

## GENERAL TERMS AND CONDITIONS OF SALE D.O.R.C. Limited

These General Terms and Conditions of Sale shall govern the conclusion and the substance of any agreement concluded or yet to be concluded (the "Agreement") between D.O.R.C. Limited, having its principal place of business at The Lewis Building, 25 Bull Street, Birmingham, West Midlands, B4 6EQ, United Kingdom (the "Company") and its customers (the "Customers") with regard to the Company's products and services (the "Products").

Unless otherwise stated in writing by the Company, the Company's General Terms and Conditions of Sale, are as follows:

### 1. GENERAL

- 1.1. These General Terms and Conditions of Sale are applicable to all Company's offers and Agreements (and/or changes or additions thereto). In the event that the Customer's order contains conditions or a reference to any conditions, the order will be accepted on the distinct understanding that such conditions are binding only insofar as they are not at variance with these General Terms and Conditions of Sale. These General Terms and Conditions of Sale shall at all times prevail above any general terms and conditions or any other conditions of the Customers, unless otherwise agreed in writing by the Company.
- 1.2. If, for whatever reason, any provision of these General Terms and Conditions of Sale proves to be void, this shall not affect the validity of the (other) provisions of these General Terms and Conditions of Sale. Further, if, for whatever reason, any provision of an Agreement proves to be void, this shall not affect the validity of the (other) provisions of that Agreement, unless otherwise agreed.

### 2. OFFERS

- 2.1. All offers are non-binding unless accepted in accordance with article 3 of these General Terms and Conditions of sale or unless stated otherwise.
- 2.2. The Company's offers are in British Pound Sterling (GBP).

### 3. ACCEPTANCE

Orders (or additional information thereto) shall not be deemed accepted by the Company unless and until confirmed in writing by the Company. Orders must be accompanied by sufficient information to enable the Company to proceed with the order forthwith. Where such information involves alteration in respect of previous specifications given by the Customer, the Company is at liberty to refuse such alterations or to amend the prices to cover any increase in cost which may reasonably be incurred as a consequence of these alterations.

### 4. ORDERS

The Company reserves the right to cancel any order or to suspend delivery of the Products when any of the Customer's commitments with the Company are not met or if the Company is of the opinion that such commitments will not be met by the Customer in the future. The Customer shall indemnify the Company against any loss incurred by virtue of cancellation or suspension as referred to in this article 4.

### 5. DELIVERY

- 5.1. The time quoted or agreed upon for delivery of the Products shall not be an absolute deadline. Therefore, the mere fact that the Company exceeds the agreed time for delivery of the Products shall not constitute an event of default on the Company's part and in such event there shall be no obligation on the Company's part to pay damages.
- 5.2. Unless otherwise agreed in writing, the Company shall deliver the Products to the Customer as stipulated in the order confirmation, either "Free Carrier (FCA) Company's factory at Scheijdelveweg 2, 3214 VN Zuidland, The Netherlands" or "Delivered At Place (DAP) Customer's facility" in accordance with the relevant terms of the Incoterms 2010 or any later version thereof.
- 5.3. The Company shall give the Customer timely notification of the place where and time when the Products will be made available to the Customer. Mere receipt of such notification shall constitute delivery of the Products, at which moment the risk of loss of or damage to the Products shall pass to the Customer. At first request by the Company, Customer shall issue proof of delivery and/or proof of export of the Products.
- 5.4. Upon delivery of the Products within the meaning of this article 5, the Customer is required within a period of seven (7) working days (between 09.00 a.m. and 5.00 p.m.) – unless a different term for taking receipt of the Products has been agreed by the parties – to take receipt of the Products and to remove them from the Company's sites. If timely receipt of the Products is not made, the Products will be stored for the account and risk of the Customer.

