

## General Terms and Conditions Xilloc Nexus Int BV

### 1 General

- 1.1 These terms and conditions shall apply to each and every offer, sale and delivery by Xilloc Nexus Int B.V., located in Sittard-Geleen, The Netherlands ("XN"), of goods and services to Client.
- 1.2 These terms and conditions shall also apply to all agreements between XN and the Client, if the execution calls for the services of third parties.
- 1.3 Possible deviations from these general terms and conditions shall only be valid provided they have been explicitly agreed upon in writing.
- 1.4 The applicability of the Client's possible purchase or other conditions is explicitly rejected.

### 2 Agreement, offers and confirmation

- 2.1 Offers shall be free of obligation. They shall be valid for a period of thirty (30) days.
- 2.2 An agreement exists only after it has been signed by XN and the Client. Further oral understandings are only binding to XN after they have been confirmed in writing by XN and the Client.
- 2.3 The Agreement between XN and the Client shall be entered into for an indefinite period of time unless the nature of the agreement dictates otherwise or if XN and the Client have agreed otherwise.

### 3 Execution of the Agreement

- 3.1 XN shall execute the agreement to the best of its knowledge and ability and in accordance with the requirements of good craftsmanship.
- 3.2 If and in so far required for the proper execution of the agreement, XN shall have the right to have certain work done by third parties.
- 3.3 The Client shall see to it that XN shall be provided in due time with all data and materials which are reasonably necessary or desirable for the timely and appropriate execution of the agreement by XN.
- 3.4 XN shall not be liable for damage of whatever nature caused by the fact that XN worked on the basis of incorrect and/or incomplete data provided by the Client, unless XN should have been aware of said incorrectness or incompleteness.
- 3.5 If XN and the Client have agreed that the agreement will be executed in stages, XN can suspend the execution of the parts belonging to a following stage until the Client has approved in writing the results of the stage prior to it.
- 3.6 Unless expressly stated otherwise in the agreement, all deliveries of goods shall be Ex Works, whereby XN, at the request of the Client, may arrange the carriage, with the proviso that all risks and costs will transfer to the Client when the goods are made available to the Client and when the goods are transferred to the carrier. The delivery condition shall be interpreted in accordance with the latest version of the Incoterms, published by the International Chamber of Commerce at Paris, France, at the time of the conclusion of the agreement.
- 3.7 Unless expressly stated otherwise in the agreement, any times or dates for delivery by XN are estimates and shall not be of the essence.

### 4 Changes to the agreement

- 4.1 If it is shown during the execution of the agreement that the work to be done needs to be changed and supplemented in order to ensure its proper execution, XN and the Client shall adapt the agreement accordingly in due time and in mutual consultation.
- 4.2 If a fixed fee has been agreed upon then XN shall indicate the degree to which the change or supplement to the agreement will result in an increase of said fee.

### 5 Subcontracting

- 5.1 XN shall be entitled to engage any subcontractor in connection with the supply of the goods.

### 6 Secrecy

- 6.1 XN and the Client shall be bound to secrecy of all confidential information they have received within the scope of the agreement from the other party. Information shall be considered to be confidential if the other party has indicated so or if the confidential character results from the nature of the information.
- 6.2 If a statutory provision or a judicial decision compels XN to convey confidential information to third parties designated by law or by the court and XN cannot for that purpose invoke a legal right to refuse to give evidence or such a right acknowledged or allowed by the competent court, XN shall not be held to pay damages or compensation and the Client shall not be entitled to demand the dissolution of the agreement on the ground of any damage resulting from said circumstance.

### 7 Intellectual property and copyrights

- 7.1 Unless expressly stated otherwise in the agreement, all intellectual property rights resulting from the execution of the agreement –including the patent right, the design right and the copy right, shall belong to XN. To the extent such right can only be obtained by a filing, only XN is entitled to do so.
- 7.2 Unless expressly stated otherwise in the agreement, XN has no obligation to implement an investigation to the existence of third-party rights, as patent rights, trademark rights, design rights, copyrights or portrait rights or to implement an investigation to the possibility to develop such protection in favour of the Client.
- 7.3 XN is entitled to mention or to remove its name on goods. The Client is not allowed to remove any designation by XN from XN's goods.
- 7.4 All documents, such as reports, advice, agreements, designs, sketches, drawings, software and prototypes etc., provided by XN, shall not be reproduced, made public, or brought to the notice of third parties by the Client, unless the nature of the documents and goods dictates otherwise and/or written consent by XN has been obtained.

