

MSA Nederland B.V.

Terms and Conditions of Sale (EU)

1 General information

1.1 These Terms and Conditions of Sale (EU) (“**Terms**”) shall apply to all present and future contracts, offers, deliveries for products and/or services (hereinafter collectively the “**Goods**”) of MSA Nederland B.V. (“**Vendor**”) to third parties (each a “**Buyer**”; Vendor and Buyer each a “**Party**” and collectively the “**Parties**”). The Vendor’s offerings are not addressed to any consumer in the meaning of Section 13 German Civil Code (“**BGB**”). By accepting these Terms, the Buyer confirms not to be a consumer in the meaning of the same Section 13 BGB.

2 Offers and conclusion of Contract

2.1 Quotations and offers by the Vendor shall be subject to confirmation and non-binding, except as expressly stated otherwise. The order of Goods by the Buyer constitutes a binding offer for the conclusion of a contract (“**Offer**”). The Offer shall be binding for a period of two (2) weeks. A binding contract is concluded only after the Vendor’s acceptance of an Offer (“**Contract**”). The Vendor may accept Offers (i) by confirmation in writing, including via email (“**Order Confirmation**”); and / or (ii) by delivery of the Goods. Buyer’s Offer must be accompanied by sufficient information to enable Vendor to proceed therewith; otherwise, Vendor shall be entitled to extend delivery times or amend the prices quoted to

cover any increase in time or cost after the Offer was submitted.

2.2 Acceptance of Buyer’s Offer is expressly conditioned upon the Contract being governed exclusively by (i) these Vendor’s Terms, (ii) Vendor’s Terms and Conditions on Order Processing and Delivery (“**Order Processing Terms**”), attached below as **Exhibit A** and (iii) any Vendor-issued Quotation, unless agreed otherwise in writing by the Parties. Any deviating, conflicting or supplementary terms and conditions of the Buyer or any third party shall not apply, even if the Vendor fails to expressly object to their application, and no new, supplementary, modifying, or contradictory terms shall form part of the Contract, whether express or implied, on the basis of any trade, customer, practice, or course of dealing.

2.3 The version of the Terms that is applicable at the time of the conclusion of the Contract shall be controlling and legally binding. Cost estimates, drafts, drawings, samples, calculations and other documents remain the property of the Vendor and shall not be copied or made available to third parties. These materials shall be returned to the Vendor if no Contract has been concluded. Any samples submitted to Buyer and not returned to Vendor within one month from date of receipt of such samples shall be paid for by Buyer.

2.4 Once an Offer by the Buyer has been accepted by Vendor, the Contract may not be cancelled unilaterally by the Buyer except in accordance with the Order Processing Terms and the express written

authorization by Vendor. If so authorized, the Buyer will receive a forwarding address and shall be responsible for arranging carriage of the Goods to the forwarding address. All returns are subject to a restocking charge as outlined in the Order Processing Terms.

- 2.5 **Pack & Ship (EXW):** The Customer has thirty days after receiving cargo specification to have their designated carrier pick up the goods. However, if goods are not picked up in thirty days, MSA will ship the goods at the Customer's expense (Freight charges will be added to Customer Invoice) with one of MSA approved carriers. The rules EXW terms will still apply and the Customer will be responsible and liable for the freight.

3 Prices

- 3.1 Unless expressly agreed otherwise between the Parties in writing: (i) the prices quoted by Vendor do not include costs for transportation (and any transportation-related charges) or statutory value added tax, and (ii) all orders under EUR 2,000 (or its local currency equivalent) will incur a fixed charge for transportation, as specified in the Vendor's applicable quotation. Express deliveries, transportation of dangerous Goods, or special transportation requests from Buyer will incur additional transportation charges. For more information, consult the Order Processing Terms.
- 3.2 Except as otherwise agreed in writing by the Parties, the Goods are supplied at the prices in effect on the day of the Contract as set out in the applicable *MSA Price List*. Notwithstanding the foregoing, Buyer acknowledges that the Offer or Contract pricing, even if previously confirmed or committed by Vendor, shall be subject to increase upon written notice if (i) required by applicable law, (ii) a material change in working or economic conditions affects the Products, (iii) raw material or supplier price increases are passed through to Vendor that cannot be

mitigated through reasonable commercial efforts, or (iv) due to other unforeseen circumstances not attributable to Vendor.

