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1 General Information

For our customers, it is important to understand that Hirschmann Automotive GmbH implemented a webshop a long time ago, which is limited in its functions. The underlying development platform is also outdated and is no longer being updated, making it difficult for Hirschmann Automotive GmbH to implement new features or even update information on the webshop. For this reason, Hirschmann Automotive GmbH has created this important information for the HV webshop to describe the details for customers. These guidelines and descriptions must be acknowledged by the customers.

Hirschmann Automotive GmbH is already working on a new webshop platform that will replace the currently used one and improve user-friendliness.



2 Top Products

Top products that were frequently ordered or items associated with safety stocks, meaning existing inventory, used to be displayed on the homepage of the HV webshop. Due to product updates, items that are no longer valid were removed from the webshop, even though they may have been displayed as top products. The top products currently cannot be updated and therefore appear as more or less empty fields.

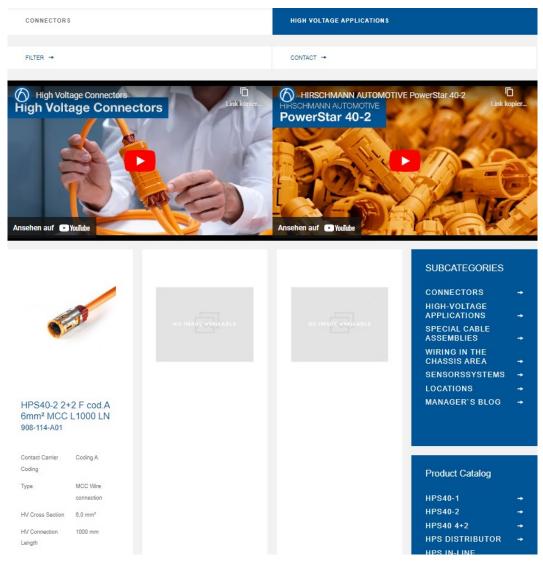


Figure 1: Top Products



3 Filter Selection Options

The filter selection options are limited to the four visible ones and currently cannot be expanded further. This makes it challenging for customers to find the right product. Hirschmann Automotive GmbH maintains an overview of all available items in the webshop and can easily provide the correct product link. Therefore, every customer is welcome to contact Technical Sales or Product Management with their requirements so that the appropriate link can be sent.

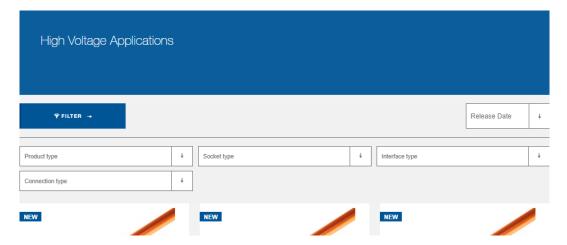


Figure 2: Filter Selection Options



4 Stock and Delivery Time

The provided delivery time of 10-12 weeks is no longer valid and, therefore, not applicable. The webshop also has no connection to our ERP system and, as a result, cannot verify stock quantities. The "Stock updated at" description is irrelevant. Any automatically generated information regarding potential stock quantities in the webshop is inaccurate and, thus, not valid. These descriptions currently cannot be updated.

The exact delivery time will be communicated with the order confirmation and typically does not exceed 16 weeks. For some standard variants, safety stocks are maintained, meaning there might be some stock available. Therefore, every customer is welcome to contact Technical Sales or Product Management with their requirements, and they can provide possible alternative products with available stock quantities.



Figure 3: Stock and Delivery Time



5 Product Descriptions and Documents

Product-specific technical information can be found in each individual item. Furthermore, all product-specific documents are attached to each individual item and available for download. For any further product-specific questions, every customer is welcome to contact Technical Sales or Product Management.



Figure 4: Product Descriptions and Documents



6 Order Options

In the webshop, it is unfortunately not possible to manually enter the desired order quantity. This function currently cannot be added. Therefore, customers must add the desired quantity to their cart by using the available quantity options and clicking multiple times to accumulate the required amount.

The webshop recognizes, at least in this case, that once a minimum order quantity (MOQ) limit is reached, the MOQ price applies to all inserted items.

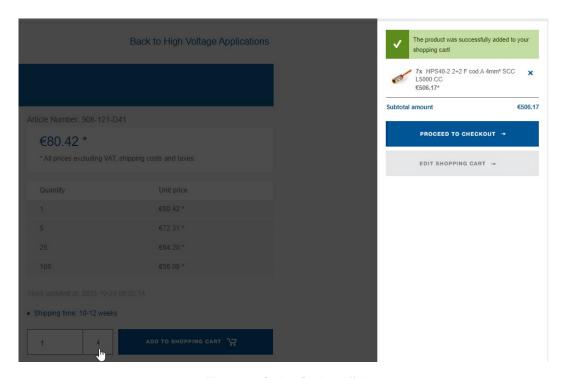


Figure 5: Order Options #1



In addition, we have set minimum order quantities higher than 1 for some items. For customers, it was not possible to order in single unit increments in these cases. If an item has an MOQ of 5, the customer could only order 5, 10, 15, etc. To solve this issue, a dummy item with an MOQ of 1 and a dummy price of €999.00 per piece has been implemented for relevant items. This visualizes that the item has a higher MOQ but allows customers to add items to the cart in single unit increments once the initial MOQ is reached. As mentioned earlier, the webshop recognizes when the MOQ limit has been reached, and the MOQ price applies to all items inserted.

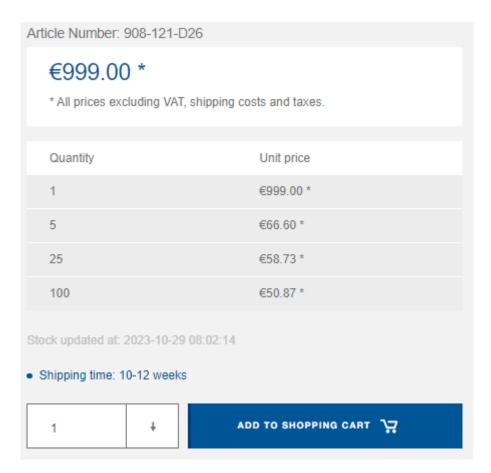


Figure 6: Order options #2

As a guideline, items that indeed have an MOQ of 1 piece are also items with safety stocks and may have available stock quantities unless the stock was recently delivered, in which case, it may require production before being available.



7 Change of Documentation

| Version | Change description | Change date Editor |
|---------|--------------------|----------------------|
| 00 | Initial creation | 29.10.2023 Natter T. |

Editor: Natter T. Change date: 29.10.2023 Version: 00

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