

General terms and conditions of delivery and payment of:

OneQ
Nummer 49
9091 BA Wijns
The Netherlands

Registered at the Chamber of Commerce in Leeuwarden under number: 011173550000

Clause 1: Applicability

1. These conditions are applicable to all offers and to all contracts regarding buying and selling and/or the carrying out of work and/or advisory work for OneQ, based in Wijns, hereafter to be referred to as “the user”.
2. The purchaser or the client, as the case may be, shall hereinafter be referred to as “the other party”. Should a provision below specifically refer to a situation where the other party is a natural person not acting in the course of a profession or business, such party shall be referred to as “the consumer”.
3. Other terms and conditions shall only form part of the agreement concluded between the parties if and insofar as both parties have expressly agreed this in writing.
4. In these general terms and conditions, “in writing” shall also be understood to mean: by email, by fax or any other means of communication which can, given the state of technology and generally accepted standards, be considered as equivalent thereto.
5. Should the other party accept and retain, without comment, a quotation or order confirmation which refers to these terms and conditions, the other party shall be deemed to have agreed to the application thereof.
6. Should (part of) a provision of these general terms and conditions not apply, this shall not affect the applicability of the remaining provisions.

Clause 2: Agreements

1. Agreements shall only become binding on written confirmation by the user.
2. Verbal arrangements shall only bind the user once these have been confirmed by the user in writing, or once the user has, with the consent of the other party, started to execute the agreement.
3. Supplements or amendments to the general terms and conditions or other changes or supplements to the agreement shall only become binding once they have been confirmed by the user in writing.

Clause 3: Offers

1. All offers, quotes, price lists etc. Of the user are without obligation unless they include a term of acceptance. If a quote c.q. offer comprises an non-obligatory offer and this offer is accepted by both parties, then the user has the right to retract the offer within 2 workdays.
2. The prices charged by the user as well as the prices given in the offers, quotations, price lists and suchlike are exclusive of VAT and any costs. These costs may include – but are not limited to – travelling expenses, transport costs and statements of expenses from third parties used. The above shall apply unless expressly indicated otherwise in writing.
3. Samples, brochures, drawings, models, specifications in terms of colour, dimensions, weight and capacity and other descriptions shown and/or provided are as accurate as possible, but

shall serve as an indication only. No rights may be derived from these, unless the parties have expressly agreed otherwise in writing.

4. The samples, brochures, drawings and suchlike referred to in the previous subclause of this clause shall remain the property of the user at all times, unless the parties have expressly agreed otherwise in writing. These must be returned at the first request of the user. They may not be duplicated or made available to third parties for inspection, unless the written consent of the user has been obtained.
5.
 - a. Should, between the date of the conclusion of the agreement and the execution of the agreement, wages, employment conditions or social insurance schemes and suchlike be amended by the government and/or collective industrial organisations, the user shall be entitled to pass the increases on to the other party. Should a new price list be issued by the user and/or suppliers and come into force between the aforementioned dates, then the user shall be entitled to charge the other party the prices given therein.
 - b. Where the agreement has been concluded with the consumer, price increases may be passed on and/or charged 3 months after the conclusion of the agreement. In the event of price increases within a period of less than 3 months, the consumer shall be entitled to dissolve the agreement.

Clause 4: Using third parties

If and insofar as this is required for the proper execution of the agreement, the user shall be entitled to have specific activities and/or deliveries carried out by third parties.

Clause 5: Provision of details for the purpose of advice

1. The opposite party is obliged to provide all details, which the user deems necessary for carrying out advice adequately according to the user's judgement, in the desired form and at a time to be arranged and communicated to the user.
2. The user reserves the right to stop with regard to the carrying out of the advisory work until the moment that the opposite party has fulfilled the obligations detailed in the previous point.
3. The opposite party ensures that the details to be provided are complete and correct. The opposite party safeguards the user against consequences resulting from the incorrect and/or incomplete provision of the details.
4. The opposite party will inform the user on time about developments taking place within his organisation and are relevant or can be relevant for the carrying out of the advisory work and the possible provision of supplementary and/or new commissions.
5. The user will handle the details given to him by the opposite party confidentially and will not provide them to third parties without the permission of the opposite party.