- 3.3 Any variation or suspension of work caused by Buyer's instructions or lack of instructions shall entitle Vendor to adjust the price accordingly.

4 Delivery and delivery time

- 4.1 Notwithstanding any conflicting provision contained in the Buyer's Offer, the delivery period shall be as (i) mutually agreed; or (ii) determined by the Vendor in the course of acceptance of the Offer. All shipments or lead times quoted by Vendor are to be treated as estimates only, are not of the essence, and do not in any way constitute a binding obligation on Vendor as materials are at all times subject to prior orders.
- 4.2 The Vendor's obligation to perform shall be subject to the correct and timely delivery by Vendor's suppliers as well as correct instructions from Buyer. If the Vendor cannot meet delivery deadlines due to instructions (or lack thereof) of Buyer or a lack of correct and timely delivery by Vendor's suppliers, the time for delivery shall be extended by a reasonable period. If the new delivery time cannot be met due to a continued lack of correct and timely delivery by Vendor's suppliers, and / or due to a force majeure event (which term shall include all circumstances and actions beyond the direct and immediate control of Vendor, regardless of foreseeability, including but not limited to transportation delays, raw materials shortages, industrial disputes, war, terrorism, riot, insurrection, explosions, military or civil action, acts of God, epidemics, natural disasters, armed conflict, failure of energy sources, embargoes, U.S./EU/UK economic trade sanctions or similarly applicable regulations, and the like), the Vendor is entitled to revoke the Contract partly or in its entirety without any obligation or liability.

4.3 If Vendor does not receive forwarding instructions sufficient to enable it to deliver the Goods within 14 days after the date of notification by Vendor that such Goods are ready for delivery, Buyer shall take delivery or arrange for storage. If Buyer does not take delivery or arrange for storage, Vendor shall be entitled to arrange storage either at its own works or elsewhere on Buyer's behalf and all charges for storage, insurance or demurrage incurred by Vendor shall be payable by Buyer.

4.4 If any shipment or delivery is delayed due to Buyer's request, act, or omission, then payments will become due as if shipment or delivery had occurred as scheduled

4.5 The legal consequences of the Buyer's default of acceptance shall be subject to the applicable statutory provisions. If the Buyer is a legal entity under public law or a special fund under public law, the Buyer shall for the purposes of this Section 4.4 be deemed to be a merchant in the meaning of Section 1(1) of the German Commercial Code ("HGB").

5 Performance and passing of risk

5.1 Unless expressly agreed otherwise in writing, deliveries shall be made DAP. Upon request of the Buyer, delivery to another place will be conducted at the risk and to the expense of the Buyer.

5.2 The Buyer is obliged to accept partial deliveries, provided that (i) the partial delivery is usable within the scope of the contractual purpose, (ii) the delivery of the remaining Goods is secured, and (iii) no additional costs or expenses for the Buyer will arise.

6 Inspections and tests

6.1 The Vendor's Goods are carefully inspected and are, at the Vendor's discretion and where reasonably practicable, submitted to the Vendor's standard tests

at the Vendor's works before delivered by the Vendor. If other tests or tests in the presence of the Buyer or the Buyer's representatives are reasonably required, these will be charged for and payable by the Buyer. In the event of any delay on the Buyer's part in attending such tests after receiving seven (7) days' notice that the Vendor is ready to carry out the relevant tests, such tests will proceed in the Buyer's absence and shall be deemed to have been made in the Buyer's presence.

7 Payment, set-off, retention

7.1 The purchase price shall be due and payable within thirty (30) days, as calculated from the invoice date.

7.2 If the Buyer fails to pay the full purchase price within the above 30 day period ("**Default of Payment**"), the Vendor may make any and all outstanding and future deliveries subject to prior full payment of the agreed purchase price by the Buyer.

