

1. Validity

- 1.1 All sales, deliveries and services on the part of *Interflex Datensysteme GmbH* (hereinafter called "Interflex" or "we/us") are subject to the following *General Terms and Conditions* (GTC). It is understood that the Purchaser, by placing an order, signing the contract or accepting the first delivery/service at the latest, agrees to these terms and conditions for the entire period of the business relationship. Any additional, deviating or contradictory terms and conditions of the Purchaser are not valid, unless we expressly accept them in writing.
- 1.2 These GTC shall also apply to future contracts with the Purchaser. We do reserve the right to modify these GTC at any time with effect for the future.
- 1.3 These GTC shall apply only to entrepreneurs pursuant to § 14 of BGB (*German Civil Code*) if the contract is an integral part of the company's operation. They shall also apply to legal entities incorporated under public law and special entities subject to public law pursuant to § 310 Section 1 of BGB.
- 1.4 In the event that the contract or our order confirmation makes reference to same, terms and conditions in addition to these GTC may apply, in particular our *General Software Licensing Terms and Conditions* and *General Contractual Terms for Software and Hardware System Maintenance and Support* (GTC Maintenance). Within their scope of application they shall take priority over the provisions of these GTC.
- 1.5 This in no way affects the rights to which Interflex is entitled in accordance with the statutory provisions or other arrangements exceeding these GTC.

2. Quotations, Contract Formation, Subject Matter of Contract

- 2.1 Our quotations shall be subject to change. A contract is not binding unless and until a written acknowledgment of order has been issued by Interflex. An order confirmation, which is issued by us with the aid of an automated system and thus does not have a signature and the name of the signatory, is deemed as in writing. In the event that we should not confirm the order in writing, a contract shall be concluded at the latest upon execution of the delivery or service; in this case the delivery note shall be considered the order confirmation. Our written order confirmation shall be the sole instrument to determine the type and scope of goods or services.
- 2.2 All agreements made between our company and the Purchaser in terms of the performance of the formed contract shall be reflected in the contract in writing. Verbal collateral arrangements made prior to and during contract formation must be confirmed by us in writing for legal validity. Modifications and additions agreed upon after formation of the contract shall also be subject to our written confirmation.
- 2.3 Silence on our part with regard to quotations, orders, requests or other statements by the Purchaser shall not be construed as acceptance, unless agreed upon in writing in advance.
- 2.4 We reserve all the rights relating to the service and product descriptions, drawings, test programs and other documents that are made available to the Purchaser within the framework of the quotation or at a later time. These documents may only be made available to third parties after obtaining our prior written authorization. Even though product-describing information and technical specifications contained in such documents and in brochures, ads and other information and promotional materials are prepared with all due care, they do not represent any guarantees as to characteristics or any other warranties unless expressly identified as such. We reserve the right to make technical changes, even after formation of the contract if such changes do not have a significant impact of the agreed upon functionality of the object of delivery or services and are reasonable for the Purchaser.
- 2.5 We reserve the right to implement technically required changes to the object of delivery or services after the formation of the contract; in particular those caused by updates to technical changes as well as in the event of series changes of our suppliers, provided such changes do not have a significant impact on the agreed upon functionality of the object of delivery or services and these changes do not result in unreasonable changes for the Purchaser.
- 2.6 If over the course of executing the contractual relationship disagreements should arise between the parties with regard to the contents of data processing terms and symbols, quality requirements, format requirements and similar, compliance with the respective EN (European Standard) that is effective at the time the contract was formed shall be deemed agreed upon. Should a European Standard be subject to modification after the formation of the contract and prior to completion, Interflex shall abide by the requirements of the new standard to the extent reasonable.
- 2.7 Unless otherwise agreed upon, the sale and delivery of hardware and software shall be performed independent of any other service to be rendered for these products by our company or third parties. This shall apply in particular also to the adaptation of standard software to the specific needs of the Purchaser and to the production of custom software.