Clause 6: Delivery, delivery terms

1. Agreed terms within which the items must be delivered c.q. the (advisory)work, can be seen as final delivery terms, unless the parties expressly agree otherwise in writing. If the user does not fulfill all obligations mentioned in the contract on time, he should be reprimanded in writing.
2. On delivery c.q. carrying out of the (advisory)work in sections each delivery c.q. phase is seen as a separate transaction and can be invoiced per transaction by the user.
3. The risk regarding the delivered items c.q. the result of the (advisory)work is transferred to the opposite party at the moment of delivery.
4. Sending c.q. transport of the ordered items occurs in a way to be decided by the user, while being at the expense and risk of the opposite party. The user is not liable for damages, of

whatever form, connected with the sent items c.q. the transport, suffered by the goods. In any case, unless parties specifically agree otherwise in writing.

5. If it is not possible to deliver to the opposite party due to a cause related to the opposite party, the user reserves the right to refer the items for the account and risk of the opposite party. The user informs the opposite party in writing of the storage carried out and also sets a reasonable term during which the opposite party must enable the user to deliver the items.
6. If the opposite party after the term appointed by the user has expired, as appointed in the previous point of this article, is in arrears of his obligations, the opposite party after a single arrears of 1 (one) month, calculated from the date of storage and has the right for the user to terminate the contract in writing with immediate, without previous or further arrears, without legal intervention and without reimbursement of damages, costs and interests, whole or in part.
7. That specified in this article implies the obligation of the opposite party that which is agreed in the contract c.q. the price owed, as well as possible storage costs and/or other costs to be paid in full, without exemption.
8. The user shall be entitled to require - with regard to the fulfilment of the financial obligations of the other party - advance payment or security from the other party before commencing the delivery.

Clause 7: Progress, execution of contract

1. The user cannot in advance be obliged to begin the delivery of the items c.q. the carrying out of the (advisory)work, until after all necessary details are given and he has received the possible agreed (term)payment. Regarding delays in this respect, the given delivery terms will be adjusted.
2. When the deliveries c.q. the implemented (advisory)work cannot be implemented by causes outside of the fault of the user or without interruption, the user reserves the right to reclaim the resulting costs from the opposite party.
3. All expenses incurred by the user within the framework of the agreement at the request of the other party shall be entirely for the account of the latter, unless the parties have expressly agreed otherwise in writing.

Clause 8: Packaging

1. The reusable packaging in which the goods are delivered shall remain the property of the user and may not be used by the other party for purposes other than that for which it is intended.
2. The user shall be entitled to charge the other party a deposit for this packaging. The user shall be obliged to take back this packaging, provided that it is returned carriage paid, at the price charged to the other party, during a period following the delivery date and specified by the user.
3. Should packaging be damaged, incomplete or lost, the other party shall be liable for this loss or damage and shall lose its right to the repayment of the deposit.
4. Should this - in the opinion of the user - prove to be necessary, the other party shall be charged for packaging at cost price and the packaging shall not be taken back.

Clause 9: Complaints and returns

1. The opposite party is obliged directly after receiving the items to check them. If the opposite party sees visible faults, inconsistencies and/or defects, these should be indicated on the freight note c.q. indication note and immediately reported to the user, then the opposite party should inform the user within 48 hours after receiving the goods, followed by an immediate written confirmation of this to the user.

