



General Conditions of Sale of WIKAI Croatia d.o.o.

1. Scope

1. These General Conditions of Sale shall apply only to entrepreneurs exercising commercial or independent professional activities and legal entities under public law. They shall apply to any and all business relations between WIKAI Croatia d.o.o. (hereinafter referred to as “WIKAI”) and the customer, even if not mentioned in subsequent contracts. They shall apply accordingly to work performances and services. In case of work performance, taking of the delivered products shall be replaced by acceptance of work, and in case of services by receipt of the service.
2. Any terms and conditions of the customer conflicting with, in addition to, or deviating from these General Conditions of Sale shall not form subject matter of the contract unless WIKAI consented to their applicability in writing. These General Conditions of Sale shall also apply in case WIKAI unconditionally effects delivery to the customer, having knowledge of its conflicting, additional, or deviating terms and conditions.
3. Any conflicting agreements between WIKAI and the customer made in addition to or deviating from these General Conditions of Sale and entered into for the purpose of performing a contract shall be laid down in the contract in writing. This also applies to the deletion of this requirement for written form.
4. Rights exceeding these General Conditions of Sale that WIKAI is entitled to pursuant to legal provisions or other agreements remain unaffected.



2. Conclusion of Contract

1. Offers quoted by WIKAI are subject to change and non-binding.
2. Illustrations, drawings, specifications as to weight, dimension, performance, and consumption as well as any other descriptions of the products contained in the documents pertaining to the offer shall only be approximate unless expressly specified as binding. They constitute neither agreement nor guarantee as to the characteristics or durability of the products unless explicitly agreed as such in writing. Expectations of the customer with respect to the products or the use thereof do not constitute any agreement or guarantee.
3. WIKAI reserves all rights of ownership, copyrights, and any other property rights to all offer documents, in particular illustrations, drawings, calculations, brochures, catalogues, models, samples, and tools. Such documents must not be made available to third parties. The customer shall return upon WIKAI's request to WIKAI all offer documents that are no longer necessary in the ordinary course of business. For orders according to customer specifications, the customer is liable for a possible violation of third-party rights or property rights and indemnifies WIKAI against such claims unless the customer has not committed a breach of duty or is not responsible for this breach of duty.
4. Orders are not binding until they have been confirmed by WIKAI within two weeks in a written order confirmation or until WIKAI performs the order, in particular by sending the products. Any order confirmation processed by use of automatic appliances and lacking signature and name is considered a written order confirmation. Silence of WIKAI as to offers, orders, requests, or other declarations of the customer is deemed consent only if there is a prior written agreement to that effect. To the extent the order confirmation contains obvious errors, misspellings, or miscalculations, WIKAI shall not be bound to it.
5. If the customer's financial situation deteriorates significantly or the justified application for opening insolvency or comparable proceedings concerning the customer's assets is rejected for lack of assets, WIKAI may rescind the contract in whole or in part.



3. Scope of Service and Acceptance

1. The written order confirmation of WIKAI is authoritative for the scope of delivery. Changes to the scope of supplies and services by the customer require the written confirmation of WIKAI to be effective. The products are subject to modifications in construction and form to the extent such modifications are customary in trade or lie within the DIN tolerances or are insignificant and thus acceptable to the customer. This applies accordingly to the choice of materials, the specification, and the construction type.
2. Delivery in parts is permissible unless the customer cannot be reasonably be expected to accept a delivery in parts and WIKAI's interests are taken into account at the same time.
3. WIKAI reserves the right to make excess or short deliveries of up to 5% of the scope of delivery for technical reasons. Claims for defects shall be excluded in this case.
4. The customer shall be obliged to formally accept the work performed by WIKAI. The customer shall not be entitled to refuse a formal acceptance because of insignificant defects. For a formal acceptance, the customer has to sign an acceptance certificate. It shall also be considered as formal acceptance if WIKAI has set the customer a reasonable period for acceptance after completion of the work and the customer has not refused acceptance within this period by indicating at least one defect or if the customer starts operating the products or using them in any other way. WIKAI shall be entitled to request acceptance of partial deliveries.