3. Prices and Terms of Payment

- 3.1 Our prices are quoted in EUR and are net prices. Any packaging and shipping charges shall be invoiced additionally. Quoted prices do not include VAT which will be added at the appropriate rate in effect at the time of invoicing.
 - 3.2 We shall bill the prices agreed upon during formation of the contract and which are based on the cost factors effective at the time. In the event that said cost factors, in particular those referring to material, wages, energy, dues, freight, etc. should change between the formation of the contract and the agreed upon delivery/service performance date, we have the right to adjust our prices accordingly, provided the time period between contract formation and agreed upon delivery/service performance date is not less than 4 months.
 - 3.3 Labor and services to be performed by us shall be charged based on time expended unless a lump sum price has been expressly agreed upon. Invoicing takes place at the sole discretion of Interflex on a monthly or quarterly basis or after service or work has been rendered. Upon our request, the Purchaser is obliged to make an appropriate advance payment.
 - 3.4 The Purchaser shall confirm the hours worked and work performed by our staff on the form presented to the former. Any travel time required or waiting periods for which we are not responsible shall be part of the hours worked.
 - 3.5 The travel expenses of our staff, in particular the cost of driving and accommodations as well as per diem shall be invoiced separately to the Purchaser.
 - 3.6 Our invoices are due and payable in net thirty (30) days after receipt. Payment is considered made on the date of receipt or on the date it is credited to our bank account. Bills of exchange and checks are only to be considered as payment after having been cashed. Payments by bill of exchange must be agreed upon in writing beforehand. The Purchaser shall pay the usual bank discount charges and other costs that might be incurred immediately and in cash. The risk of the method of payment shall be borne by the Purchaser.
 - 3.7 The Purchaser shall have the right to set off any counterclaim against our entitlements to payment only if the Purchaser's counterclaim has not been disputed by us or has been declared final by a court of law. The Purchaser shall have the right to assert any rights of retention only to the extent that the Purchaser's counter entitlement is based on the same contractual relation as our entitlement to payment.
- ### 4. Default of Payment, Deferral, Deterioration of Financial Situation
- 4.1 In the event that the Purchaser should be in default of payment, we have the right to charge interest at the legally valid rate for the duration of said default. The right to claim further damages shall remain unaffected.
 - 4.2 Should the Purchaser default on payment or specific reasons be given indicating the Purchaser's inability to pay, the processing of current orders will be discontinued and advance payment for all debt claims including those that are not yet due as well as bills of exchange and deferred amounts or adequate securities will be demanded immediately.
 - 4.3 We are entitled to withdraw from the contract either completely or in part if the financial circumstances of the Purchaser deteriorate significantly or the justified application for commencing insolvency proceedings or similar against the Purchaser's assets is rejected due to insufficient funds.