2. Other complaints must be submitted to the user by registered letter within 8 days of receipt of the goods and/or the completion of the work.
3. Without prejudice to the provisions of the previous subclauses of this clause, the provisions of subclause 9 of clause 10 shall also be taken into account where the agreement has been concluded with the consumer.
4. Should the aforementioned complaints not have been made known to the user within the periods stipulated above, the goods shall be deemed to have been received in a good condition.
5. The ordered goods shall be delivered in the wholesale packaging that the user has in stock. Minor deviations in respect of the given dimensions, weights, quantities, colours and suchlike shall not constitute shortcomings on the part of the user.
6. No complaints may be asserted in respect of imperfections in natural products, if, in the opinion of the user, these imperfections are related to the nature and characteristics of the raw material(s) from which the product has been made.
7. Complaints shall not have the effect of suspending the payment obligation of the other party.
8. The user must be given the opportunity to investigate the complaint. Should it prove to be necessary to return the goods for the complaint to be investigated, this shall only be for the account and risk of the user if the latter has given its express prior written consent for this.
9. In all cases, goods must be returned in a manner to be specified by the user and in the original packaging. Return shipments shall be for the account and risk of the other party, unless the user declares the complaint to be well-founded.
10. Should, after delivery, the nature and/or composition of the goods have been altered or the goods have been wholly or partially processed or treated, damaged or repackaged, any right to complain shall lapse.
11. In the case of valid complaints, the claim shall be settled pursuant to the provisions of clause 10.

Clause 10: Liability and guarantee

1. The user shall discharge its task as may be expected of a company in its line of business, but accepts no liability whatsoever for loss, damage or injury, including death and personal injury, consequential loss or damage, trading loss, loss of profits and/or losses due to business stagnation, which is the result of acts or omissions on the part of the user, its staff or third parties brought in by it, except in the case of intentional acts or omissions and/or deliberate recklessness on its part, or on the part of its board and/or its managerial staff.
2. Without prejudice to the provisions of the other subclauses of this clause, the liability of the user – for whatever reason – shall be limited to the amount of the net price of the goods delivered and/or work carried out.
3. Without prejudice to the provisions of the previous subclauses of this clause, the user shall never be required to pay compensation that exceeds the insured amount, insofar as the loss or damage is covered by insurance taken out by the user.
4. The user guarantees the customary normal quality and reliability of that which has been delivered; the actual useful life thereof can never be guaranteed.
5. Should visible defects, deficiencies and/or faults appear in the delivered goods, which must already have been present at the time of delivery, the user undertakes to repair or replace these goods free of charge, at its option.
6. Should the user obtain raw materials from third parties for the production of the goods, the user shall, as far as the behaviour and characteristics of such raw materials are concerned, rely on the information given to it by the producer or supplier of the raw materials in question. Based on the previous sentence, the user shall not be liable for loss or damage of any kind suffered in connection with the processed raw materials.
7. a. In all cases the period within which the other party can claim compensation for assessed

- loss from the user shall be limited to 6 months as from the time at which it was established that the compensation was payable.
- b. Contrary to the provisions under A of this subclause, a maximum period of 1 (one) year shall apply in respect of the consumer.
 8. The user shall provide the other party with further information about any guarantee applicable to the delivered goods. Should goods (re)sold by the user or parts thereof be subject to a manufacturer's guarantee, this guarantee shall apply between the parties in the same way.
 9. Where the agreement has been concluded with the consumer, the user shall observe the statutory guarantee periods.
 10. The other party shall lose its rights vis-à-vis the user, shall be liable for all loss or damage and shall indemnify the user against any claims of third parties in respect of compensation for loss or damage if and insofar as:
 - a. the aforementioned loss or damage has arisen as a result of injudicious use and/or use contrary to the instructions and/or advice of the user and/or injudicious safekeeping (storage) of the delivered goods by the other party;
 - b. the aforementioned loss or damage has arisen as a result of errors, omissions or inaccuracies in information, materials, raw materials, information carriers and suchlike which were provided to the user by or on behalf of the other party and/or the use of which by the user was prescribed by or on behalf of the other party;
 - c. the aforementioned loss or damage has arisen as a result of the other party itself or a third party acting on the instructions of the other party having treated or processed the delivered goods.

