

**Baerlocher (M) Sdn Bhd (199201011861(243364-U))**

its subsidiaries and associate companies

GENERAL TERMS AND CONDITIONS OF SALE AND DELIVERY**1. Scope of Application**

- 1.1 All sales and deliveries of Baerlocher are made exclusively under the General Terms and Conditions of Sale and Delivery (GTC of Sale) which will apply to future transactions with customers. Customers are deemed to acknowledge the validity and applicability of these terms by placing the order or accepting the delivery. The GTC of Sale can be found on Baerlocher's website at www.baerlocher.com.my
- 1.2 Baerlocher rejects any conflicting terms and conditions unless Baerlocher has explicitly consented to the customers term and conditions in writing or in text form. Baerlocher's failure to object to any reference made by the customer in the documents submitted by the customer must by no means constitute consent to the customer's terms and conditions. These terms also apply if Baerlocher delivers without reservation while being aware of the conflicting general terms and conditions of the customer's business.

2. Offer and Contract Conclusion

- 2.1 Baerlocher's offers are non-binding and subject to change or modification and do not give rise to any obligation on the part of Baerlocher. They can be modified at any time with prior notice until a contract according to the General Terms and Conditions is concluded.
- 2.2 Upon confirmation of an order by Baerlocher sent in text form to the address the customer has provided, a contract is consummated whereby the content is exclusively dictated by the order confirmation. Oral agreements or promises of the contract need to be confirmed by Baerlocher to be valid.
- 2.3 If there is an excess delivery, the quantity actually delivered is considered as the quantity agreed upon unless the customer complains about the excess delivery. Purchasing price is increased by the amount that would have to be paid for the excess quantity delivered.

3. Delivery Times and Dates

- 3.1 Delivery times and dates are binding if confirmed by Baerlocher and the customer has communicated respectively all the information and documents required for the execution of the delivery and made down-payments, if any.
- 3.2 The date for delivery shall in every case be dependent upon prompt receipt of all necessary information, final instructions or approvals from the customer.
- 3.3 If a delivery period has not been expressly agreed upon, a reasonable delivery period shall apply beginning from the time that the Agreement is formed.
- 3.4 Unforeseeable events that are unavoidable by Baerlocher such as force majeure especially pandemics, lockdowns, war, natural disasters, lack of raw materials, epidemics, industrial action, labour disputes or other disturbances of the production facilities exempts Baerlocher from its obligation to deliver in due time. Compliance with agreed delivery dates and times depend on correct and timeous supply to Baerlocher by its pre-suppliers.



- 3.5 If the agreed delivery times are extended by the duration of delay, the customers will be informed by Baerlocher of the delay through a written notice, specifying its nature and anticipated duration. Parties could withdraw from the contract if the delay is not foreseeable or if it has exceeded 3 months.
- 3.6 Where the customer requests and Baerlocher agrees to postpone delivery or where delivery is postponed without default by Baerlocher, Baerlocher shall pay upon demand all reasonable costs and expenses including reasonable storage and transport costs. The customer shall pay for the products in accordance with these conditions as if the same had been delivered on the due date.
- 3.7 Partial deliveries can be made if there is legitimate cause that such delivery is in the customer's interest and is reasonably acceptable for him.
- 3.8 If there is delay in the delivery, the customer is only entitled to withdraw from the contract if Baerlocher is responsible for the delay and a grace period granted by the customer in a warning letter threatening non-acceptance of the delivery has expired. If partial deliveries have been made, customers will only be entitled to withdraw from the contract as a whole if the partial deliveries are of no interest to them.
- 3.9 Baerlocher will be entitled to properly store the goods to be delivered at the risk and expense of the customer and to withdraw from the contract after expiry of an adequate grace period granted to the customer if the customer breaches any obligation to cooperate.

4. Dispatch, Passing of Risk

- 4.1 Subject to special arrangements with the customer, Baerlocher is entitled to carry out the dispatch using a route of dispatch in its discretion.
- 4.2 Any packages provided by Baerlocher are left to the customer for up to two months from delivery of goods. An adequate package rent is paid in such duration, and the customer is obliged to discharge the packages provided by Baerlocher without undue delay. Baerlocher is obliged to collect the packages within a reasonable period after notice of readiness for collection has been given.
- 4.3 The risk of accidental loss and accidental deterioration shall pass to the customer or in the case of sale to destination on delivery of the merchandise to the carrier, freight forwarder or other person appointed to ship the merchandise.
- 4.4 The cost and replacement/ repair are on the customer if the packages get lost or are returned in unusable condition.
- 4.5 The risk passes to the customer upon hand-over of the goods to be delivered to the carrier or the customer himself. This also applies in the case that Baerlocher by exception agreed to bear the dispatch cost. If the hand-over is delayed for reasons imputable to the customer, the risk passes to the customer from the day when notice of readiness for dispatch is given.
- 4.6 The weight of the goods is calculated solely on the basis of the weight measured upon dispatch at the Baerlocher supply plant.
- 4.7 If Baerlocher and the customer agrees that Incoterms Provisions shall apply, Incoterms 2020 are deemed to apply.