7.3 During Default of Payment, the Buyer shall pay to the Vendor interest in the amount of nine (9) percentage points above the applicable base interest rate, as published by the German Central Bank, p.a. The Vendor's right to claim additional damages under the BGB shall remain unaffected. The Vendor shall also charge Buyer EUR 40 for each reminder regarding a Default of Payment.

7.4 If Buyer owes Vendor money under several outstanding orders and Buyer renders repayment that is not sufficient for the repayment of all claims, then payment shall be allocated in accordance with Section 366(2) BGB, even if the Buyer has expressly allocated otherwise.

7.5 No set-off or retention by the Buyer shall be permitted for any payment due hereunder unless the Vendor has agreed in writing or if made pursuant to a counterclaim that has been confirmed by final and absolute court decision.

8 Retention of title

8.1 Title in the Goods shall only pass to Buyer upon full payment of all outstanding payments due for the relevant Contract in accordance with Section 7 above. The Buyer is nevertheless responsible for the safe custody, protection and preservation of the Goods after delivery of the same and the risk in the Goods shall pass in accordance with the relevant INCOTERM as published by the International Chamber of Commerce from time to time and used for shipping purposes.

9 Warranties

9.1 The Vendor does not take over any guarantee for failure of any Goods as to the quality or fitness for any particular purpose of the Goods or for compliance with any sample and description or to attain any performance figures quoted by the Vendor, unless the Vendor has specifically and expressly guaranteed them subject to any tolerances specified or agreed to by the Vendor. If the performance figures obtained on any test provided for in the Contract are outside the rejection limits specified therein, the Buyer will be entitled to reject the Goods in respect of which such figures fall outside such limits, but the Vendor is to be given reasonable time and opportunity to rectify their performance before the Buyer becomes so entitled. If the Buyer becomes entitled to reject Goods pursuant to this clause 9.1, the Vendor will repay to the Buyer any sum paid by the Buyer to the Vendor on account in respect of such Goods. The Buyer assumes responsibility that Goods stipulated by the Buyer are sufficient and suitable for the Buyer's purpose.

9.2 The Buyer must carefully examine the Goods or consignment immediately on arrival. If a defect is found, the Buyer must immediately notify the Vendor in writing. Any visible damage must be

reported on the consignment note or by way of a statement of facts before acceptance.

9.3 The Buyer must report (i) obvious defects at the latest within eight (8) days after delivery; and (ii) non-obvious defects at the latest within eight (8) days after discovery in writing. The timeliness of the notification depends on the time of its receipt by the Vendor. If the Buyer fails to inspect or to report a defect properly to the Vendor, then claims in relation to the unreported defect shall be excluded.

9.4 Subject to the terms herein, the exclusive remedy to Buyer is that Vendor shall repair, or at its option, replace material defects that under proper use appear in Goods of our manufacture. Provided always that unless otherwise agreed by the Vendor, the defective parts shall be promptly returned by the Buyer to the Vendor's facilities or at an address specified by the Vendor and at the Buyer's cost unless the Vendor agrees otherwise. The repaired or new Goods will be delivered by the Vendor free of charge. If the Buyer requires the Vendor to carry out repair at the Buyer's site, the Vendor reserves the right to charge for any resulting additional costs.

9.5 The Vendor shall not be liable for any material defects in Goods pursuant to this Section 9 if the material defects in Goods result from the following events: (1) the material defect arises because the Buyer failed to follow the Vendor's written or oral instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) Good trade practice regarding the same; (2) the Buyer alters such Goods without the Vendor's prior written consent; or (3) the material defect arises as a result of wear and tear; wilful damage; negligence; transportation; lack of maintenance; improper, excessive or abusive usage of the products; failure to follow manufacturer instructions; and generally speaking, from inappropriate environmental, storage or operating conditions.