5. Period of Delivery and Performance

- 5.1 Unless expressly agreed otherwise in writing, the definition of periods or deadlines for the performance of deliveries and services is not binding. An agreed upon delivery or service period shall begin with the formation of the contract, however, not before the timely and proper fulfillment of the Purchaser's obligations to cooperation, especially not prior to complete provision of the documents, approvals and releases to be provided by the Purchaser as well as not before receipt of any agreed upon advance payment.
 - 5.2 In any event, compliance with the agreed upon delivery or service period by us shall be contingent upon the timely and proper fulfillment of the Purchaser's corresponding obligations to cooperate. Services or work performances to be rendered by Interflex shall be requested at least ten (10) workdays in advance.
 - 5.3 The delivery period is deemed observed if the object of delivery has left our plant prior to its expiry or if the ready-to-ship notice has already been sent. The performance period is deemed observed if the service has been rendered prior to its expiry or the work has been presented to the Purchaser for acceptance or in the event of contractually agreed upon testing, if the object of performance is available for implementation of such testing.
 - 5.4 Subsequent changes or additions that are agreed upon at the request of the Purchaser shall extend the delivery or performance period accordingly. The same applies to the occurrence of unforeseeable difficulties that are beyond our control, such as force majeure, industrial disputes, strikes, lockouts, delays in the delivery of key parts, raw or other materials. That shall also apply if our suppliers/subcontractors experience such circumstances in a manner that was not foreseeable for us. We are entitled to withdraw from the contract after expiry of a suitable grace period if we are no longer interested in the fulfillment of the contract as a result of the obstacles.
- ### 6. Delivery, Dispatch, Transfer of Risk, Insurance
- 6.1 We deliver ex factory carriage forward; any freight costs are borne by the Purchaser. Packaging will be charged at cost. Unless specified otherwise by the Purchaser in writing, we are entitled to determine the type of dispatch. Transport insurance is only taken out at the Purchaser's express request and at its expense.
 - 6.2 Partial deliveries and services are only permissible to a reasonable extent.
 - 6.3 In case of shipment of goods, the risk of accidental loss or deterioration passes over to the Purchaser at the latest with the shipment of the object. If shipment should be delayed due to circumstances that can be attributed to the Purchaser, the risk is transferred to the Purchaser on the date the ready-to-ship notice was sent. If the Purchaser arranges for pick-up, the risk is transferred to the Purchaser on the date the ready-for-pick-up notice was sent.
 - 6.4 The provisions under 6.3 also apply even if an assembly or installation of the object of delivery by us was agreed upon, unless the delivery, assembly or installation is performed under a service contract, in which case the risk shall not pass over before acceptance of the work. If acceptance should be delayed due to circumstances that can be attributed to the Purchaser, the risk is transferred to the Purchaser on the date the ready-for-acceptance notice was sent.

7. Acceptance of Work Performance

- 7.1 In the event that the object of our contractual service is a work performance and services (Werkleistung), acceptance shall be carried out after the agreed upon service has been rendered. Unless otherwise agreed, our performance and services do not depend on any obligation to transfer and/or provide hardware or software.
- 7.2 The Purchaser shall undertake to accept performance and services as soon as the former has been notified of their completion. Acceptance is to be confirmed and documented in an acceptance report and signed by both parties.
- 7.3 Acceptance may not be denied due to insignificant defects. We reserve the right to set a reasonable deadline for acceptance by the Purchaser; upon its expiration our service shall be deemed accepted.