5. Price/ Terms of Payment

- 5.1 The price calculated on the basis of the price list of Baerlocher valid at the time of contract conclusion applies unless a certain price is agreed upon.
- 5.2 Baerlocher prices are ex works, exclusive of the legal value -added tax and costs of packaging and dispatch. For delivery abroad, public charges and custom duties incurred in connection with the import of goods to be delivered are at the customer's expense.
- 5.3 Baerlocher shall be entitled at any time on written notice to make a reasonable adjustment to the price in the event of any alteration in quantity, design or specification requested by the customer.
- 5.4 Baerlocher reserves the right at any time prior to delivery and on written notice to increase the price if there is any increase in the cost of materials, labour, transport, utilities, foreign currency fluctuation or alteration of duties or if Baerlocher's costs are increased by any other factor beyond Baerlocher's control.
- 5.5 If the agreed delivery date exceeds four months after contract conclusion and an unforeseeable increase in the costs is incurred by Baerlocher such as wages, material or energy costs, Baerlocher can increase the price initially agreed upon in its discretion. Baerlocher will prove the increase in costs to the customer upon their request and customer could withdraw from the contract if there is a request of an adjustment of the price in the form of an increase. This has to be declared to Baerlocher within 1 week from receipt.
- 5.6 All Baerlocher invoices have to be paid within 30 days from invoice receipt. If the time limit expires without payment, the customer is in default of payment. The payment obligation is fulfilled if they payment is timeously credited to the account indicated by Baerlocher. For default of payment, Baerlocher is entitled to claim default interest at the statutory rate without prejudice to any further claim for damages.
- 5.7 Cash discounts are inapplicable if the customer is defaulting in payment of any amount of any other invoices of Baerlocher that are due for payment.
- 5.8 Payment by bill of exchange or cheque is only accepted after prior written agreement and on account of performance.
- 5.9 Concerning the customer's ability to pay or creditworthiness or when customer is in default of payment of other invoices, Baerlocher is entitled to request prepayment or the provision of security before delivery is made.
- 5.10 If customer is in default of payment, Baerlocher is entitled to suspend without notice all further deliveries on any contracts, to charge interest on a daily basis after as well as before judgment, on any amount outstanding.
- 5.11 Customer is only entitled to set-off if their counter claim is undisputed or is established by a final-non appealable court decision. They are entitled to retention to the extent that the counter claim is based on the same contract and is undisputed or has been established by a final non appealable court decision.
- 5.12 All payments made by the customer to Baerlocher under any contract subject to these conditions shall be made free of any restriction or condition and without deduction or withholding on account of any other amount and/or claim, whether by way of set-off or otherwise and whether such amount and/or claim is connected to any contract subject to these conditions or otherwise.



6. Electronic transmission of invoices (e-invoicing)

- 6.1 The customer agrees to the electronic transmission of invoices (e-invoicing). There is an agreement that hard copy invoices for sale and deliveries of Baerlocher will not be received by customer.
- 6.2 Baerlocher can transmit electronic invoices to the customer if the authenticity of the origin of the invoice and the integrity of the content are guaranteed by a qualified electronic signature or by electronic data interchange.
- 6.3 Baerlocher can transmit electronic invoices by email if the authenticity of the origin of the invoice and the integrity of the content are guaranteed by internal control procedures of Baerlocher which guarantees reliable audit trail between invoice and delivery.
- 6.4 Baerlocher is not obliged to transmit electronic invoices and may in its discretion decide to transmit its invoices as hard copy invoices constantly or from time to time especially in the case of technical problems or if the legal regulations of the recipient's country conflict.
- 6.5 The customer will communicate to Baerlocher a suitable electronic address for receiving invoices to enable electronic voice transmission. There is obligation to inform Baerlocher without undue delay of any change in address.
- 6.6 The customer guarantees that he is ready to receive invoices under the respective address. The customer is responsible for the verification of the authenticity of the origin, integrity (verification) and the storage of the electronically transmitted invoices consisting of a PDF File, a verification report and an XML file with the verification formats. He is responsible for compliance with the statutory obligations regarding accounting/ bookkeeping and archiving. If the invoice recipient concludes after verification that the authenticity of the origin and the integrity of the content of the invoice are not guaranteed, the invoice recipient will inform Baerlocher to that effect without undue delay.
- 6.7 Accordingly, the customer will specify to Baerlocher by electronic message those details which led to a negative result of the verification. The same approach is to be chosen if the invoice is incorrect as regards to the content. The correction of an invoice by Baerlocher is carried out by electronic means in accordance with these terms. The costs of the correction of the invoice are at the customers expense provided that the incorrectness of the invoice is imputable to him.