Clause 11: Payment

1. Payment must be made within 30 days of the date of invoice, unless the parties have expressly agreed otherwise in writing.
2. Should an invoice not have been paid in full after the expiry of the period referred to in subclause 1:
 - a. a credit restriction surcharge of 2% shall be charged to the other party as from that date, without further notice of default being required;
 - b. the other party shall owe the user default interest of 2% per month to be calculated cumulatively on the principal sum. Parts of a month shall be regarded as full months in this respect;
 - c. the other party, after having received a demand from the user in this regard, shall owe a minimum of 15% of the total of the principal sum and the default interest in respect of extrajudicial costs, with an absolute minimum of € 150.00;
 - d. the user shall be entitled to charge the other party an amount of at least € 20.00 in respect of administration costs for each payment reminder, demand and suchlike sent to the other party. The user shall refer to this in the agreement and/or on the invoice.
3. At the discretion of the user, the agreement may, in the aforementioned or similar circumstances, be wholly or partially dissolved without further notice of default or judicial intervention; this may or may not be combined with a claim for compensation.
4. Should the other party not have fulfilled its payment obligations on time, the user shall be entitled to suspend the fulfilment of the obligation to deliver and/or to carry out work entered into vis-à-vis the other party until the payment has been made or proper security has been provided for this. The same shall apply even before the other party is in default if the user has reasonable grounds to suspect that there are reasons to doubt the creditworthiness of the other party.
5. Payments made by the other party shall always be used to settle all interest and costs owed and then due and payable invoices which have been outstanding the longest, unless the

other party expressly indicates in writing, when making the payment, that the payment relates to a later invoice.

6. a. Should the other party, for whatever reason, have one or more counterclaims against the user, or acquire such counterclaims in future, the other party shall waive the right of setoff in respect of this/these claim(s). The said waiver of the right of setoff shall likewise apply should the other party apply for the (provisional) suspension of payment or be declared bankrupt.
- b. The provisions under A of this subclause shall not apply to agreements concluded with the consumer.

Clause 12: Intellectual property rights

1. The user is and shall remain the holder of existing and/or future intellectual property rights arising from and/or during and/or connected to the (execution of the) agreement.
2. It is explicitly stipulated that only the user shall be entitled to exercise the rights – including the publication or transfer of data - referred to in the previous subclause both during and after the end of the execution of the agreement.
3. The other party shall be entitled to a right of use in respect of the above only after having paid that which is owed to the user pursuant to a concluded agreement, unless the parties have expressly agreed otherwise in writing.
4. Should a right of use be acquired by the other party, this shall apply to use by the other party only, as a result of which the other party shall not be entitled to use the goods other than for its own use, nor to reproduce such goods, make them public or otherwise bring them to the attention of third parties.
5. By providing the user with information, the other party declares that this does not violate the copyright or any other intellectual property rights of third parties and shall indemnify the user in and out of court against any consequences, financial or otherwise, that (may) arise from this.

Clause 13: Retention of title

1. The user shall retain ownership of the goods delivered and to be delivered until the other party has fulfilled its payment obligations vis-à-vis the user in this regard. These payment obligations shall consist of paying the purchase price, plus claims in respect of work carried out connected to this delivery as well as any claims for compensation on account of the other party's failure to fulfil its obligations.
2. The other party may only resell the goods falling under the retention of title in the context of its normal business activities.
3. Should the user invoke the retention of title, the agreement concluded in this respect shall be regarded as having been dissolved, without prejudice to the right of the user to claim compensation for loss or damage, lost profit and interest.
4. The other party shall be obliged to inform the user immediately and in writing should third parties assert rights in respect of goods which are subject to the retention of title pursuant to this clause.

Clause 14: Pledge/ warrantage

Up to the time at which the other party has fulfilled all its payment obligations vis-à-vis the user in this regard, the other party shall not be entitled to give the delivered goods to third parties as security and/or to establish a nonpossessory pledge thereon and/or to place the goods under the actual control of one or more financiers for the purpose of storage (warrantage), as such actions shall be deemed to constitute attributable non-fulfilment on the part of the other party. In such a

case, the user may immediately suspend its obligations arising from the agreement or dissolve the agreement without being obliged to give any notice of default and without prejudice to the right of the user to claim compensation for loss or damage, lost profit and interest.