### 6. PRICE

- 6.1. All prices quoted by the Company shall be subject to change without notice. All pricing and terms are confidential and shall not be used by Customer for distribution to a third party or to solicit competitive pricing.
- 6.2. Unless expressly indicated or agreed otherwise, the prices quoted by or agreed with the Company shall be net prices, therefore, exclusive of VAT and any import or export duties. The net prices shall, furthermore, not include costs of packaging, loading, transport, unloading, insurance, installation, assembly and/or other services. If applicable, these costs will be added to the net prices. Certificates of origin, consular documents or any other export documents, insofar as the Company shall be required to deliver them, will be charged extra at cost.

### 7. DESPATCH

Unless otherwise stated, the Company shall be authorised to deliver the Products in parts and to send invoices for such partial deliveries.

### 8. PAYMENT

- 8.1. Payment shall be deemed to have been made by the Customer no sooner than the amount payable has been received by the Company's bank in the United Kingdom.
- 8.2. Payments shall be made in full, without discount, deduction, offer or counterclaim, as per the Company's offers and invoices.
- 8.3. Notwithstanding article 8.2 of these General Terms and Conditions of Sale, payments shall be made within thirty (30) days after the date shown on the invoice. All payments will be made in GBP.
- 8.4. The payments made by the Customer shall in the first place be allocated to interest and costs and subsequently to the longest outstanding invoices. Even in the event that the Customer notifies the Company that a payment relates to an invoice of a more recent date, such payment shall first be allocated to interest and costs and subsequently to the longest outstanding invoices.
- 8.5. Objections concerning an invoice must be made in writing and must be received by the Company within fourteen (14) days after the invoice date, however this does not suspend the Customer's obligation to pay the amount indicated on the invoice.
- 8.6. In the event that the validity of the invoice has been disputed by the Customer and the Company concludes that the invoice has been justly disputed, the Company shall credit the relevant amount to the Customer.
- 8.7. If a due date for payment of an invoice is exceeded, the Company shall be entitled to claim interest on the late payment of any amount properly due to the Company under the Agreement accruing on a daily basis from the due date for payment until payment is made in full, both before and after any judgment, at a rate equal to the rate of statutory interest prescribed for the purposes of the Late Payment of Commercial Debts (Interest) Act 1998 from time to time.
- 8.8. If the Customer continues to fail to pay the amount owed increased by the rate of statutory interest prescribed for the purposes of the Late Payment of Commercial Debts (Interest) Act 1998, the Company may, after notifying the Customer thereof, pass the claim to a debt collecting agency. The Customer shall then be responsible, in addition to payment of the principal sum, interest and further amounts owed, for any costs incurred, such as court fees and any other reasonable expenses which have to be made for the collection of the amount owed.
- 8.9.1 If at any time Company reasonably determines that Customer's financial condition or payment history does not justify continuation of Company's performance or acceptance of any (subsequent) purchase orders, Company shall be entitled to require full or partial payment in advance or otherwise



restructure payments, request additional forms of payment security and/or suspend its performance or terminate the Agreement and/or any purchase by Customer hereunder.

- 8.9.2** At Company's first request, Customer shall, at its expense, establish and keep in force payment security in the form of an irrevocable, unconditional, sight letter of credit or bank guarantee allowing for (pro-rata) payments as Products are shipped and services are performed, plus payment of cancellation and termination charges, and all other amounts due from Customer under the Agreement and/or any purchase by Customer hereunder ("Payment Security"). The Payment Security shall be (a) in a form, and issued or confirmed by a bank acceptable to Company, (b) payable at the counters of such acceptable bank, (c) opened at least sixty (60) days prior to both the earliest scheduled shipment of Products and commencement of services, and (d) remain in effect until the latest of ninety (90) days after the last scheduled Product shipment, completion of all services and Company's receipt of the final payment required under the Agreement and/or any purchase by Customer hereunder. Customer shall, at its expense, increase the amount(s), extend the validity period(s) and make other appropriate modifications to any Payment Security within ten (10) days of Company's notification that such adjustment is necessary in connection with Customer's obligations under the Agreement and/or any purchase by Customer hereunder.
- 8.9.3** Company is not required to commence, continue its performance and/or accept any (subsequent) purchase orders unless and until any requested Payment Security is received, operative and in effect.