7. Quality

- 7.1 The target quality of the goods to be delivered at the time when the risk passes to the customer is determined exclusively on the basis of the specific arrangements between the parties regarding the quality, characteristics and performance features of the goods to be delivered. The parties undertake to fix the appropriate specifications in writing or in text form (e.g. email).
- 7.2 Any quality guarantees or product specifications need to be explicitly agreed in writing or in text form (e.g. email). In particular information contained in catalogues, price lists and other information material provided to the customer by Baerlocher must by no means be deemed to constitute a guarantee warranting a special quality of the goods to be arrived.
- 7.3 With regards to the application of the delivered goods, advices given by Baerlocher orally or in writing are not binding and do not release the customer from his obligation to inspect the goods himself as to whether they are suitable for the intended use. This applies if the delivered goods are generally recommended for a specific purpose of use.



8. Warranty

- 8.1 Goods sold hereunder are covered by warranty against defects in material only for a period of twelve (12) months from the passing of the risk.
- 8.2 This warranty is subject to:- (a) Any possible claim related to material quality must be notified to Baerlocher without undue delay upon detection, in writing, and should indicate the number of delivery bill, batch number, item reference code and rejected quantity, the products should be kept available in whole and not used or tempered with, otherwise guarantee provided by law or agreement is not valid; (b) Baerlocher will remedy the defect by elimination of defect or substitute delivery of non-defective goods (referred to "subsequent performance") within a reasonable time of the complaint being made. (c) in urgent situations where Baerlocher is in default of defect, the customer has the right to remedy the defect either by himself or through a third party, subject to prior notice to that effect stating the reasons for such an approach, and to claim from Baerlocher reimbursement of the necessary costs incurred for such a remedy.
- 8.3 This warranty does not apply to reasons imputable to the customer, e.g. improper use, improper application or improper treatment, unless defects are imputable to Baerlocher.

9. Liability and Damages

- 9.1 Baerlocher does not exclude liability arising for death or personal injury caused by its negligent or fraudulent misrepresentation.
- 9.2 Baerlocher shall not be liable for any losses, damages, costs and expenses directly or indirectly suffered by customer (including but without limitation to, loss of profits, loss of savings, loss of goodwill, loss of revenue or loss of contracts incurred by customer, whether anticipated or actual, or any special indirect or consequential damages of any nature whatsoever) or any action, claims and proceedings taken against the customer by any third party (e.g. application patents) or parties in connection with, incidental to and consequential upon the purchase, operation and use of the Goods, including but without limitation to, any losses and damages resulting from the interruption or defect in Goods.
- 9.3 Without prejudice, Baerlocher's aggregate liability for all claims made by the customer in relation to any Contract shall not exceed the contract price of the Goods, and the customer agrees to cover claims in excess of such amount.

10. Retention of Title

- 10.1 Baerlocher shall retain title in the delivery of goods until all payments specified in the delivery contract have been received by Baerlocher.
- 10.2 The customer shall not sell, pledge, or assign the goods as security to any third party. In the event of attachments, writs of seizure and sale, garnishee orders, confiscations or any other dispositions of the goods by any third party, the customer shall immediately notify Baerlocher of the same. Any application by a third party to commence winding up proceedings against the customer shall entitle Baerlocher to forthwith terminate the contract and demand the immediate return of the delivered goods in the even the delivered goods have not been paid in full.



- 10.3 In case the retention of title will be qualified as invalid in the country to which the goods have been forwarded, such security for the purchase price claim of Baerlocher shall be deemed to have been agreed upon, which can be validly stipulated in the respective country and which corresponds as close as possible to the retention of title from the economical point of view. The customer shall be committed to take and perform all steps and measures insofar as actually or legally necessary.