8. Retention of Title, Assignment of Claim

- 8.1 We reserve the right to retain title to any and all goods delivered by us until all claims, including conditional and future claims, including secondary claims that we have vis-a-vis the Purchaser as a result of our business relationship, are paid and any bills of exchange and checks submitted for payment have been cashed. In case of an account current, the retained title serves as a security for our respective balance claims.
- 8.2 The Purchaser is obliged to handle the delivered product with all due care for the duration of the retention of title and is required at our request to adequately insure the goods at replacement value against damage for the duration of the retention of title. At our request the Purchaser must provide proof that it has taken out insurance. The Purchaser hereby reassigns to us any claims it has against the insurance up to the amount of our own claims. We hereby accept the assignment. If the assignment is not permissible, the Purchaser shall hereby instruct the insurance company to make the relevant payments only to us. This in no way affects any more extensive claims we may have.
- 8.3 The Purchaser has the revocable right to process or combine the delivered product with other objects at any time as part of the normal course of business. Processing or combination takes place for us without obligating us. In case of such processing or combination, Interflex acquires from the Purchaser co-ownership to the new or combined object based on the relation in which the invoice value of our product subject to retention of title relates to the sum of invoice values of all third-party products used including processing costs. The object resulting from the processing or combination shall also be subject to the same conditions that apply to the product delivered by us under retention of title.
- 8.4 The Purchaser shall have the right to sell the product we retain title to only as part of normal course of business, and only as long as the Purchaser is not in default of payment. The Purchaser is not authorized to otherwise dispose of the concerned product, in particular regarding the transfer of security and pledging. In case of resale, the Purchaser hereby assigns in advance the claims it has against its customers or third parties in the amount of the respective invoice amount for the product resold (including sales tax) plus a security surcharge of 10%. We hereby accept the assignments.
- 8.5 The Purchaser is entitled to collect claims assigned to us in accordance with the above Para. 8.4 until revoked by us, this revocation being admissible at any time. The collected amounts are to be transferred promptly to us. Upon request, the Purchaser is obliged to inform third-party debtors about the assignment to us and to provide us with the information and documents necessary for collection.
- 8.6 The Purchaser is not entitled to pledge our product subject to retention of title or assign it to a third party by way of security nor assign claims arising in connection with the sale to a third party or offset such nor agree to a prohibition of assignment with its consumers in regard to these claims. In case of a blanket assignment by the Purchaser, the claims assigned to us are to be expressly exempted.
- 8.7 At the Purchaser's request, we shall undertake to release any collateral to which we are entitled to the extent that their value exceeds that of the unpaid claims to be secured by more than 10%. We are entitled to select the objects that are to be released.
- 8.8 In the event of behavior or conduct violating the contract, in particular default on payments, impending suspension of payments or in case of an unsatisfactory credit report pertaining to the solvency or assets of the Purchaser, or if collections are enforced by a court of law, or if notes drawn upon the Purchaser are protested, and in the event that insolvency proceedings have been initiated against the Purchaser's assets, we shall have the right to seize the delivered product. The Purchaser is obligated to return the product. All costs incurred due to the recovery and the utilization of the product are to be paid by the Purchaser.