Clause 15: Bankruptcy, loss of power to dispose of property and suchlike

Without prejudice to the provisions of the other clauses of these terms and conditions, the agreement concluded between the other party and the user shall be dissolved without any judicial intervention and without any notice of default being required as soon as the other party is declared bankrupt, applies for the (provisional) suspension of payment, has execution levied against it, is placed in receivership or under administration or loses its power and/or legal capacity to dispose of its assets or parts thereof in any other way, unless the receiver or administrator acknowledges the obligations arising from the agreement as estate debt.

Clause 16: Force majeure

1. Should the user be unable to fulfil its obligations pursuant to the agreement concluded with the other party and this is due to non-attributable non-performance on the part of the user and/or on the part of third parties or suppliers brought in by the user for the execution of the agreement or should another important reason arise on the part of the user, the user shall be entitled to dissolve the agreement between the parties or to suspend fulfilment of the obligations vis-à-vis the other party for a reasonable period to be determined by the user, without being obliged to pay any compensation. Should the aforesaid situation arise once the agreement has already been partly executed, the other party shall be obliged to fulfil its obligations vis-à-vis the user up to that time.
2. Circumstances resulting in non-attributable non-performance shall include: war, riots, mobilisation, foreign and domestic civil commotion, government measures, strikes and lockouts by employers or the threat thereof and similar circumstances; disruption of the exchange rates existing at the time of the conclusion of the agreement; weather conditions, interruption of business operations as a result of fire, accidents or other incidents and natural phenomena, all this irrespective of whether the non-performance or late performance takes place at the user, its suppliers or third parties brought in by the user for the execution of the obligation.

Clause 17: Dissolution, cancellation/ termination

1. a. The other party waives all rights to dissolve the agreement pursuant to article 6:265 ff. Dutch Civil Code or other statutory provisions, unless mandatory legislative provisions oppose this. This shall apply subject to the right to cancel or terminate the agreement pursuant to this clause.
b. The provisions under A of this subclause shall not apply to agreements concluded with the consumer.
2. Cancellation shall, within the framework of these general terms and conditions, be understood to mean: one of the parties bringing the agreement to an end before any part of it has been executed.
3. Termination shall, within the framework of these general terms and conditions, be understood to mean: one of the parties bringing the agreement to an end after part of it has already been executed.
4. Should the other party terminate or cancel the agreement, it shall owe the user a payment, to be determined by the latter. The other party shall be obliged to compensate the user for all costs, loss or damage and lost profit. The user shall be entitled to set the costs, loss or

- damage and lost profit and – at its choice and depending on the work already carried out and/or deliveries already made – to charge the other party 20 to 100% of the agreed price.
5. The other party shall be liable vis-à-vis third parties for the consequences of the cancellation or termination and shall indemnify the user in this regard.
 6. Amounts already paid by the other party shall not be refunded.

Clause 18: Applicable law/ competent court

1. The agreement concluded between the user and the other party shall be subject exclusively to Dutch law. Disputes that arise from the agreement shall likewise be settled in accordance with Dutch law.
2. Contrary to the provisions of subclause 1 of this clause, the consequences pursuant to the law of property of the retention of title for goods intended for export shall, if the legal system of the country or state for which the goods are destined is more favourable for the user, be governed by that law.
3. Any disputes shall be settled by the competent Dutch court, unless the user is entitled to bring the matter before the competent court in the place where the user has its registered office, except where the subdistrict court has jurisdiction.
4. In the case of disputes with the consumer, the consumer shall have the right to stipulate, within 1 (one) month of having been notified by the user that the matter will be brought before the court, that he chooses to have the matter heard by the court with jurisdiction by law.
5. In the case of disputes that arise from an agreement where the other party has its registered office outside the Netherlands, the user shall be entitled to act in accordance with the provisions of subclause 3 of this clause or – at its choice – to bring the disputes before the competent court in the country or state where the other party has its registered office.

Date: 15 november 2007