11. Termination

- 11.1 Without prejudice to any other rights or remedies of Baerlocher it shall be entitled in any of the following circumstances to terminate (in whole or in part) the Contract and/or to suspend deliveries and/or to receive upon demand payment of all monies due and payable by the customer:- (a) the customer makes or proposes any voluntary arrangement or any other composition or scheme or arrangement with or assignment for the benefit of its creditors; (b) the customer becomes subject to an administration order or becomes bankrupt or goes into liquidation; (c) the customer has a petition presented for its winding up or has an application made for the appointment of a provisional liquidator or has a creditors meeting convened pursuant to the Companies Act 2016; (d) an encumbrancer takes possession or a receiver or administrative receiver is appointed over any of the property or assets of the customer; (e) the customer becomes unable to satisfy its debts as they fall due or ceases or threatens to cease to carry on business; (f) Baerlocher reasonably believes that any of the events mentioned above or any equivalent or similar event under any relevant laws to which the Buyer or any connected person is subject has or may occur; (g) the customer or any connected person commits or allows to be committed any material breach of this Contract.
- 11.2 Baerlocher may be entitled, claim return of the goods subject to clause 10 and, subject to prior warning, use or realize them otherwise for the purpose of satisfying due claims of Baerlocher against the customer.

12. Force Majeure

- 12.1 Baerlocher shall not be liable for any failure to perform any of its obligations under the Contract for any reason whatsoever outside its reasonable control including without limitation, acts of God, fire, natural disasters, war, seizure, export ban, embargo or other official measures, strikes, riots, lock-outs, pandemic or other industrial action including trade disputes (whether such dispute involves its employees or not), shortage of raw materials or by any other act, restriction of energy consumption, serious transport accidents, labour disputes and matter or thing beyond its reasonable control.
- 12.2 In the event that Baerlocher does not perform its obligations by reason of any of the causes referred to in Clause 12.1 within six months after the time for performance either party may by written notice terminate the Contract without liability save that the customer shall pay for any Products delivered or completed at the time of termination.



13. Confidentiality

- 13.1 The information related to Baerlocher and its products being solely to Baerlocher, regardless of their nature and content and related support. They are strictly confidential and secret. Therefore, any divulcation or use, direct or indirect, of the said information without prior consent of Baerlocher in written form is expressly prohibited.
- 13.2 The chemical composition of samples and goods delivered by Baerlocher must not be analysed for any purpose outside the contractual relationship.

14. Data Privacy

- 14.1 The Customer acknowledges and agrees that Baerlocher and / or its affiliates may collect, use, process, disclose, transfer and retain the Customer's personal data and business contact information for purposes relating to the parties' contractual relationship, including the processing and fulfilment of orders, delivery of products and services, payment, account administration, customer support, regulatory compliance, audit, record-keeping and such other purposes as are necessary or incidental to the performance of this Agreement, in accordance with the Personal Data Protection Act 2010 and other applicable laws. Baerlocher may disclose such personal data to its affiliates and carefully selected service providers, contractors and professional advisers to the extent necessary for such purposes, provided that such recipients are subject to appropriate obligations of confidentiality and data protection.
- 14.2 The customer confirms represents and warrants that it has obtained all notices, consents, approvals and authorisations required under the Personal Data Protection Act 2010 and any other applicable laws for the collection, use, processing and disclosure of any personal data provided to Baerlocher pursuant to this Agreement. The Customer shall ensure that all personal data provided is accurate, complete and up to date and shall promptly notify Baerlocher of any changes.
- 14.3 The Customer shall indemnify and keep indemnified Baerlocher, its affiliates, directors, officers and employees against all losses, claims, damages, liabilities, penalties, costs and expenses (including reasonable legal fees) arising out of or in connection with any breach of this Clause 14 by the Customer or any failure by the Customer to comply with its obligations under applicable data protection laws.
- 14.4 Baerlocher IT systems utilise secure cloud infrastructure, and Customer's personal data may therefore be transferred to, processed or stored outside Malaysia, including on servers located in Germany and / or other jurisdictions used by Baerlocher parent company / affiliates, subject to appropriate safeguards. The Customer acknowledges and consent to such processing and international transfer.

Note if Indemnity Clause is required Baerlocher shall not be liable for and the customer shall indemnify Baerlocher against all costs, claims, damages, liabilities and expenses incurred by Baerlocher arising from any use by the customer of Products after the customer became or ought reasonably to have been aware of a defect.