- 9.6 In the case of defects in Goods not manufactured by the Vendor, the Vendor shall assign to the Buyer any rights against the third party manufacturer which the Vendor may have under the terms of its contract with the third party manufacturer but shall have no other liability for warranties whatsoever.
- 9.7 If the Vendor is obliged to pay damages in the relation to the defect in accordance with the statutory provisions – for whatever legal reason – such obligation shall be limited in accordance with Section 10.
- 9.8 Claims of the Buyer for defects under this Section 9 shall become time-barred after one (1) year upon delivery, unless expressly agreed otherwise in writing by the Parties. This shall not apply in case of intent or fraudulent misrepresentation by the Vendor or where such limitation period would be in contradiction to a warranty expressly given by the Vendor in writing.
- 9.9 The Goods subject to claims must be returned in their original packaging to the Vendor after obtaining his consent, with carriage costs assumed by the Buyer.
- 9.10 The repair, modification or replacement of Goods during the period covered by the guarantee shall not serve to prolong the duration of the Goods guarantee, as is the case for any maintenance contract operation.
- 9.11 The Buyer's claims to indemnity against the Vendor under Sections 445a and 445b BGB shall remain unaffected.

10 Limitations of liability

- 10.1 The Vendor shall be liable to damages without any limitation if the damage or loss results from wilful conduct and gross negligence.
- 10.2 In the event of simple negligence or other claim, the Vendor shall be liable only for:
(i) any damage resulting from injury to

life, body and / or health; and (ii) any damage resulting from breach of an essential contractual obligation (i.e. a contractual obligations which is indispensable for achieving the purpose of the Contract and on whose strict observance the Buyer must therefore be able to rely). Furthermore, liability under this Section 10.2(ii) shall be limited to such damage which was by its nature and scope foreseeable to the Vendor when the Contract was concluded and of a nature typical to a contract for the sale of Goods and/or services. Vendor shall have no liability for incidental or indirect damages (e.g., lost profits). The Parties agree that such damage shall not exceed the price of the relevant Goods.

- 10.3 Any liability for the breach of a guarantee expressly given by the Vendor and / or any liability that arises from applicable national laws on product liability of any *EU Member State which implement the European Product Liability Directive 85/374/EC*, such as for Germany the German Product Liability Act, shall by no means be excluded or limited by this Section 10 or any or other section of these Terms.
- 10.4 The limitations of liability by Buyer set forth in this Section 10 shall equally apply to any liability of the Vendor's legal representatives, officers, agents, and employees.

11 Foreign trade provisions

- 11.1 The Buyer agrees and acknowledges that Vendor's ultimate parent company is headquartered in the United States and that the Goods may be subject to the export control laws and regulations of Germany, the European Union, other EU Member States, the United States and / or other countries including, without limitation, the requirement to obtain necessary approvals and licences prior to the acceptance of any orders, or the shipment of Goods.

- 11.2 During the term of this Contract, and at all times thereafter, the Buyer (i) shall not export or re-export any Good or technical information relating to any Good for which a consent, authorization and / or license is required without first obtaining properly such consent, authorization or license; and (ii) shall comply with all applicable trade and sanctions laws, in particular laws on export control.
- 11.3 The Buyer further agrees and undertakes to impose the same obligations also on the recipients of such Goods or technical information.
- 11.4 In the event of any breach of any duty by Buyer, as referred to in Sections 11.1. – 11.3, above, the Buyer shall indemnify the Vendor and its affiliates and its and their directors, officers, employees, and representatives against any claim from third party and / or any administrative or governmental sanction, including reasonable attorneys' fees.

12 Applicable law and jurisdiction

- 12.1 This Contract is governed by the laws of the Federal Republic of Germany; the provisions of the *United Nations Convention on Contracts for the International Sale of Goods (CISG)* shall not apply.
- 12.2 Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration under the LCIA Rules, which Rules are deemed to be incorporated by reference into this clause. The number of arbitrators shall be three. The seat, or legal place, of arbitration shall be Frankfurt, Germany. The language to be used in the arbitral proceedings shall be German and English.
- . Notwithstanding the above, and with respect only to payment disputes, Vendor may alternatively bring legal action against Buyer before the competent

courts at Vendor's registered business seat.