## **9. OWNERSHIP**

- 9.1.** All Products delivered to the Customer shall remain the property of the Company until such moment as the Customer has paid in full all amounts receivable by the Company in connection with the delivery of the Products (including any costs and interest).
- 9.2.** The Customer shall be allowed to use the Products delivered subject to the Company's retention of title in the normal course of his business. Any other use shall be prohibited. In particular, the Customer shall not be entitled to pledge or encumber with any other right the Products delivered subject to the Company's retention of title.
- 9.3.** The Customer shall be required to notify the Company as swiftly as possible in the event that third parties (may) enforce claims upon any of the Products delivered subject to the Company's retention of title. Furthermore, at the Company's request the Customer shall be required
- (A) to mark as the Company's property the Products delivered subject to the Company's retention of title and to keep them separate from those of the Customer and third parties;
  - (B) to establish a right of pledge for the Company's benefit on the debts of third parties arising out of the sale of the Products delivered subject to the Company's retention of title.
  - (C) to take out insurance for and keep insured the Products delivered subject to the Company's retention of title against fire, water damage and theft, and to allow the Company to inspect the insurance policy.

## **10. REJECTION**

The Customer is required to examine the Products as soon as possible after delivery of the Products. Any complaints or rejection of the Products due to incorrect or incomplete performance of the Agreement must be submitted to the Company within fourteen (14) days after the day of delivery of the Products to the Customer, unless otherwise agreed in writing. Failure to do so shall result in the forfeiture of any right of action that may arise from the incorrect or incomplete performance of the Agreement.

## **11. TRADE-IN EQUIPMENT**

If agreed, the Company may accept the return of a Customer product (Trade-in-Equipment) as part of the Agreement. Customer represents and warrants to the Company that it has the authority to transfer title to the Trade-in-Equipment to the Company and that Customer either: (a) owns all right, title and interest in the Trade-in-Equipment free and clear of any third-party liens, security interests or other encumbrances of any kind (collectively, ("Liens"), or (b) has provided the Company with a written list of all Liens. Further, Customer agrees to obtain, or facilitate the Company obtaining, at Customer's sole cost and expense, full releases of any Liens prior to surrendering possession of the Trade-in-Equipment to the Company. Customer retains full responsibility for obtaining a release of any Liens, regardless of whether such Liens were disclosed to the Company or not, and Customer agrees to indemnify, defend and hold the Company harmless from any claims by a third party or damages incurred by the Company related to or arising out of any Liens on the Trade-in-Equipment.

## **12. RETURN OF PRODUCTS**

Notwithstanding anything to the contrary herein, Customer shall not return any products to the Company without prior written authorisation from the Company and without obtaining from the Company a return number. Customer hereby waives any and all claims it might have as to its rights to set-off. Shipping for the return of products shall be paid by Customer. If Customer's claim is valid, as shall be determined in the sole discretion of the Company, then the Company shall pay the shipping to return the repaired or replacement products to Customer and such shipment shall be at the standard ground transportation rates.

## **13. INTELLECTUAL PROPERTY RIGHTS; CONFIDENTIALITY**

- 13.1.** The Intellectual Property Rights that exist in the Company's Products are held by the Company and its licensors. By supplying the Customer with the Products, the Company is not transferring or assigning the entitlement of any Intellectual Property Rights in or relating to them to the Customer.
- 13.2.** Where the Company creates Intellectual Property Rights during or as a result of the supply by the Company's Products to the Customer, the Company shall be entitled to all such Intellectual Property Rights.
- 13.3.** The Customer shall not do anything to jeopardise the Company's or its licensor's Intellectual Property Rights, including (i) register or attempt to register any competing Intellectual Property Rights to the Company or its licensor's Intellectual Property Rights; (ii) delete or tamper with any proprietary notice on or in the Company or its licensor's Intellectual Property Rights; (iii) take or use any action that diminishes the value of any trade marks included in the Company or its Licensor's Intellectual Property Rights; and (iv) use any the Company's Products in violation of any applicable laws.
- 13.4.** Any proposals, visuals or quotes, which have been produced by the Company, are to be treated confidentially and must not be disclosed to any third party.