General Terms and Conditions of Interflex Datensysteme GmbH

- 8.9 The seizure of the product or enforcement of our retention of title shall not compel us to rescind from the contract. Such acts or the pledging of delivered products by us shall not constitute our rescission from the contract, unless we have declared such explicitly in writing. After the delivered product is collected, we are authorized to liquidate it. The income from liquidation shall be deducted from the payables of the Purchaser, less any reasonable liquidation costs.
- 8.10 In the event of default of payment as well as solvency problems due to a significant decline of assets, we shall furthermore have the right to revoke with immediate effect the Purchaser's authorization to resell the product to which we retain title and the right to collect claims assigned to us.
- 8.11 In case of distraint or other third-party actions, the Purchaser must promptly inform us in writing and to provide us with all necessary information so that we are able to assert our property rights. Moreover, the Purchaser must inform third parties about our property rights and shall participate in measures we undertake to protect the products subject to our right of retention. If the third party is not willing or capable of reimbursing us for court and private expenses while asserting our property rights, the Purchaser is obliged to replace the resulting loss, unless the Purchaser cannot be held responsible for the distraint or other third-party actions.
- 8.12 In case of delivery of products to other legal systems, where such provisions governing retention of title do not have the same protection as in Germany, the Purchaser shall grant us a corresponding security interest. If further measures are required, the Purchaser shall do everything to immediately grant us such a security interest. The Purchaser shall participate in all measures that are essential and necessary for the effectiveness and enforceability of such security interests.
- 9. Purchaser Involvement**
- 9.1 The Purchaser shall provide to us in a timely manner and at no cost to us any and all information and equipment in the Purchaser's sphere required for the rendering of the services to be performed by us and shall in due time request the participation or provision of services from third parties, which are prerequisites for the rendering of services by us. In the event that participation or provision services are not performed or requested in due time, delivery or performance dates shall be deferred in our favor at least by a time period equal to the delay in performing or requesting such acts. Any expenses incurred by us in vain or additionally shall be reimbursed to us by the Purchaser, unless the Purchaser can be held responsible for the delay. Any additional rights shall be reserved.
- 9.2 During the Purchaser's normal business hours, the Purchaser shall grant our employees any and all access to the premises required for fulfillment of the contract as well as adequate access to the Purchaser's systems (hardware and software). Failure to grant us such access or to grant the same during the agreed-upon times or to the required extent shall entitle us to bill the Purchaser separately for any expenses incurred by us in vain or additionally, unless the Purchaser can be held responsible for the failure to safeguard or improper safeguarding of access.
- 9.3 Changes in the Purchaser's system requirements shall be notified to us in a timely manner prior to the start of the services. Delays and additional costs resulting from changes in the performance of the service shall be for the Purchaser's account.
- 9.4 The Purchaser's participation shall ensure that any labor or service obligations we owe can be performed promptly upon arrival of our staff and that same can continue without delay through scheduled completion or acceptance by the Purchaser.
- 9.5 During required test runs and final acceptance tests, the Purchaser shall provide competent personnel who have the authority to assess and make decisions with regard to defects, approvals or final acceptances.
- 9.6 Should the Purchaser fail to meet the obligations pursuant to this Para. 9 or fail to perform same in a timely manner and we are thus prevented in providing proper performance, we are, after a reasonable grace period set by us elapses to no avail, entitled, but not obligated, to act as the Purchaser is required to do so on its behalf and at its expense. In all other respects, our legal rights and claims remain unaffected.
- 10. Copyrights, Software License Conditions**
- 10.1 The Purchaser shall undertake to comply with any copyrights as well as any other intellectual property rights pertaining to the delivered product or work product created within the scope of performance, in particular computer programs (software).
- 10.2 In case of delivery of software by another manufacturer (third party software), the Purchaser shall undertake to use the provided software only in compliance with the currently applicable license conditions of the manufacturer and in case of any further sale to require the buyer to accept the same terms and conditions if such resale is permitted.
- 10.3 In the absence of other agreements, the use of Interflex standard software shall be governed by our *General Software Licensing Terms and Conditions* in supplement to these General Terms and Conditions.
- 10.4 Unless otherwise agreed upon in writing, the Purchaser shall receive a non-exclusive license to the respective work product in the event that an individual software is produced based on the Purchaser's purchase order or if individual program adaptations are carried out (custom software). The Purchaser is not entitled to the disclosure of the source code or release of the development documentation. Moreover, the use of such custom software shall be subject to our *General Software License Terms and Conditions* in addition to these General Terms and Conditions.
