

KNAPP Smart Solutions GmbH, Uferstr. 10, 45881, Gelsenkirchen

Ms. Zenaida Hasić, mr. ph. V.d. Managing Director
Apoteke Sarajevo
Kranjčevićeva 29
71 000 Sarajevo
Bosna i Hercegovina

18. März 2022

Authorized Services for Servicing and Maintenance of the Apostore Systems

Dear Ms. Hasić,

KNAPP Smart Solutions GmbH (formerly Apostore GmbH) hereby declares that as the manufacturer of Apostore pharmacy robots we are the only company in Bosnia Herzegovina and the entire Balkan region that can guarantee and execute the maintenance and servicing of its pharmacy robots. There are no companies in the region that are trained or otherwise capable of repairing or maintaining those robots.

Sincerely

Christopher Thielen, Managing Director KNAPP Smart Solutions

A handwritten signature in black ink, appearing to read 'C. Thielen', positioned above a horizontal line.