



General Terms and Conditions

February 2025

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1. General

1.1 These General Terms and Conditions apply to all deliveries of products and services from Q-Inspect Ltd or its Affiliates (each of which is referred to as "Q-Inspect") to persons or entities (private, public, or governmental) issuing instructions (hereinafter, the "Client").

1.2 No terms and conditions other than these Terms shall be binding upon Q-Inspect and the Client unless agreed in writing by both Q-Inspect and Client. All terms and conditions contained in any prior communication which are different from or in addition to the Terms shall not be binding on Q-Inspect unless otherwise expressly agreed in writing by both Q-Inspect and Client.

1.3 Unless Q-Inspect receives prior written instructions to the contrary from Client, no other party is entitled to give instructions, particularly on the scope of the services or the delivery of reports or certificates resulting therefrom (the "Reports of Findings"). Client hereby irrevocably authorizes Q-Inspect to deliver Reports of Findings to a third party where so instructed by Client or, at its discretion, where it implicitly follows from circumstances, trade custom, usage, or practice.

2. PROVISION OF SERVICES

2.1 Q-Inspect will provide services using reasonable care and skill and in accordance with Client's specific instructions as confirmed by Q-Inspect or, in the absence of such instructions:

- (a) The terms of any standard order form or standard specification sheet of Q-Inspect; and/or
- (b) Any relevant trade custom, usage, or practice; and/or
- (c) Such methods as Q-Inspect shall consider appropriate on technical, operational, and/or financial grounds.

2.2 Information stated in Reports of Findings is derived from the results of inspection or testing procedures carried out in accordance with the instructions of Client, and/or our assessment of such results on the basis of any technical standards, trade custom or practice, or other circumstances which should in our professional opinion be taken into account.

2.3 Reports of Findings issued further to the testing of samples contain Q-Inspect's opinion on those samples only and do not express any opinion upon the lot from which the samples were drawn.

2.4 Should Client request that Q-Inspect witness any third-party intervention, Client agrees that Q-Inspect's sole responsibility is to be present at the time of the third party's intervention and to forward the results, or confirm the occurrence, of the intervention. Client agrees that Q-Inspect is not responsible for the condition or calibration of apparatus, instruments and measuring devices used, the analysis methods applied, the qualifications, actions or omissions of third-party personnel or the analysis results.

2.5 Reports of Findings issued by Q-Inspect will reflect the facts as recorded by it at the time of its intervention only and within the limits of the instructions received or, in the absence of such instructions, within the limits of the alternative parameters applied as provided for in clause 2.1(a). Q-Inspect is under no obligation to refer to, or report upon, any facts or circumstances which are outside the specific instructions received or alternative parameters applied.

2.6 Q-Inspect may delegate the performance of all or part of the services to an agent or subcontractor, and Client authorizes Q-Inspect to disclose all information necessary for such performance to the agent or subcontractor.

2.7 Should Q-Inspect receive documents reflecting engagements contracted between Client and third parties or third-party documents, such as copies of sale contracts, letters of credit, bills of lading, etc., they are considered to be for information only, and do not extend or restrict the scope of the services or the obligations accepted by Q-Inspect.

2.8 Client acknowledges that Q-Inspect, by providing the services, neither takes the place of Client or any third party, nor releases them from any of their obligations, nor otherwise assumes, abridges, abrogates or undertakes to discharge any duty of Client to any third party or that of any third party to Client.

2.9 All samples shall be retained for a maximum of 3 months or such other shorter time period as the nature of the sample permits and then returned to Client or otherwise disposed of at Q-Inspect's discretion, after which time Q-Inspect shall cease to have any responsibility for such samples. Storage of samples for more than 3 months shall incur a storage charge payable by Client. Client will be billed a handling and freight fee if samples are returned. Special disposal charges will be billed to Client if incurred.

3. OBLIGATIONS OF CLIENT

The Client will:

3.1 Ensure that sufficient information, instructions, and documents are given in due time (and, in any event not later than 48 hours prior to the desired intervention) to enable the required services to be performed.

3.2 Procure all necessary access for Q-Inspect's representatives to the premises where the services are to be performed and take all necessary steps to eliminate or remedy any obstacles to, or interruptions in, the performance of the services.

3.3 Supply, if required, any special equipment and personnel necessary for the performance of the services.

3.4 Ensure that all necessary measures are taken for safety and security of working conditions, sites, and installations during the performance of services and will not rely, in this respect, on Q-Inspect's advice, whether required or not.

3.5 Inform Q-Inspect in advance of any known hazards or dangers, actual or potential, associated with any order or samples or testing including, for example, presence or risk of radiation, toxic or noxious or explosive elements or materials, environmental pollution, or poisons.

3.6 Fully exercise all its rights and discharge all its liabilities under any relevant sales or other contract with a third party and at law.

4. FEES AND PAYMENT

4.1 Fees not established between Q-Inspect and Client at the time the order is placed, or a contract is negotiated shall be at Q-Inspect's standard rates (which are subject to change) and all applicable taxes shall be payable by Client.