- 11. Material Defects in Products and Performance**
- 11.1 If the parties have failed to agree on individual specifications or other written service descriptions for the delivery or performance, our general system description shall serve as the basis for the quality agreement. We assume no liability, especially no guarantees for quality and/or durability, unless expressly agreed otherwise in particular cases.
- 11.2 Shipments of goods shall be carefully inspected by the Purchaser immediately upon delivery, in as far as this can be reasonably expected by trial use, and any complaints as to defects shall be reported to us promptly and in writing, however, no later than seven business days after delivery; and in the event of concealed defects within seven business days after their discovery. When detecting and reporting deficiencies, the Purchaser shall follow our instructions and, if necessary, use the check lists that we have made available. In the event that the filing of a claim for defects is unjustified, we shall have the right to demand reimbursement of the expenses incurred from the Purchaser.
- 11.3 If deficiencies involving the object of delivery (in case of shipment of goods) have been reported in a timely manner and in case of deficiencies not recognized in the performance or excepted during the acceptance inspection, the Purchaser is still entitled to demand supplementary performance within a suitable time period set by the Purchaser. We are permitted to decide on the type of subsequent performance (correction of deficiency or subsequent delivery of object of delivery/new production of the work). We shall bear the expenses required for the subsequent performance, such as those for wages, material, transport and movement only to the extent that such expenses have not been increased by the fact that the delivery or service object has been relocated after performance to a place other than the location agreed-upon for delivery or service, unless said relocation corresponds with the intended purpose. Replaced parts become our property and shall be returned to us.
- 11.4 If our second attempt at the subsequent performance should fail as well, the Purchaser is entitled at its discretion to demand a price decrease in accordance with Para. 14 without prejudice to possible claims for damages or for reimbursement of expenses (reduction), to remedy the deficiency itself and demand compensation for the necessary expenses (applies only to performance of work) or to withdraw from the contract - if our violation of duty is not - insignificant.
- 11.5 Claims asserted by the Purchaser for deficiencies presupposes that the specifications, instructions, guidelines and conditions in the technical notes, user's manual, operating instructions and other documents of every individual object of delivery and performance are observed.
- 11.6 Claims for deficiencies shall not apply if the deficiency is due to the fact that the object of delivery or performance was altered by the Purchaser without authorization, in particular as a result of installment of third party parts or reprogramming of software in the case of software. Deficiencies caused by natural wear, wearing parts in particular, improper handling, installation, use or storage, effects of high temperatures, strong electromagnetic fields, moisture, dust or static charging and for deficiencies due to an unstable power supply are also not eligible for deficiency claims.
- 11.7 The statutory period of limitations for deficiency claims is one (1) year starting on the day of delivery (in case of deliveries) or as of acceptance inspection (for performance). Shortening the statutory period of limitations to one year also applies to claims arising in connection with unauthorized acts, which are based on a deficiency in the object of delivery or performance, except for our liability for damages resulting from breach of warranty or injury to life, limb or health, for intent and gross negligence and for product defects or if we have assumed a procurement risk.
- 11.8 If (a) the faulty object of delivery was used in accordance with its typical manner of use for a structure and has resulted in its defectiveness or (b) there is a deficiency in a structure or (c) it involved a work, the success of which in the provision of planning and monitoring services is significant for a structure, then the statutory period of limitation is five (5) years.
- 12. Warranty for Software**
- 12.1 Based on the current state of technology, it is not possible to absolutely rule out the occurrence of errors in software under all conditions of use. The object of the warranty is software that in general corresponds to the information contained in the respective program description. Unless an express warranty has been accepted by us, the information provided in the program description shall not be construed as a guaranteed characteristics as provided in §§ 443 and 639 of BGB.
- 12.2 A deficiency exists when the software does not perform the functions stipulated in the program description, delivers incorrect results, aborts operation in an uncontrolled manner or does not act in accordance with its specified functions in any other way so that the use of this software is insignificantly impaired.
- 12.3 We do not assume any responsibility for software errors that (a) are the result of incorrect use on part of the Purchaser and that could have been avoided by carefully consulting the program documentation; this also applies in case of non-existent or inadequate backup measures; (b) are based on the presence of a virus infection or other external influences that are beyond our control, such as fire, accidents, power failure, etc.; (c) can be attributed to errors in the hardware, operating system or third party software; (d) result from the fact that the software was used in a different system environment than the one approved by us or the software or system environment had been altered by the Purchaser or a third party without authorization.