4. Delivery Dates and Periods

1. Delivery dates must be agreed in writing. Delivery dates are non-binding unless specified by WIKAI as binding in advance in writing.
2. The delivery date shall be deferred by an adequate period of time if the customer does not provide the documents and approvals to be provided by it or grant the required releases in due time, or if not all technical matters have been completely clarified in due time, or if the agreed down-payment or, in case of an international order, the entire payment has not be received by WIKAI in due time. All delivery dates and periods are subject to the due and timely fulfilment of all other obligations of the customer.
3. The delivery period is deemed to have been met if the products have left the factory before this period has expired or if WIKAI has communicated that the products are ready for dispatch or collection. All delivery dates and periods are subject to the fact that WIKAI receives its own supplies in due form and especially in due time unless WIKAI is responsible for this situation of inadequate supplies. If WIKAI has not duly and timely received its own



supplies, WIKAI shall be entitled to rescind the contract. WIKAI shall promptly inform the customer in case it exercises its right of rescission and shall return any performances made by the customer.

4. In case of cross-border deliveries, the customer shall furnish the competent authorities in due time with all declarations and shall take all measures required for export from Croatia and import to the country of destination, in particular procure the documentation required for customs clearance and comply with the export regulations or other limitations as to the merchantability of the products. The delivery shall be subject to the reservation that performance of the delivery is not hindered through national or international regulations, particularly regulations controlling exports as well as embargoes or other sanctions. Delays due to export inspections or licensing procedures suspend deadlines and delivery times.
5. In case of delay in delivery, the customer is entitled to rescind the contract after a reasonable grace period which it has set WIKAI upon commencement of the delay in delivery has expired unsuccessfully.
6. Should WIKAI and the customer have entered into a framework contract on future deliveries with fixed delivery periods and dates, and should the customer fail to call the products in due time, WIKAI is entitled to deliver and invoice the products after a reasonable grace period set by WIKAI has expired unsuccessfully, to rescind the contract, or to claim damages or reimbursement of expenses. The right to claim damages or reimbursement of expenses shall not apply if the customer is not responsible for the failure to call the products in due time.

5. Prices and Payment

1. Unless specific agreements are made to the contrary, all prices apply ex works and are exclusive of shipping and packaging costs, insurance, statutory taxes, customs duties, or other levies. The costs incurred in this context, in particular the costs for packaging and transport of the products, will be invoiced separately. Statutory VAT will be shown separately on the invoice at the statutory rate valid on the day of invoicing.
2. Orders without expressly agreed fixed prices and with a delivery period or date of at least two months following the conclusion of contract will be invoiced at the list prices of WIKAI valid on the day of delivery. The recording of the list price valid on the order date on the order form or order confirmation does not constitute agreement of a fixed price. The customer shall be entitled to rescind the contract to the extent prices are increased by more than 5%. The customer will promptly notify WIKAI upon the latter's request of whether or not it will exercise such right of rescission. If production-related price increases occur by the



date of delivery, WIKAI shall, irrespective of the offer and order confirmation, be entitled to adjust the prices accordingly.

3. Unless a separate agreement is made to the contrary, the delivery price is payable net within 30 days following the invoice date. The day of payment is considered the day WIKAI is able to dispose of the delivery price. If the customer defaults payment, it shall pay default interest of 9 percentage points above the respective base interest rate p.a. Further claims by WIKAI remain unaffected.
4. In case of international orders, payment shall, in derogation of Para. 3 above, take place prior to delivery unless otherwise agreed in advance in writing.
5. Bills of exchange and cheques will only be accepted by way of provisional performance. This shall also apply to payment by credit card or Purchase Card. Performance is deemed to have been effected if the respective amount has irrevocably been credited to WIKAI. The customer shall bear the costs incurred through payment by way of bill of exchange, cheque, credit card, or Purchase Card, in particular all expenses relating thereto.
6. If an order is cancelled without justification, WIKAI shall be entitled to request a cancellation fee amounting to 10 % of the net order value. The customer is entitled to prove that WIKAI has not incurred any damage or only a considerably lower damage. Further claims by WIKAI remain unaffected.