## **14. WARRANTY AND LIABILITY**

- 14.1.** Unless otherwise stated in these General Terms and Conditions of Sale, the Company disclaims any and all warranties or conditions with regard to the Products of any kind whatsoever. Further, the Company does not warrant that the Products will operate without interruption or that they will be error free, virus free or secure. Customer expressly acknowledges and confirms that any changes or additions made (not supplied and/or installed by Company) to the Product(s), and any use of the Product(s) with third party products, except for Company validated or Company approved third party products, is at Customer's risk and Company shall not be liable for any damages or loss resulting therefrom. The foregoing limited warranty shall not apply if a defect or malfunction is the result of wear and tear, alteration, modification, foreign attachment, misuse, tampering, negligence, abuse or other causes not arising out of defects in material or workmanship.
- 14.2.** Notwithstanding article 14.1 of these General Terms and Conditions of Sale, the Company warrants that (i) in the event of defects in the construction of the Products and (ii) in the event that such Products are returned to the Company "Carriage and Insurance Paid (CIP) Company's factory at Scheijdelveweg 2, 3214 VN Zuidland, the Netherlands" (unless otherwise instructed by the Company) in accordance with the relevant terms of the Incoterms 2010 or any later version thereof and within twelve (12) months from the Products being put into operation, but no longer than fifteen (15) months from the date of dispatch from the Company's premises and with respect to which timely notice was given, it shall, at its own discretion:
- (A) either redeliver such Products at no cost; or
  - (B) repair such Products at no cost; or
  - (C) credit the Customer in as far as is reasonable in whole or in part for the invoice value of such Products. Damage resulting from inexpert use by the Customer and or any third parties, does not fall under the warranty mentioned in this article 14.

Parts repaired or replaced shall be delivered "Delivered At Place (DAP) Customer's facility" in accordance with the relevant terms of the Incoterms 2010 or any later version thereof. Repair and replacement shall neither extend nor renew the agreed warranty period. The Company shall never be obligated to pay any substitute or additional compensation for damage. If and insofar as the Company is obligated to pay compensation for damages, notwithstanding the aforementioned, this shall never exceed, at its own discretion, either the invoice value of the Products in connection with which the damages were caused or, if the damage is covered by an insurance of the Company, the amount which is actually paid in the matter by the insurer. If it is determined that either no fault exists in the Company, or the damage to be repaired was caused by the negligence or misuse of the Customer or its agents, employees or customers, the Customer agrees to pay all charges associated with any such repair.

- 14.3.** Each claim against the Company, except those acknowledged by the Company, shall lapse on account of the mere expiration of a period of twelve (12) months after the claim arose.
- 14.4.** EXCEPT WHERE LOCAL MANDATORY LAW CREATES ADDITIONAL RIGHTS OR REMEDIES FOR CUSTOMER, CUSTOMER ACKNOWLEDGES, REPRESENTS AND WARRANTS THAT IT HAS SELECTED THE PRODUCT(S) BASED ON ITS PROFESSIONAL JUDGMENT AND EXPRESSLY DISCLAIMS ANY RELIANCE UPON ANY STATEMENTS MADE BY THE COMPANY OR ANY AGENT, REPRESENTATIVE OR EMPLOYEE OF THE COMPANY NOT EXPRESSLY STATED HEREIN. UNLESS OTHERWISE STATED IN THE AGREEMENT, THE COMPANY SPECIFICALLY DISCLAIMS ALL WARRANTIES WITH REGARD TO THE PRODUCTS AND SERVICES PROVIDED HEREUNDER, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE COMPANY DOES NOT GUARANTEE OR WARRANT THE PRODUCTS TO CUSTOMER IN ANY WAY. UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE RESPONSIBLE FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR UNANTICIPATED PROBLEMS, DELAYS OR OTHER EVENTS OUTSIDE OF ITS CONTROL. WITHOUT PREJUDICE TO THE AFORESAID, IN NO CIRCUMSTANCES WHATEVER SHALL THE LIABILITY OF THE COMPANY OR THE AMOUNT OF ANY DAMAGES OR COMPENSATION PAYABLE BY THE COMPANY ON ANY CLAIM WHATSOEVER CONCERNING OR RELATING, DIRECTLY OR INDIRECTLY, TO THE PRODUCTS AND INCLUDING, BUT NOT LIMITED TO, CLAIMS BASED ON NEGLIGENCE, MISREPRESENTATION, BREACH OF CONTRACT OR WARRANTY EXCEED IN TOTAL THE COMPANY'S INVOICE PRICE OF THE EQUIPMENT OR PRODUCT(S) COMPLAINED OF.