13 Final provisions

- 13.1 **Entire agreement.** The Contract forms the entire agreement as between the Parties with respect to the subject matter hereof. The Contract shall supersede any previous arrangements between the Parties on the subject matter of the Contract.
- 13.2 **Compliance.** With respect to the Parties' business relation, each Party shall comply with applicable law, including U.S. and European anti-corruption and anti-bribery laws; furthermore, the Buyer shall comply with MSA's Global Code of Business Conduct, which is available at <http://gb.msasafety.com/ourEthics>. All quotations by Vendor for Goods for which the supply is or may become subject to export, import, or similar required license by EU officials or the officials of any other government are subject to such license being granted.
- 13.3 **Confidentiality.** Each Party shall keep confidential and not disclose to any third party the content of any Contract and any business and trade secrets and other confidential information regarding the other Party disclosed to it in connection with the business relationship between the Parties, except as expressly agreed upon with the other Party. Any press releases and other communication in connection with the business relationship between the Parties shall require the prior consent of the respective other Party. Notwithstanding the above, each Party may disclose any information as required in order to comply with applicable law, the rules and regulations of any stock exchange or an enforceable order of a court or public authority; provided, however, that the relevant Party shall, to the extent legally permissible and practicable, notify the other Party thereof in advance and seek to agree with it upon the content of the information.

- 13.4 **Non-assignment.** Buyer may not assign, delegate or otherwise transfer any of its rights or obligations under these Terms and Conditions of Sale or any Contract to a third party without the prior consent of Vendor.
- 13.5 **Severability.** Should any provision of this these Terms and Conditions of Sale, and / or any provision incorporated into a Contract in the future, be or become invalid or unenforceable, the validity or enforceability of the other provisions of these Terms and Conditions of Sale and / or any other provision incorporated into a Contract in the future shall not be affected thereby. The invalid or unenforceable provision shall be substituted by the parties by way of good faith negotiations

by a suitable and equitable provision which, to the extent legally permissible, comes as close as possible to the economic intent and purpose of the invalid or unenforceable provision. The same shall apply if the Parties have, unintentionally, failed to address a certain matter in these Terms and Conditions of Sale and / or any Contract; in this case a suitable and equitable provision, which reflects what the Parties, in the light of the economic intent and purpose of these Terms and Conditions of Sale and / or any Contract, would have agreed upon if they had considered the matter, shall be agreed upon by the Parties by way of good faith negotiations.

* * * *

PRODUCTIE A

Algemene voorwaarden voor orderverwerking en levering van MSA

1. Bestelinformatie en vereisten

- 1.1. Minimum bestelhoeveelheid:** Producten met hoeveelheden die worden vermeld als 'minimum bestelhoeveelheid' (MOQ), worden alleen in die hoeveelheden verkocht. Deze hoeveelheden zijn onder geen enkele omstandigheid te wijzigen, ook niet bij dropshipments, spoedbestellingen en monsterbestellingen. Verkoper behoudt zich het recht voor om bestelhoeveelheden aan te passen aan deze hoeveelheden.
- 1.2. Minimum bestelwaarde:** De minimum bestelwaarde (MOV) voor elke bestelling geplaatst bij Verkoper is € 250. Bestellingen die niet voldoen aan de MOV-vereiste worden niet verwerkt. De klantenservice van Verkoper kan helpen bij het voltooien van bestellingen om aan deze waarde te voldoen. Voor bestellingen van minder dan € 1000 wordt € 50 aan administratiekosten in rekening gebracht. Bestellingen met meerdere opgegeven afleverbestemmingen worden behandeld als aparte bestellingen. Deze kosten verschijnen als een aparte regel op de factuur.

Bestellingen die worden geplaatst als onderdeel van een **voorraadverminderingcampagne** (een programma met gereduceerde prijzen of speciale voorwaarden voor specifieke voorraden) zijn niet onderhevig aan de MOQ- of MOV-vereisten hierboven.