- 12.4 In the event that errors should occur, the Purchaser shall undertake to provide us with all information required to perform an error analysis and take remedial action and to give us or any persons commissioned by us unrestricted access to the software and system of the Purchaser, on which it is installed. An error report must contain information about the type of error, the application in which the error has occurred as well as the work that was performed to eliminate the error. The error shall be described in such a way that it can be reproduced. If we carry out an error analysis at the Purchaser's request and no error is noted or identified within the meaning of Para. 12.2, we are entitled to demand the Purchaser to provide compensation for the expenses incurred during troubleshooting and error analysis.
- 13. Defects in Title**
- 13.1 We warrant within the scope of statutory requirements that objects and services rendered by us are free of third-party rights that would be in conflict with the Purchaser's contractual use of the objects.
- 13.2 In the event that a third party should assert such rights, the Purchaser shall immediately notify us in this respect and shall grant us any and all powers of attorney and authorizations required to defend the Purchaser against such asserted third-party rights.
- 13.3 If there is a defect in title, we are entitled to choose (a) to eliminate the third-party rights that encumber the contractual use of the object of delivery or service result or eliminate the allegation that such third party rights exist by taking appropriate measures, or (b) shall alter or replace the object of delivery or the service result in such a manner that they no longer violate on any third-party rights, provided the agreed upon functionality is not adversely affected as a result.
- 13.4 In the event that we should fail to eliminate the defect in title within a reasonable period set by the Purchaser, even after a second attempt, the Purchaser shall be entitled, at its discretion, to demand reduction (decrease in the agreed upon remuneration) without prejudice to possible claims for damages or for reimbursement of expenses in accordance with Para. 14 or to withdraw from the contract if the defect in title is not insignificant.
- 13.5 Para. 11.7 governs the statutory period of limitations for claims based on defects in title.
- 14. Liability**
- 14.1 We are liable under the statutory provisions if the Purchaser asserts claims for damages or reimbursement of expenses resulting from intent or gross negligence or non-compliance with written warranties (including the assumption of a procurement risk) and in cases of culpable injury to life, limb or health.
- 14.2 In case of slight negligence, we are only liable otherwise for the breach of a major contractual obligation. Major contractual obligations are such that arise in connection with the nature of the contract and are particularly important for fulfilling the contractual purpose. In case of violation of major contractual obligations by way of slight negligence, our liability is limited to foreseeable damage that typically occurs, however no more than EUR 500,000 per damage event; claims for damages and compensation for expenses become in such case time-barred within twelve (12) months.
- 14.3 In the event of loss of data, our maximum liability shall be limited to the expenses Purchaser would have incurred for reconstruction had data backup been adequate.
- 14.4 Any liability for damage or expense compensation beyond that stipulated in these GTC shall be excluded regardless of the legal nature of the claim asserted. The mandatory provisions of the Product Liability Act remain unaffected.
- 14.5 If our liability is excluded pursuant to these GTC, this exclusion shall also pertain to the liability of our organs, representatives and agents, in particular our employees.
- 15. Product Liability**
- 15.1 The Purchaser shall not change the objects of delivery, it will in particular not change nor remove any existing warnings relating to hazards or risks due to improper use of the objects of delivery. In case of violation of this obligation, the Purchaser indemnifies us inter partes from any third party product liability claims, unless the Purchaser is not responsible for the deficiency resulting in the liability event.
- 15.2 If we are forced to recall the product or issue a product warning due to a defect in the objects of delivery, the Purchaser agrees to cooperate to the best of its ability in measures that we deem necessary and appropriate and to support us, especially, in identifying the necessary customer data. The Purchaser is obliged to pay the costs of the product recall or warning, unless the Purchaser is not responsible for the product deficiency and the damage incurred under the principles of the product liability law. This in no way affects any more extensive claims we may have.
- 15.3 The Purchaser shall inform us immediately about any risks that it becomes aware of during the use of the objects of delivery and any possible product deficiencies.
- 16. Protection of Confidential Information**
- 16.1 Each contracting party shall treat any and all business and company secrets of the other party it becomes aware of within the framework of the business relationship as confidential and shall use such only for the purposes of the respective contract. The recipient shall not make such business and company secrets available to any third party and shall only permit employees to access such business and company secrets only to the extent necessary for the purpose of the respective contract.

