

GENERAL TERMS OF SERVICE

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Article 1 - Definitions

Company refers to Karl HUGO S.A., a limited company governed by Belgian law whose registered seat is based in Born, Engelsdorfer Strasse 13, 4770 Amel, Belgium and which is registered with the Crossroads Bank of Enterprises (CBE) under company number BE0422.858.533.

Client refers to the person whose details are indicated on the Order Confirmation as defined below.

Order Confirmation refers either to the Company's document confirming the Client's order or the Client's order accepted by the Company.

Contract refers to the contract between the Company and the Client, consisting of the Order Confirmation and these general terms. In the event of contradictions between the Order Confirmation and these general terms, the provisions of the Order Confirmation shall take precedence. If the Order Confirmation refers to specifications, plans, drawings, descriptions, technical documents or other documents required for the completion of the Services (defined hereinafter), the latter shall form an integral part of the Contract.

Working Days refers to working days in Belgium, in other words Monday to Friday to the exclusion of public holidays.

Services refers to the services to be provided by the Company in accordance with the Contract.

Contractual Specifications refers to the specifications which the Services must fulfil according to the Contract.

Article 2 – Applicable general terms and scope of these general terms

2.1. The Client shall refrain from applying his own general terms and hereby acknowledges that he has consulted and unconditionally accepts these general terms. Except as otherwise expressly agreed in writing with the Company, only these general terms shall apply to the Contract.

2.2. These general terms may be amended by the Company without notice, subject to communication with the Client. The amended general terms of sale shall only apply to Contracts concluded after they have come into force.

2.3. The Client hereby agrees to these general terms being sent to him by email. He acknowledges this means of communication as being valid both between the parties and with regard to third parties.

Article 3 – Conclusion of the Contract

3.1. All orders placed by the Client shall only be binding on the Company if they are accompanied by an Order Confirmation.

3.2. Unless stipulated otherwise in the Contract, the latter shall come into force on the date of the Order Confirmation. It shall terminate on the enforcement date of all the contractual obligations except in the case of a framework contract concluded for a specific term indicated in the Order Confirmation. In this case, upon expiry of this term, it shall be automatically extended under the same conditions for a period which is identical to the initial term, unless one of the parties notifies the other by registered letter at least 3 (three) months before its expiry of their desire not to extend the Contract.

The parties hereby agree that the following articles shall remain in force upon termination of the Contract until the expiry of their aim: Articles 6, 7, 8, and 11.

3.3. All offers and all declarations or information relating to the Services, in particular in relation to their price, characteristics and qualities featuring in catalogues, prospectuses, advertisements, price lists and other similar documents pertaining to the Company shall only be binding on the latter insofar as this is specifically provided for by the Contract.

Article 4 – Prices, invoicing and payment terms

4.1. All the prices of Services indicated in the Contract shall be established and payable in Euros (€) and shall be exclusive of tax.

4.2. Unless otherwise stated in the Contract, Services shall be invoiced at the time of provision.

4.3. Unless otherwise stated in the Contract or in the invoice, all the Company's invoices shall be paid net and without discount by transfer to any of the accounts indicated by the Company within a period of 30 (thirty) calendar days as of the invoice date.

4.4. All the Company's invoices shall be considered to have been finally accepted by the Client, if they are not contested, by notification sent to the Company within 7 (seven) Working Days as of the invoice date.

4.5. Unless otherwise stated in the Contract, the Company reserves the right, in the event of overdue payments, to offset its credits against its debts with regard to the Client provided that they are fungible even

if the debts are not yet due.

4.6. In the event of failure to pay an invoice by its term, payment of the full amount invoiced to the Client shall be demanded. Furthermore, the Company reserves the right to delay deliveries until the payment in full of invoices due.

4.7. All invoices which have not been settled by their term shall, by operation of law and without prior formal notification, bear default interest at the applicable legal rate in accordance with the law of 2 August 2002 concerning the combating of overdue payments in commercial transactions as of the due date of the invoice.

4.8. In addition to the default interest, the unpaid invoice amount shall be increased, by operation of law and without prior formal notification, by compensation for debt collection costs incurred as a result of overdue payments (including procedural compensation according to the provisions of the Judicial Code) with minimum standard compensation at the applicable legal rate in accordance with the law of 2 August 2002, without prejudice to other remedies which the Company may present according to the Contract or the applicable law.