2. Kosten van levering van goederen

- 2.1. Gevaarlijke goederen:** voor het vervoer van producten die als gevaarlijke goederen zijn geclassificeerd, geldt een toeslag van € 60 per geplaatste bestelling. Deze kosten verschijnen als een aparte regel op de factuur.
- 2.2. Expresverzending:** voor expresverzendingen op verzoek van de Koper worden de werkelijke vrachtkosten in rekening gebracht of geldt een exprestoeslag van € 50. Als de toeslag wordt toegepast, is er een maximumgewicht van 30 kg. Voor zendingen boven die gewichtslimiet worden de werkelijke vrachtkosten in rekening gebracht, in overleg met de Koper. Deze kosten verschijnen als een aparte regel op de factuur.
- 2.3. Dropshipments:** dropshipments naar eindgebruikers zijn niet toegestaan zonder voorafgaande schriftelijke toestemming van een Verkoopvertegenwoordiger van Verkoper en er zullen behandelingskosten van € 25 in rekening worden gebracht. Deze kosten verschijnen als een aparte regel op de factuur.
- 2.4. Speciale verpakking:** voor elke speciale verpakking en/of etikettering op verzoek van de Koper worden kosten in rekening gebracht. De werkelijke kosten worden volledig in rekening gebracht met daarbij € 25 aan administratiekosten. Deze kosten verschijnen als een aparte regel op de factuur.

2.5. Verpakken en verzenden (EXW): De Koper heeft dertig (30) dagen vanaf de ontvangst van de vrachtspecificaties om zijn aangewezen vervoerder de goederen te laten ophalen. Als goederen niet binnen dertig (30) dagen worden opgehaald, (i) zal Verkoper de goederen op kosten van Koper verzenden met een van de door Verkoper goedgekeurde vervoerders (EXW-voorwaarden blijven van toepassing, Koper zal verantwoordelijk en aansprakelijk zijn voor de vracht en de vrachtkosten zullen worden toegevoegd aan de factuur van Koper); en/of (ii) behoudt Verkoper zich het recht voor om één procent (1%) van de Contractwaarde per week in rekening te brengen als opslagkosten voor alle producten die niet worden opgehaald van hun opslaglocatie.

3. Orderretourzendingen

3.1. Er mogen geen producten aan Verkoper worden geretourneerd, behalve in het geval van een garantie- of consumentengarantieclaim. Productretourzendingen worden alleen geaccepteerd als aan de volgende voorwaarden wordt voldaan:

- Voorafgaande schriftelijke acceptatie van de te retourneren goederen door Verkoper.
- Producten die binnen de laatste zestig (60) dagen vanaf Verkoper zijn verzonden.
- MTS-producten (Make-to-stock) in verkoopbare staat.
- De te retourneren producten zijn niet uit productie genomen of door Verkoper in onbruik geraakt.
- Producten die worden geretourneerd zijn niet houdbaar. Dit omvat, maar is niet beperkt tot: batterijen, sensoren, toestellen met sensoren en batterijen, testgasflessen, detectorbuizen, ademluchtfilters, persluchtflessen en andere producten.
- Producten die worden geretourneerd zijn niet speciaal geconfigureerd voor de klant (MTO-producten (Make-to-order)) en het zijn ook geen niet-standaard artikelen (inclusief assemble-to-order-producten) tenzij de retournering het gevolg is van een fout van Verkoper.

3.2. Kosten: de volgende kosten kunnen van toepassing zijn voor geretourneerde producten:

- **Voorraadopnamekosten** – Verkoper zal een voorraadopnamevergoeding van 15% in rekening brengen van elk geretourneerd product, tenzij het product wordt geretourneerd door een fout van Verkoper of wanneer andere afspraken zijn gemaakt door beide partijen. Voor elke transactie worden minimaal € 30 voorraadopnamekosten in rekening gebracht.
- **Opknapkosten** – bovenop voorraadopnamekosten, kunnen opknapkosten in rekening worden gebracht om het materiaal aan de oorspronkelijke specificaties te laten voldoen. De kosten zijn gebaseerd op de gemaakte kosten voor materiaal en arbeid om materiaal te laten voldoen aan de oorspronkelijke specificaties. De totale kosten worden vooraf aan de klant meegedeeld.
- **Transportkosten** – de kosten van de retourlevering worden betaald door de Koper.

3.3. Retourneren van producten door een verzendingsfout van Verkoper: producten die worden geretourneerd op grond van een fout door Verkoper gemaakt (bijv. incorrect

onderdeelnummer, incorrecte hoeveelheid, incorrect product of dubbele zending), is het volgende van toepassing:

- Er worden geen voorraadopnamekosten gerekend.
- Er worden geen transportkosten gerekend.
- Er wordt 100% gecrediteerd indien Verkoper binnen zeven (7) dagen na ontvangst van product(en) op de plaats van aflevering hiervan op de hoogte is gesteld.