4.2 Unless a shorter period is established in the invoice, Client will promptly pay not later than 30 days from the relevant invoice date or within such other period as may be established by Q-Inspect in the invoice (the "Due Date") all fees due to Q-Inspect, failing which interest will become due at a rate of 1.5% per month (or such other rate as may be established in the invoice) from the Due Date up to and including the date payment is actually received.

4.3 Client shall not be entitled to retain or defer payment of any sums due to Q-Inspect on account of any dispute, counter claim, or set off which it may allege against Q-Inspect.

4.4 Q-Inspect may elect to bring action for the collection of unpaid fees in any court having competent jurisdiction.

4.5 Client shall pay all of Q-Inspect's collection costs, including attorney's fees and related costs.

4.6 In the event any unforeseen problems or expenses arise in the course of carrying out the services, Q-Inspect shall endeavor to inform Client and shall be entitled to charge additional fees to cover extra time and cost necessarily incurred to complete the services.

4.7 If Q-Inspect is unable to perform all or part of the services for any cause whatsoever outside Q-Inspect's control, including failure by Client to comply with any of its obligations provided for in clause 3 above, Q-Inspect shall nevertheless be entitled to payment of:

- (a) the amount of all non-refundable expenses incurred by Q-Inspect; and
- (b) a proportion of the agreed fee equal to the proportion of the services actually carried out.

5. SUSPENSION OR TERMINATION OF SERVICES

Q-Inspect shall be entitled to immediately and without liability either suspend or terminate provision of the services in the event of:

5.1 Failure by the Client to comply with any of its obligations hereunder and such failure is not remedied within 10 days after notice of such failure has been notified to Client; or

5.2 Any suspension of payment, arrangement with creditors, bankruptcy, insolvency, receivership, or cessation of business by Client.

6. LIABILITY AND INDEMNIFICATION

6.1 Limitation of Liability:

(a) Q-Inspect is neither an insurer nor a guarantor and disclaims all liability in such capacity. Clients seeking a guarantee against loss or damage should obtain appropriate insurance.

(b) Reports of Findings are issued on the basis of information, documents, and/or samples provided by, or on behalf of, Client and solely for the benefit of Client who is responsible for acting as it sees fit on the basis of such Reports of Findings. Neither Q-Inspect nor any of

its officers, employees, agents, or subcontractors shall be liable to Client nor any third party for any actions taken or not taken on the basis of such Reports of Findings nor for any incorrect results arising from unclear, erroneous, incomplete, misleading, or false information provided to Q-Inspect.

(c) Q-Inspect shall not be liable for any delayed, partial, or total non-performance of the services arising directly or indirectly from any event outside Q-Inspect's control including failure by Client to comply with any of its obligations hereunder.

(d) The liability of Q-Inspect in respect of any claim for loss, damage, or expense of any nature and howsoever arising shall in no circumstances exceed a total aggregate sum equal to 10 times the amount of the fee paid in respect of the specific service which gives rise to such claim or US\$20,000 (or its equivalent in local currency), whichever is the lesser.

(e) Q-Inspect shall have no liability for any indirect or consequential loss including, without limitation, loss of profits, loss of business, loss of opportunity, loss of goodwill, and cost of product recall. It shall further have no liability for any loss, damage, or expenses arising from the claims of any third party (including, without limitation, product liability claims) that may be incurred by the Client.

(f) In the event of any claim, Client must give written notice to Q-Inspect within 30 days of discovery of the facts alleged to justify such claim and, in any case, Q-Inspect shall be discharged from all liability for all claims for loss, damage, or expense unless suit is brought within one year from:

(i) the date of performance by Q-Inspect of the service which gives rise to the claim;
or

(ii) the date when the service should have been completed in the event of any alleged non-performance.

6.2 Indemnification: Client shall guarantee, hold harmless, and indemnify Q-Inspect and its officers, employees, agents, or subcontractors against all claims (actual or threatened)

by any third party for loss, damage, or expense of whatsoever nature including all legal expenses and related costs and howsoever arising relating to the performance, purported performance, or non-performance of any services.

7. MISCELLANEOUS

7.1 If any one or more provisions of these General Conditions are found to be illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

7.2 During the course of providing the services and for a period of one year thereafter, Client shall not directly or indirectly entice, encourage, or make any offer to Q-Inspect's employees to leave their employment with Q-Inspect.

7.3 Use of Q-Inspect's corporate name or registered marks for advertising purposes is not permitted without Q-Inspect's prior written authorization.

8. GOVERNING LAW, JURISDICTION AND DISPUTE RESOLUTION

Unless specifically agreed otherwise, all disputes arising out of or in connection with Contractual Relationship(s) hereunder shall be governed by the substantive laws of Switzerland, exclusive of any rules with respect to conflicts of laws and be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said rules. The arbitration shall take place in Paris (France) and be conducted in the English language.