### 8 Fee and price

- 8.1 XN and the Client can agree upon a fixed price or fee the moment the agreement is concluded.
- 8.2 If no fixed price or fee has been agreed upon, the price or fee for services of XN shall be determined on the basis of the number of hours actually spent on the work, calculated in accordance with XN's usual hourly rates unless a deviating hourly rate has been agreed upon.
- 8.3 The price or the fee and all other costs and expenses shall be exclusive VAT and other charges levied by the government.

### 9 Payment

- 9.1 To make the order definite, XN may request a down payment of the purchase price within two (2) days of entering into the Agreement.
- 9.2 If the Client cannot make the down payment as mentioned above, XN can terminate the Agreement.
- 9.3 XN is entitled to invoice on a monthly basis for work implemented and costs made in connection with the agreement.
- 9.4 Payment must be made within fourteen (14) days from the date of invoice by transfer to a bank account designated on the invoice.
- 9.5 Payments shall be made without discount or set-off excluding the settlement with pre-payments made to XN in accordance with the agreement.
- 9.6 If after the elapse of the payment term XN has not received the (full) payment, then the Client shall be in default by operation of law. In that event, the Client shall owe an interest equal to the Dutch legal trade interest in accordance with article 6:119a Dutch Civil Code.
- 9.7 All costs and expenses incurred by XN, as litigation costs and extrajudicial and judicial costs and expenses, including the costs for legal assistance, bailiff and debt-collection agencies shall be borne by the Client. The extrajudicial costs are deemed to be at least ten (10) % of the amount of the invoice.
- 9.8 Claims with respect to an invoice shall be submitted within eight (8) days after the date of the invoice. Thereafter the Client shall be deemed to have approved the invoice.

### 10 Non-employment of personnel

- 10.1 Throughout the duration of the agreement and for one year following termination thereof, the Client shall not hire or employ in any other way, be it directly or indirectly, staff of XN or of enterprises that XN has engaged to execute the present agreement and who are or were involved in the execution of the agreement.

### 11 Retention of title

- 11.1 All goods delivered by XN, possibly also including designs, sketches, drawings, films, software, (electronic) files, etc., shall remain XN's property until the Client has fulfilled all of its obligations under all agreements concluded with XN.
- 11.2 XN reserves the right to use the designs and image material of the transferred goods for promotional purposes etc.
- 11.3 If third parties seize goods delivered subject to retention of title or wish to establish or assert a right to them, Client shall be held to inform XN promptly thereof.
- 11.4 The Client shall undertake to insure the goods delivered subject to retention of title and to keep them insured against damage caused by fire, theft, explosion and water and make this insurance policy available for inspection on first demand.
- 11.5 Goods delivered by XN falling under the retention of title by virtue of the present article, may only be sold on within the framework of normal business activities and must never be used as instrument of payment.
- 11.6 In the event that XN wishes to exercise its ownership rights mentioned in the present article, the Client shall give XN or third parties to be appointed by XN, unconditional and irrevocable permission to access all sites and locations where XN's property might be found and to take these goods back.

### 12 Guarantee

- 12.1 XN solely guarantees construction and functioning of the parts of the goods delivered. This guarantee is valid for a period of twelve (12) months from delivery of the goods, provided that the instructions of use, provided with the delivery, are complied with.
- 12.2 The guarantee is only applicable if the fault is not attributable to the Client. The guarantee is at the option of XN limited to repairing by or on behalf of XN or replacement of the relevant part or good.
- 12.3 The Client needs to send the goods which qualify for repair or replacement at his own risk and expense to the address designated by XN. XN is entitled to send an invoice to the Client for transport charges for sending repaired or replacing goods to the Client.

### 13 Complaints

- 13.1 The Client must notify XN in writing of complaints about the work done within eight (8) days following their detection, but no later than within fourteen (14) days following completion of the work concerned.
- 13.2 If a complaint proves to be well-founded, XN shall do the work as agreed upon, unless such has become demonstrably useless in the meantime to the Client and such has been notified by the Client to XN in writing.