4. Annuleren van bestellingen

Een eenmaal door Verkoper geaccepteerd Aanbod kan niet worden geannuleerd zonder uitdrukkelijke schriftelijke toestemming van Verkoper. Voor zover geautoriseerd, zijn de volgende annuleringskosten van toepassing:

- 4.1. MTS-producten (Make-to-stock) – 15% van de waarde.
- 4.2. MTO-producten (Make-to-order) en niet-standaardartikelen (met inbegrip van ATO-producten) – waardering tegen 100% van de waarde.
- 4.3. Diensten:
 - Vóór afzending – 15% van de totale waarde van de dienstorder.
 - Na afzending – 100% van de totale waarde van de dienstorder.

Deze annuleringsvoorwaarden zijn van toepassing wanneer de Klant een Contract geheel of gedeeltelijk annuleert, maar voordat Verkoper producten heeft verzonden of de dienst heeft verleend. Bestellingen die na verwerking worden geannuleerd, worden behandeld als een 'Retourzending' waarvoor alle van toepassing zijnde voorwaarden en kosten gelden zoals hierboven uiteengezet. Orderannuleringen voor MTO-producten, waarbij de productie is gestart, zullen worden behandeld als een 'Retourzending' waarvoor alle van toepassing zijnde voorwaarden en kosten gelden zoals hierboven uiteengezet.

5. Prijzen

Verkoper gaat ermee akkoord geautoriseerde producten aan Distributiepartners te verkopen conform de voorwaarden van de vertrouwelijke prijslijst van de Distributiepartner.

- 5.1. Bestellingen worden gefactureerd tegen de prijs die geldt op de datum waarop de bestelling door Verkoper wordt ontvangen.
- 5.2. Bestellingen met een toekomstige leveringsdatum, waarom specifiek gevraagd is door de Klant, worden gefactureerd tegen de prijs die geldt op de opgegeven verzenddatum.
- 5.3. De catalogusprijzen kunnen worden gewijzigd.
- 5.4. Verkoper behoudt zich het recht voor om de waarde van bestellingen die vóór prijsaanpassingen worden geplaatst, te beperken tot de gemiddelde maandomzet van de voorafgaande twaalf (12) maanden.

6. Bestelinformatie

- 6.1. **Orderverwerking zonder prijs:** als Koper een Bestelling doet zonder een prijs te specificeren, wordt de order verwerkt met standaardprijzen zoals bepaald door Verkoper (met standaardkortingen op de huidige catalogusprijzen). Koper aanvaardt dat standaardprijzen kunnen verschillen van aangepaste of onderhandelde prijzen.

6.2. Relevante informatie verstrekken:

Om een efficiënte orderverwerking en prijsbepaling mogelijk te maken, dient Koper de volgende informatie te verstrekken in zijn Bestelling:

- a. Het nummer van de Speciale Prijsaanvraag of de Projectnaam (naam eindklant). Deze unieke identificatie helpt Verkoper om bestellingen nauwkeurig te volgen en uit te voeren.
- b. Als Koper een formele offerte heeft ontvangen van Verkoper voor producten of diensten, moet Koper de volgende informatie verstrekken:
 - Offertenummer: De unieke identificatiecode van de specifieke offerte; of
 - Het SPR-nummer (Speciale Prijsaanvraag): Dit referentienummer zorgt voor een goede koppeling met de geoffreerde voorwaarden.

In het geval van een discrepantie tussen een standaardprijs en een prijs die is vermeld in een offerte of ander vast schriftelijk stuk van Verkoper, zal Verkoper de lagere prijs respecteren wanneer blijkt dat deze van toepassing is op een bepaalde bestelling. Eventuele onduidelijkheden worden naar eigen goeddunken door Verkoper opgelost. Koper aanvaardt dat offertes van Verkoper verlopen en dat Verkoper speciale prijzen niet zal verlengen na de vervaldatum van de offerte.