4.9. In the event of a deterioration in the financial situation of the Client, a collapse in credit, insolvency or the initiation of bankruptcy proceedings, the Company shall be authorised at its sole discretion to terminate the Contract with immediate effect provided that the Client is notified by registered letter, with all the rights of the Company remaining otherwise intact.

Article 5 – Service deadlines

Unless otherwise stated in the Contract, the service deadlines indicated by the Company are given as a guideline only. The Company shall take reasonable steps to provide the Services within the agreed service deadlines. In the event of service delays, the parties shall agree to a new service deadline without the Client having the right to refer to the delay in order to claim damages or terminate the Contract. The Company reserves the right to provide partial services.

Article 6 – Confidentiality and intellectual property

6.1. Each party undertakes to respect the confidential nature of the designs, descriptions, technical documents and other confidential information provided by the other party.

6.2. Unless otherwise stated in the Contract, all inventions, know-how, plans, software, designs and trademarks shall remain the exclusive property of the Company and shall be protected by intellectual property rights or other property rights.

Article 7 – Liability associated with the Services

The Client undertakes to inspect the provision of each Service carefully and thoroughly and to check the compliance of the Services with the Contractual Specifications.

Irrespective of whether or not the Client has verified the Services, all complaints relating to a fault committed by the Company within the framework of the provision of the Services shall be notified to the Company in writing within a maximum of 7 (seven) Working Days from the provision of the Services. The Client may no longer avail of this option upon expiry of the deadline.

The Company shall guarantee that the Services which have been acknowledged by the Company as being defective are provided once again free of charge by the Company to the exclusion of damages.

Article 8 – Limitations of liability

8.1. Unless otherwise provided in the Contract the obligations of the company arising from this Contract shall qualify as obligations of means.

8.2. Regardless of the seriousness of the fault, including serious misconduct with the exception of fraud, the maximum aggregate liability of the Company for all damage stemming from the Services or linked in any way whatsoever to the latter shall be limited, irrespective of the legal grounds and within the limits authorised by law, to an amount equivalent to the compensation actually paid by the Client for the relevant Services provided within the framework of the Contract. No other damage shall be payable by the Company. The Company shall not be held responsible under any circumstances for any indirect or consequential damage.

8.3. The Company shall not be held responsible under any circumstances for faults or delays in the fulfilment of its obligations as a result of a force majeure event. If the Company is affected by a force majeure event, it shall notify the Client in writing of the force majeure event and its expected effects. If said force majeure event continues for a period of more than 3 (three) months following the

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notification referred to above and is not likely to be settled, the Client may terminate the Contract by written notification to the Company by sending a registered letter with acknowledgement of receipt.

8.4. The limitations of the liability of the Company provided for in the previous paragraphs shall also apply to the liability of its employees, board members, staff, appointees, consultants, subcontractors, representatives, suppliers and deliverers.

Article 9 – Assignment

The Client shall neither assign nor transfer any of its rights or obligations associated with the Contract, in part or in their entirety, to a third party without the prior written agreement of the Company. All assignments or transfers completed without the prior written agreement of the Company shall be deemed null and void. The Company reserves the right to assign its debts to factoring companies. In this case, the assigned debtor shall be notified in accordance with the stipulations of Article 1690 of the Civil Code by means of an assignment notification affixed to the invoice.

Article 10 – Unilateral cancellation

The Company may lawfully cancel the Contract at any time if the Client seriously violates his contractual obligations without prejudice to any other rights and damages. This cancellation must be preceded by formal notification by registered letter to which no response has been provided for 7 (seven) Working Days.

The Company may cancel the Contract in accordance with the provisions above in the event of a delay in the payment of an invoice which is overdue by more than 30 (thirty) calendar days.

Article 11 – Final provisions

11.1. The Contract shall be governed by Belgian law.

11.2. The German version of these general terms shall always take precedence over the versions of these general terms in other languages.

11.3. If one of the provisions of the Contract is considered to be illegal, invalid or unenforceable, in part or in its entirety, in accordance with the applicable law, this provision shall be deemed to be excluded from the Contract. The legality, validity or enforceability of the rest of the Contract shall not be affected. Each party undertakes immediately to negotiate in good faith a valid replacement provision with an equivalent or similar economic effect.

11.4. Any disputes concerning the conclusion, validity, interpretation, execution or termination of this Contract shall come within the exclusive competence of the courts of Eupen, Belgium.

Version: February 2016.