### 14 Liability

- 14.1 XN cannot be held liable for results which are not reached, because pursuant to the agreement it will only have an obligation to use best endeavours.
- 14.2 XN shall never be liable for indirect and consequential damage such as, but not limited to loss of profit, lost revenue or lost savings.
- 14.3 If XN is liable for direct damage, then said liability shall be limited to a maximum of the invoiced amounts. XN's liability shall at all times be limited to a maximum equalling the amount of the payment to be made by XN's professional liability insurer in the occurring event.
- 14.4 In the event of an assignment with a duration of more than 6 months, the liability shall, contrary to the stipulations under 3 of the present article, furthermore be limited to the part of the price or fee due for the last six months.

### 15 Indemnification and guarantee Client

- 15.1 The Client shall indemnify and hold XN harmless for claims of third parties with respect to the use of the results of the services of XN and the use of the goods delivered.
- 15.2 The Client shall indemnify and hold XN harmless against claims filed by third parties concerning intellectual property rights on material or data provided by the Client, which shall be used for and during the execution of the agreement.
- 15.3 If the Client provides XN with information carriers, electronic files or software etc., the former shall guarantee that said information carriers, electronic files or software are free of viruses and defects.

### 16 Force Majeure

- 16.1 XN and the Client shall not be held to fulfil any of their obligations if they are hindered to do so by force majeure.
- 16.2 In addition to the provisions of the law and the judge-made law in this respect, force majeure shall in the present general terms and conditions furthermore be understood to be any external circumstance, be it envisaged or not, on which XN cannot have any influence but which prevents XN from fulfilling its obligations. Strikes at XN's company shall also be understood to be a circumstance of force majeure.

### 17 Cancellation

- 17.1 XN and the Client shall be entitled to cancel the agreement at all times.
- 17.2 If the agreement is terminated prematurely by Client, XN shall be entitled to compensation of the loss of capacity utilisation caused by said premature termination and committed external costs, unless the termination is based on facts and circumstances which can be attributed to XN. If the agreement is terminated during the design phase, the costs incurred will be charged to the Client. If the agreement is terminated during the production phase, the Client shall be invoiced for the full amount quoted in this agreement.
- 17.3 If the agreement is terminated prematurely by XN, it shall see to it in conjunction with the Client that the work still to be done be transferred to third parties, unless the termination is based on facts and circumstances which can be attributed to the Client. If the transfer of the work still to be done entails extra costs for XN, said costs shall be charged to the Client.

### 18 Suspension and dissolution

- 18.1 XN shall be authorized to suspend the fulfilment of the obligations under the agreement or to dissolve the agreement, in the event that:
- The Client does not fulfil or does not fully fulfil his obligations resulting from the agreement;
  - After the agreement has been concluded, XN learns of circumstances giving good ground to fear that the Client will not fulfil his obligations and the shortcoming justifies suspension or dissolution;
  - Other circumstances arise of such a nature that the unaltered maintenance of the agreement can no longer be demanded in all reasonableness.
- 18.2 If the agreement is dissolved, XN's claims against the Client shall be forthwith due and payable.
- 18.3 XN shall always retain the right to claim damages.

### 19 Limitation of action

- 19.1 No action by the Client shall be brought unless the Client first provides written notice to XN of any claim alleged to exist against XN within thirty (30) days after the event complained of first becomes known to the Client and an action is commenced by the Client within twelve (12) months after such notice.

### 20 Applicable law and jurisdiction

- 20.1 The laws of The Netherlands apply to this agreement excluding principles of conflict of laws. The applicability of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.
- 20.2 The court in Maastricht, The Netherlands shall have exclusive jurisdiction to hear actions. Nevertheless, XN shall be entitled to submit the dispute to the court deemed competent by the law.

### 21 Patient data regulation

- 21.1 In case the Client provides XN with patient data, all efforts are undertaken to comply with the General Data Protection Regulation (GDPR).
- 21.2 By providing the patient data, the Client confirms that the disclosure of any information is done in accordance with applicable privacy regulations and legislation and written acceptance of the patient for charging patients data with a third party.