15. Business Partner Compliance / Compliance with Code of Conduct & Laws

- 15.1 The Customer acknowledges that Baerlocher has adopted a Business Partner Policy and Code of Conduct, as amended from time to time, which forms part of Baerlocher's compliance management system. The Customer confirms that it has received, read and understood the Business Partner Policy and Code of Conduct and agrees to comply with its requirements throughout the duration of the business relationship with Baerlocher.
- 15.2 The Customer shall conduct its business ethically and in compliance with all applicable laws and regulations including, without limitation, competition and antitrust laws, anti-bribery and anti-corruption laws, export control, customs and sanctions laws, anti-money laundering legislation, data protection and privacy legislation, environmental laws, occupational health and safety legislation, labour and employment laws and / or human rights legislation and internationally recognised human rights principles.
- 15.3 The Customer shall maintain business practices consistent with internationally accepted standards of integrity and shall avoid conflicts of interest, maintain accurate books, records and accounting systems, comply with applicable tax laws, refrain from offering or providing gifts, hospitality or other benefits intended to improperly influence Baerlocher personnel and maintain appropriate internal controls to prevent fraud and corruption.
- 15.4 The Customer shall ensure that it and its subcontractors prohibit child labour, forced labour, bonded labour and human trafficking, provide fair wages and working conditions, prohibit discrimination and harassment, respect freedom of association and collective bargaining, where permitted by law, and maintain safe and healthy workplaces.
- 15.5 The Customer shall operate in an environmentally responsible manner, comply with all applicable environmental laws and take reasonable measures to minimise environmental impacts arising from its operations.
- 15.6 The Customer shall use reasonable efforts to ensure that its employees, agents, contractors and subcontractors engaged in connection with this Agreement comply with obligations equivalent to those contained in this Clause.
- 15.7 15.7 The Customer shall promptly notify Baerlocher if it becomes aware of any material breach or suspected breach of this Clause, any governmental authority commences any investigation relating to bribery, corruption, sanctions, labour practices, environmental matters or other compliance issues relevant to this Agreement or any circumstance arises which may materially affect its ability to comply with this Clause.
- 15.8 Upon reasonable prior notice and during normal business hours, Baerlocher may request reasonable information or documentation demonstrating the Customer's compliance with this Clause. The Customer shall cooperate reasonably with such requests, subject always to applicable confidentiality obligations and legal restrictions.
- 15.9 Any material breach of this Clause shall constitute a material breach of this Agreement.
- 15.10 Where reasonably capable of remedy, Baerlocher may require the Customer to implement an appropriate corrective action plan within a reasonable period.
- 15.11 Where the breach cannot reasonably be remedied or the Customer fails to remedy the breach within the required period or the breach involves bribery, corruption, sanctions violations, human rights abuses, forced labour, child labour or other serious misconduct, Baerlocher may immediately suspend performance or terminate this Agreement without liability by written notice.



15 General/The Final Provision

- 16.1 Baerlocher reserves its right to amend, add or substitute the provisions of these Terms and Conditions from time to time.
- 16.2 A notice required or permitted to be given by either party to the other under these Terms and Conditions shall be in writing addressed to that other party at its registered office or principal place of business or such other address as may at the relevant time have been notified pursuant to this provision to the other party giving.
- 16.3 No waiver of or delay or failure by Baerlocher to exercise any rights or remedies shall prejudice or preclude any future or further exercise thereof.
- 16.4 If any provision of these conditions shall be held invalid or unenforceable in whole or in part then the unaffected provision (or part of the provision, as the case may be) shall remain in full force and effect. Headings appear for convenience only and shall not affect the construction of these conditions.
- 16.5 Nothing in these conditions shall create a partnership, agency or relationship of employment between the parties.
- 16.6 A person who is not a party to this Contract shall have no right to enforce any terms of the Contract.
- 16.7 The parties agree that any disputes arising or in any way connected with the subject matter of these conditions and any Contract (whether of a contractual or tortious nature or otherwise) shall be governed by and construed in accordance with the laws of Malaysia and the customer and Baerlocher agree to submit to the exclusive jurisdiction of the Malaysian courts in relation to any matter or dispute (whether contractual or tortious) which may arise between them. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.
- 16.8 The current version of the Baerlocher Business Partner Policy and Code of Conduct is available on Baerlocher's website. Baerlocher may update its Business Partner Policy and Code of Conduct from time to time, and such updated version shall apply upon reasonable notice to the Customer, provided that no amendment shall materially alter the Customer's obligations in respect of contracts already concluded without the Customer's agreement.