)
 - Maintenance of Android and iPhone APP
 - Second level support (for member cooperative staff) via support@themobilityfactory.coop
 - Regular platform updates with new features according to the platform release roadmap and the functions defined by TMF's New feature process
 - This service does not include
 - Installation of the in-car hardware in the physical car
 - First level support (for end-users)
 - Additional features or configurations

Order new in-car hardware

- The member cooperative can order additional in-car hardware for its existing TMF platform instance via [web form](#) for standard requests or via email (order@themobilityfactory.coop) for non-standard requests.
- The member cooperative chooses the price plan, which best suits their needs when ordering additional in-car hardware (Plan 1 or Plan 2) and adds optional hardware components.
- TMF confirms the order via email to the member cooperative.
- The member cooperative can choose a different price plan for each in-car hardware order by making different orders.
- The member cooperative can change from price plan 1 to price plan 2 for already provided in-car hardware. In this case, TMF invoices the difference in the one-time payment, and the minimal service period of price plan 2 (12 months) applies and restarts from zero. Any paid deposit is returned.

Prices (VAT not included)

Price per vehicle	Connected vehicle, including in-car hardware (Central unit)	
	Plan 1*	Plan 2
One-time cost	70.00 €	570.00 €
Monthly rate	64.00 €	48.00 €
Minimal duration	24 months	12 months

*For each new in-car hardware ordered under Plan 1, the member cooperative has to make a 100€ deposit.

Optional hardware	
RFID Multi card reader	105.00 €
Electronic key and fuel card monitoring	55.00 €
LoMo adaptor	20.00 €
Additional installation kit in case of vehicle change	40.00 €

Delivery

- TMF covers the shipping costs of the in-car hardware delivery to the member cooperative.

Invoicing

- TMF invoices the service monthly. TMF sends the invoice at the beginning of the next month.
- TMF starts invoicing newly ordered in-car hardware starting from the month after it's delivery.

Duration

- The minimum service duration per in-car hardware is 12 months (Plan 2) or 24 months (Plan 1).
- The duration applies to each in-car hardware order separately.

- The duration is automatically extended by 12 months if not terminated three (3) months before the end of the actual service period.

Return of in-car hardware

- The member cooperative is responsible for returning the in-car hardware in good condition after terminating the service period.
- The member cooperative sends the in-car hardware to an address indicated by TMF within one month after the end of usage; if not, a fee of 250€ applies.
- The member cooperative covers shipping costs for returning in-car hardware
- Returning of optional hardware (Lomo adaptor, RFID, and card readers) and installation cables are not required.
- Any deposit is returned upon return of the in-car hardware.

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The Mobility Factory SCE