6. Passing of Risk

1. The risk of accidental loss and accidental deterioration shall pass to the customer as soon as the products have been handed over to the person effecting transport or have left the warehouse of WIKAI for purposes of shipment. In case the customer collects the products, the risk of accidental loss and accidental deterioration shall pass to the customer upon notification of readiness for collection. Sentences 1 and 2 above shall also apply to partial deliveries or if WIKAI has assumed additional services, e.g., the transport costs or assembly of the products at the customer's site.
2. If the customer falls into default in accepting the products, WIKAI is entitled to demand compensation for the damage incurred including possible additional expenses unless the customer is not responsible for non-acceptance of the products. In particular, WIKAI may store the products at the expense of the customer as long the latter is in default of acceptance. The costs for storing the products are fixed at a rate of 0.5% of the net invoice value for each commenced calendar week of default. Further claims by WIKAI remain unaffected. The customer is entitled to prove that WIKAI has incurred lower or no costs at all. The same applies if the customer violates any other obligations to cooperate, unless the



customer is not responsible therefor. The risk of accidental loss and accidental deterioration of the products shall pass to the customer at the latest at the time the customer falls into default of acceptance. WIKAI is entitled to otherwise dispose of the products after the unsuccessful expiry of a reasonable period set by WIKAI and to supply the products to the customer within a reasonably extended period.

3. In case shipping is delayed due to circumstances WIKAI is not responsible for, risk shall pass to the customer upon notification of shipping readiness.
4. The delivered products must be accepted by the customer even if they have minor defects, without this affecting its claims based on defects.

7. Warranty Claims

1. The rights of the customer to assert claims based on defects presuppose that the customer inspects the delivered products upon receipt, to the extent reasonable also by way of trial processing or trial use, and notifies WIKAI of any apparent defects in writing without delay, however no later than two weeks after receipt of the products. Hidden defects must be reported to WIKAI in writing promptly after their discovery. The customer must describe the defects in writing when notifying WIKAI of them. The assertion of claims based on defects by the customer further presupposes that any and all specifications, statements and conditions shown in the technical instructions, construction manuals, operating manuals, planning and design guidelines, and other documents pertaining to the individual products are complied with during planning, construction, mounting, connection, installation, start-up, operation, and maintenance of the products, in particular that maintenance works are duly carried out and evidenced, and that recommended components are used.
2. In case the products are defective, WIKAI shall at its own choice render subsequent performance either by removing the defect or by delivering a product free of defects. When rendering subsequent performance, WIKAI shall be obligated to bear all expenses required in this respect, in particular transport, shipping, personnel, and material costs, unless such expenses are increased due to the fact that the products were shipped to a place other than the delivery address. Costs for personnel and material asserted by the customer in this context shall be invoiced at cost price. Replaced parts pass into the ownership of WIKAI and shall be returned to it.
3. In case WIKAI is not prepared or able to render subsequent performance, the customer may, without prejudice to any claims for damages or reimbursement of expenses, at its own choice either rescind the contract or reduce the delivery price. The same shall apply in case subsequent performance fails, is unacceptable for the customer, or is unreasonably delayed for reasons attributable to WIKAI.



4. The customer's right to rescind the contract is excluded if the customer is unable to return the performance received and this is not attributable to the fact that return is impossible due to the nature of the performance received, or WIKAI is responsible for it, or the defect was not revealed until the product was processed or modified. The right to rescind is also excluded if WIKAI is not responsible for the defect and if the customer must compensate the value instead of returning the performance.
5. The assertion of claims based on defects is excluded if the defect results from natural wear and tear in particular of wear parts or is due to improper handling, mounting, operation, or storage, or faulty modification or repair of the products performed by the customer or third parties. The same shall apply to defects attributable to the customer, in particular in case the defect is based on chemical, physical, or thermic factors which are unusual and which the customer did not point out to WIKAI in writing. The same applies to defects resulting from a technical cause other than the original defect.
6. Claims of the customer for reimbursement of expenses instead of claims for damages in lieu of performance are excluded unless a reasonable third party would also have incurred such expenses.
7. WIKAI does not assume any warranty, in particular no warranty of quality or durability, unless otherwise agreed in writing.
8. The limitation period for claims based on defects asserted by the customer shall amount to one year unless a consumer goods purchase (end customer is a consumer) takes place at the end of the supply chain. To the extent the defective products were used for a building in accordance with their intended use and have caused its defectiveness, or to the extent the defect is building-related, the limitation period shall amount to five years. The limitation period of one year shall also apply to claims in tort based on a defect of the products. The limitation period begins when the products are delivered. The limitation period of one year shall not apply to the unlimited liability of WIKAI for damages resulting from a breach of a guarantee or from harm to life, physical injury, or harm to health, for intent and gross negligence, and for product defects, or to the extent WIKAI has assumed a procurement risk. A comment of WIKAI on a claim based on defects asserted by the customer shall not constitute an opening of negotiations on such claim or on the facts giving rise to the claim, provided that WIKAI rejects the claim based on defects to the full extent.