- 14.5.** Nothing in these General Terms and Conditions of Sale shall limit or exclude the liability or remedy of either party for:

- (A) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
- (B) fraud or fraudulent misrepresentation;
- (C) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979;
- (D) arising in respect of a defective product by virtue of the Consumer Protection Act 1987; or
- (E) any act, omission or matter, liability for which may not be legally excluded or limited.

## **15. ASSIGNMENT**

The Customer's rights and obligations arising out of these General Terms and Conditions of Sale may not be assigned to any third party, except with the prior written consent of the Company.

## **16. FORCE MAJEURE**

- 16.1.** The Company shall not be liable for non-performance to the extent that performance is rendered impossible by (without limitation) war, strikes, fire, flood, governmental acts or orders or restrictions, embargoes, sanctions, failures of suppliers, disruption in electricity supply non-availability of telecommunication services or any other reason where failure to perform is beyond the control and not caused by the negligence of the Company. If the Company is prevented by force majeure from fulfilling its obligations under the Agreement for more than thirty (30) calendar days, the Company is entitled to immediately suspend and, at the Company's full discretion, terminate the Agreement by means of a written declaration taking into account a notice period of thirty (30) calendar days.
- 16.2.** If upon the occurrence of the event of force majeure the Company has fulfilled part of its obligations or will be able to fulfil only part of its obligations, the Company shall have the right to send separate invoices for the Products already delivered or capable of being delivered and the Customer shall be obliged to effect payment of the amounts invoiced.

## **17. INDEMNIFICATION**

Customer agrees to indemnify, defend and hold the Company, its affiliates and their respective employees, officers and directors harmless from and against any and all claims, damages, costs, expenses and other liabilities (including, but not limited to, legal and attorney's fees and other costs of investigation and defence) caused by or arising out of (i) Customer's acts or omissions related to the performance of its obligations under the Agreement, (ii) its use of the Product(s) described in the Agreement (including, but not limited to, the use of the Product(s) with non-DORC validated or non-DORC approved third party products), (iii) any changes or additions made (not supplied and/or installed by Company) to the Product(s) and (iv) the suspension or termination in the event of a force majeure referred to in article 16.

## **18. COMPLIANCE WITH LAWS**

Each party shall comply with all applicable laws, regulations, court decisions or administrative rulings regarding the provision or use of the Products. Failure to do so shall constitute a material breach of the Agreement.