General Terms and Conditions of Interflex Datensysteme GmbH

- 16.2 The obligation under Para. 16.1 shall not apply to such technical or business information that the recipient was already aware of before it obtained such from the other party, or to information that becomes part of the public domain without breach of this obligation, or that has been released for publication in written form by the other party.
- 16.3 The parties shall ensure by way of forming appropriate contractual agreements with its employees, representatives and other agents that the latter are subject to the corresponding confidentiality obligations.
- 16.4 The confidentiality obligation according to Para. 16 shall continue to apply and remain valid after the respective contract elapses.
- 17. Acceptance of Returned Product and Disposal**
- 17.1 The Purchaser assumes the responsibility to properly dispose of the delivered product after its termination of use at its expense in compliance with respective statutory provisions.
- 17.2 The Purchaser hereby indemnifies us as manufacturer from any obligations under § 10 Para. 2 of Elektro- und Elektronikgerätegesetz (ElektroG, German Electrical Equipment Act), (Rücknahmepflicht der Hersteller – Manufacturer's Obligation to Accept Returned Devices) and any relevant third party claims.
- 17.3 The Purchaser shall be required to contractually oblige any third party onto whom the Purchaser passes the delivered product that is subject to ElektroG and who does not use such product in a private household, to properly dispose of such product in compliance with statutory requirements at the end of its use and in the event that the third party in turn passes the product onto others, shall require them to subject their recipient to accept equivalent requirements accordingly.
- 17.4 If the Purchaser fails, contrary to the above Para. 17.3, to contractually oblige a third party onto whom the Purchaser passes the delivered product, to accept the disposal obligation and to in turn require their customers to do the same, the Purchaser shall remain obliged to accept the return of such delivered products at its expense at the end of their use and to properly dispose of such products in accordance with the applicable laws.
- 17.5 Our claims under Para. 17 do not become time-barred prior to expiry of two (2) years after the final discontinuation of the actual use of the device. The two-year period for suspension of statute of limitations shall begin at the earliest upon our receipt of a written notice from the Purchaser on the discontinuation of use.
- 18. Cross-border Deliveries, Export Control**
- 18.1 For cross-border deliveries, the Purchaser shall provide the competent authorities with any and all statements necessary for the export from Germany and import to the destination country in a timely manner and take any action, especially obtain any documents necessary customs clearance and satisfy the requirements on export controls or other restrictions on marketability. At our request, the Purchaser shall provide an end-user certificate that meets requirements of the currently applicable provisions.
- 18.2 Cross-border deliveries are subject to the proviso that the fulfillment is not impeded or impaired on the basis of any national or international regulations, in particular export control regulations and embargoes or other sanctions.
- 18.3 Delays due to export controls suspend the agreed upon delivery periods.
- 19. Data Privacy Notice**
- 19.1 Job-related contact details and data are collected, processed and used within the scope of the statutory provisions within the Allegion Group, to which Interflex belongs. Typically, such person-related data are used for communication (by phone, in writing or by e-mail) within the framework of order processing or regarding information about new updates and products by Interflex and Allegion as well as for voluntary customer satisfaction surveys and similar. Data are only transferred to countries outside the EU /EEA that provide for an adequate level of data protection and only to companies belonging to the Group or service providers stipulated by contract. Appropriate measures are taken to ensure that data privacy regulations are complied with by all persons concerned.
- 19.2 Upon request, we will provide information about data relating to the Purchaser and stored by us at any time. Contact our Data Privacy Officer for any further questions you have with regard to data privacy protection at Interflex and Allegion. The relevant e-mail address is interflex.datenschutz@allegion.com.
- 20. Final Provisions**
- 20.1 These provisions are governed by the laws of the Federal Republic of Germany. The application of the UN Convention on the International Sale of Goods shall be excluded.
- 20.2 Exclusive place of performance for both contracting parties is Stuttgart, Germany. Exclusive competent court is Stuttgart, Germany. We are nonetheless entitled to take the Purchaser to court at its general place of jurisdiction and at every other admissible place of jurisdiction.
- 20.3 Should any individual provision or any part of any provision of these GTC be or become void or unenforceable or if a loophole is determined herein, the validity of the remaining provisions is in no way affected. The contracting parties agree to replace the void and/or unenforceable provision with an effective or enforceable provision coming as close as possible to the sense, spirit and purpose of the void and/or unenforceable provision. In case of a loophole, such provision is deemed as agreed upon that comes as close as possible to the sense, spirit and purpose of these GTC as desired or would have been desired, if the contracting parties had considered the matter in the beginning.