8. Liability of WIKAI

1. WIKAI is liable, without limitation, for damages resulting from a breach of warranty or from a violation of life, body or health. The same applies to intent and gross negligence, or to the extent WIKAI has assumed a procurement risk. In the case of slight negligence, WIKAI is



only liable if substantial obligations are violated which result from the nature of the contract or which are of special significance for achieving the purpose of the contract. In the case of violation of such obligations, delay or impossibility, WIKAI's liability is restricted to such damage as can be typically expected to result from the scope of this contract. Mandatory statutory liability for product defects remains unaffected.² In as far as WIKAI's liability is excluded or limited, this also applies to the personal liability of the staff, workers, employees, representatives and agents of WIKAI.

9. Product Liability

1. The customer will not modify the products; in particular, it will not modify or remove existing warnings about risks due to improper handling of the products. In case of breach of this undertaking, the customer shall internally indemnify WIKAI from and against any and all product liability claims asserted by third parties unless the customer is not responsible for the modification of the products.
2. In the event WIKAI is caused to call back or send a warning notice due to a defect in the products, the customer shall use its best efforts to support WIKAI and take part in all reasonable measures that WIKAI deems reasonable and appropriate; the customer shall in particular assist WIKAI in obtaining the necessary customer data. The customer shall bear the costs for the product recall or warning notice unless it is not responsible for the defect in the products and the loss occurred according to the principles of product liability laws. Further claims by WIKAI remain unaffected.
3. The customer will promptly inform WIKAI in writing about any and all risks in connection with the use of the products and any possible defects in the products that become known to it.



10. Force Majeure

1. If WIKAI is hindered in the fulfilment of its contractual obligations, in particular the delivery of products, due to force majeure, WIKAI will be exempted from liability for the duration of the hindrance as well as for a reasonable start-up time afterwards, without being obliged to pay compensation to the customer. The same shall apply if the fulfilment of the obligations of WIKAI is unreasonably impeded or temporarily impossible due to unforeseeable circumstances beyond the control of WIKAI, in particular due to strike, pandemic, epidemic, measures of public authorities, lack of energy, difficulties in supply on the part of a sub-contractor, or material interruptions of operation, including, in particular cyber attacks. This also applies if such circumstances occur at one of WIKAI's sub-contractors. It shall equally apply in case WIKAI is in default. To the extent WIKAI is released from its obligation to supply, WIKAI will grant back preliminary performances of the customer as may have been made.
2. WIKAI shall be entitled to rescind the contract after a reasonable period has elapsed if such hindrance continues for more than four months and the performance of the contract is no longer of interest to WIKAI due to such hindrance. Upon the customer's request, WIKAI will after expiration of such period declare whether it will exercise its right of rescission or will deliver the products within a reasonable period.

11. Retention of Title

1. WIKAI retains title to the delivered products until the purchase price and any and all claims against the customer that WIKAI is entitled to under their business relationship have been fully settled. For the duration of the retention of title, the customer shall handle the products subject to retention with care. The customer shall in particular sufficiently insure the products subject to retention at its own expense at replacement value against fire, water, and theft damage. The customer shall provide WIKAI upon the latter's request with proof of the insurance policy. The customer already assigns to WIKAI any claims for compensation resulting from this insurance. WIKAI herewith accepts this assignment. If the insurance agreement does not allow for such assignment, the customer herewith instructs the insurance company to make payments to WIKAI exclusively. Further claims by WIKAI remain unaffected.
2. The customer is only permitted to sell the products subject to retention of title in the ordinary course of business. Beyond that, the customer shall not be entitled to pledge the products subject to retention, to transfer them by way of security or to otherwise dispose of them in a way endangering WIKAI's title of property. The customer shall promptly notify WIKAI in writing of any attachment or any other intervention by a third party, provide all information required, inform the third party of the title of WIKAI, and assist in all measures of WIKAI in order to protect the products subject to retention. To the extent the third party is not able to reimburse



WIKAI the judicial and extrajudicial costs for enforcing WIKAI's title of property, the customer shall reimburse WIKAI the loss sustained by WIKAI in this connection unless the customer is not responsible for the breach of duty.

