

Delivery Policy

Business-to-business (B2B) only · Effective 10 April 2026 · Version 1.0

This Delivery Policy describes how Sigrow BV (“Sigrow”) ships its hardware products to business customers. It forms an integral part of Sigrow’s General Terms and Conditions of Sale. Sigrow sells exclusively to businesses and does not ship to private consumers.

1. When delivery happens

1.1 Orders are prepared and released for shipment once Sigrow has received payment in full, including any applicable shipping, handling, and taxes. Service Pack and subscription activations follow the same rule.

1.2 Standard lead times are stated in the quote or order confirmation and depend on the Product, the configuration, and current stock levels. Custom or configured-to-order hardware (for example camera systems with specific mounts or integrations) has a longer lead time, which Sigrow will confirm at the time of quoting.

1.3 Delivery dates are best-effort estimates, not fatal deadlines. Sigrow is not liable for delays caused by carriers, customs authorities, component shortages, or other circumstances beyond its reasonable control.

2. Shipping method and carrier

2.1 Sigrow ships internationally, primarily via **UPS**. Other carriers (DHL, FedEx, DPD, freight forwarders) can be arranged on request for bulk shipments or destinations where UPS is not optimal.

2.2 Tracking information is provided by email once the shipment leaves Sigrow’s warehouse in Ede, The Netherlands.

2.3 The Buyer may arrange its own pick-up or carrier on an Ex Works basis; in that case the Buyer is fully responsible for transport, insurance, customs, and risk from the moment the goods are made available at Sigrow’s premises.

3. Incoterms and risk transfer

3.1 The default shipping term is **DAP — Delivered At Place** (Incoterms® 2020) at the Buyer’s stated delivery address. Sigrow arranges and pays for transport to the named place; the Buyer is the importer of record and is responsible for import clearance, duties, and taxes outside the EU.

3.2 Other Incoterms rules (EXW, FCA, CPT, DDP) are available on request and will be stated explicitly in the quote. If no Incoterm is stated, DAP applies.

3.3 Risk of loss or damage passes to the Buyer in accordance with the applicable Incoterms rule — for DAP, when the goods are placed at the Buyer’s disposal at the agreed delivery point, ready for unloading.

4. Shipping charges

4.1 Shipping and handling charges are calculated per order based on weight, volume, destination, carrier, and any special handling required. They are quoted separately on the invoice.

4.2 Shipping charges are **not refundable** once the shipment has been dispatched, including where the Buyer later returns the goods for any reason other than a warranty defect.

5. Delivery destinations

5.1 Sigrow delivers worldwide. For deliveries outside the European Union, the Buyer is the importer of record and is responsible for: (a) providing any required import licences or permits; (b) paying all import duties,

taxes, VAT, and customs clearance fees; and (c) ensuring the delivery complies with local regulations on radio-frequency equipment (LoRa), camera systems, and agricultural sensors.

5.2 Sigrow may refuse to deliver to destinations under applicable trade sanctions or export restrictions, or where the technology is not permitted.

6. VAT on deliveries

6.1 For Dutch customers, standard Dutch VAT applies. For intra-EU B2B customers with a valid VAT identification number, Sigrow applies the 0% reverse-charge regime. For destinations outside the EU, the sale is VAT-exempt; any import VAT and duties are payable by the Buyer on import.

6.2 The Buyer must provide a valid VAT identification number at the time of order for the reverse-charge regime to apply.

7. Partial deliveries and backorders

7.1 Sigrow may deliver an order in parts if some items are in stock and others are not, unless the Buyer has explicitly requested a single consolidated shipment. Partial deliveries may be invoiced separately.

8. Inspection on receipt and damage in transit

8.1 The Buyer must inspect the shipment on receipt for visible damage, missing items, and completeness of the packing list. Any visible damage must be noted on the carrier's delivery receipt at the moment of acceptance.

8.2 Visible damage, incorrect items, or shortages must be reported to **success@sigrow.com** within **48 hours** of delivery, with photographs of the outer packaging, the damaged items, and the delivery note.

8.3 Hidden defects must be reported within **7 days** of delivery. Claims made after these periods may be refused.

9. Delivery address and re-delivery

9.1 The Buyer is responsible for providing a complete and accurate delivery address and for ensuring that a qualified person is available to receive the shipment during normal business hours.

9.2 If a delivery fails because the address is incorrect, incomplete, or unreachable, or because no one is available to accept the shipment, any resulting re-delivery, storage, or return-to-sender charges will be invoiced to the Buyer.

10. Lost shipments

10.1 Shipments that have not arrived within a reasonable time after the estimated delivery date should be reported to **success@sigrow.com**. Sigrow will open a trace with the carrier and, where a shipment is confirmed lost, will either re-ship at no additional cost or issue a refund, at Sigrow's discretion.

11. Contact

Questions about a specific order, tracking, or delivery: **success@sigrow.com** · +31 6 450 500 55 (Monday–Friday, 9:00–18:00 CET).

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