## **19. COMPLIANCE WITH TRADE LAWS**

- 19.1.** Customer guarantees that it shall ascertain and comply with all applicable obligations and restrictions arising out of or following from any and all relevant sanctions and export controls legislation of the United Nations, the European Union, the United States of America, the Netherlands, the country where the Customer has its main place of business and any other country that is or may be or become relevant in respect of the Agreement (together, the "Trade Laws").
- 19.2.** Customer guarantees that the Products are and will be solely used for medical purposes and are not and will not be used for, or in connection with, any illicit purposes, including, but not limited to, activities involving torture or repression or other human rights violations, weapons of mass destruction or chemical, biological, radiological and/or nuclear activities.
- 19.3.** Customer will maintain adequate internal checks and procedures to monitor for suspicious activity and ensure compliance with the Trade Laws, including but not limited to procedures to ensure that all activities and transactions under the Agreement are accurately recorded and reported in its books and records to reflect the activities and transactions to which they pertain, including but not limited to the purpose of each transaction and to whom it was made or from whom it was received.
- 19.4.** Customer guarantees that it will not directly or indirectly sell, deliver or provide the Products, or otherwise make the Products available, to any legal or natural person, entity, group or (government) organisation that is subject to sanctions or restrictions under the Trade Laws.
- 19.5.** Customer's failure to comply with any provision of this clause can be ground – subject to the sole discretion of the Company – for immediate cancellation of the Agreement by the Company without any prior notification. In the event of such cancellation, the Company shall be under no further obligation resulting from the Agreement and the Customer shall indemnify the Company from any direct and indirect damages, claims, penalties or other losses resulting from that breach. The Company shall be entitled to any other remedies available at law or in equity.
- 19.6.** Customer will ensure that all obligations under this clause be passed on to any third party that Customer contracts or uses in its performance of the Agreement, or that takes over any obligation, or part thereof.

## **20. COMPLIANCE WITH ANTI-BRIBERY AND ANTI-CORRUPTION LAWS**

- 20.1.** Customer will at all times comply with all applicable obligations and restrictions arising out of or following from any and all relevant anti-bribery and anti-corruption legislation of any country that is or may be or become relevant in respect of the Agreement (together, the "Anti-Bribery Laws").
- 20.2.** Customer will maintain adequate internal checks and procedures to monitor for suspicious activity and ensure compliance with the Anti-Bribery Laws, including but not limited to procedures to ensure that all activities and transactions under the Agreement are accurately recorded and reported in its books and records to reflect the activities and transactions to which they pertain, including but not limited to the purpose of each transaction and to whom it was made or from whom it was received.
- 20.3.** Any offer to and acceptance by the Customer's board member(s) and/or employees of money, gifts, travel, entertainment or any other consideration,

in relation to the Agreement or the Company, that is intended to or may be construed as an inducement to act in any manner is strictly prohibited. Customer will not offer, promise or give anything, including but not limited to political contributions, whether directly or indirectly, to anyone, including any political party or campaign, any official or employee of any public organisation, any public international organisation or any official or employee of any government-owned enterprise or institution for the purpose of obtaining or retaining business or otherwise securing an improper advantage in relation to the Agreement or the Company. In relation to the Agreement or the Company, Customer will not offer, promise, give or accept anything to or from a business relationship, unless it is for a genuine purpose, reasonable, given in the ordinary course of business and it complies with the local laws.

- 20.4.** Customer will immediately notify the Company if it becomes aware of any behaviour in the performance of the Agreement by its board member(s) and/or employees that is or may be inconsistent with the Anti-Bribery Laws.

**21. WAIVER, PARTIAL INVALIDITY**

No claim or right arising out of any term or condition of the Agreement or out of any breach of the Agreement may be waived in whole or in part unless the waiver is in writing signed by the party granting such waiver. In the case that any term or condition of the Agreement is held invalid by a court of competent jurisdiction and venue, the remaining terms and conditions of the Agreement shall not be affected thereby.

**22. CHANGES TO THESE TERMS AND CONDITIONS OF SALE**

The Company reserves the right to change these General Terms and Conditions of Sale from time to time. The most recent version of these General Terms and Conditions is available at [www.dorc.eu](http://www.dorc.eu).

**23. LEGAL CONSTRUCTION**

- 23.1.** These General Terms and Conditions of Sale and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes and claims) shall be governed by and construed in accordance with the law of England and the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any such matter.
- 23.2.** The original language of these General Terms and Conditions of Sale is English. In case of conflict between the English version of these General Terms and Conditions of Sale and any translation thereof, the English version of these General Terms and Conditions of Sale shall prevail.
- 23.3.** In case of a conflict between an Agreement and these General Terms and Conditions of Sale and any translation thereof, the Agreement shall prevail.