3. The customer assigns to WIKAI, with effect as from today, all claims in connection with the resale of the products with any and all ancillary rights, irrespective of whether the products subject to retention were resold prior or after processing. WIKAI accepts such assignment with effect as from today. If such assignment is not permissible, the customer herewith instructs the third party debtor to make payments to WIKAI exclusively. The customer shall be revocably authorized to collect the claims assigned to WIKAI in trust for WIKAI in the customer's own name. The amounts collected shall be transferred to WIKAI immediately. WIKAI may revoke the customer's authorization for collection and resale for good cause, in particular if the customer fails to duly meet its payment obligations vis-à-vis WIKAI, defaults or ceases payment, or if the customer files for the opening of insolvency proceedings or similar debt settlement proceedings against its own assets, or if the justified request for the opening of insolvency or similar debt settlement proceedings against the customer's assets filed by a third party is denied for lack of assets. In case of a blanket assignment by the customer, the claims assigned to WIKAI shall expressly be exempted.
4. Upon request of WIKAI, the customer shall promptly notify the third party debtor of the assignment and provide WIKAI with any information and document necessary for collection.
5. In case the customer conducts itself contrary to the terms of the contract, in particular in case it defaults in payment, WIKAI shall, without prejudice to its other rights, be entitled to rescind the contract after a reasonable grace period set by WIKAI has expired. The customer shall promptly grant WIKAI or its authorized agents access to the products subject to retention and return them. After due and timely notice, WIKAI may otherwise dispose of the products subject to retention in order to satisfy its matured claims against the customer.
6. The processing or remodelling of the products subject to retention by the customer shall always be made for WIKAI. The customer's expectant right to the products subject to retention shall also apply to the processed or remodelled item. Should the products be processed or remodelled together with other objects not belonging to WIKAI, WIKAI shall gain joint title in the new item in the proportion of the value of the delivered products to the other processed objects at the time of such processing or remodelling. The same applies if the products are combined or mixed with other goods not belonging WIKAI, so that WIKAI loses their full ownership. The customer must secure the new objects for WIKAI. In all other regards, the item created through processing or remodelling and connection or mixing is subject to the same provisions as the products subject to retention.
7. As far as the realizable value of the securities, taking into account usual valuation adjustments by the banks, exceeds the claims of WIKAI arising from the business relationship with the customer by more than 10%, WIKAI shall at the customer's request be



obligated to release the securities the customer is entitled to. The valuation should be based on the invoice value of the products subject to retention and on the nominal value of the claims. The choice of the security to be released lies with WIKAI in each case.

8. In case of delivery to other legal systems in which the above provisions of retention of title do not have the same retaining effect as in the Federal Republic of Germany, the customer hereby grants WIKAI a corresponding security interest. The customer will take all further measures that are necessary in this respect to grant WIKAI such corresponding security interest. The customer shall assist in all measures necessary for or conducive to the effectiveness and enforceability of such security interests.

12. Confidentiality

1. The parties undertake to keep confidential for a period of five years following delivery and – unless necessary for the business relationship – neither to record, hand on, or use any information that becomes available to them and that is indicated confidential or is in other circumstances identifiable as business or trade secret.
2. This confidentiality obligation shall not apply to the extent the information was evidently known to the other Party, common knowledge or public domain before commencing the contractual relationship, or becomes common knowledge or public domain without the fault of the other Party. The burden of proof is to be borne by the receiving party.
3. By appropriate binding agreements, the parties will ensure that the employees and agents acting on their behalf, in particular the freelancers and contractors as well as any service providers working for them, neither record without authorization nor hand on nor exploit such business and trade secrets for a period of five years following delivery.

13. Final Provisions

1. The transfer of rights and obligations of the customer to third parties requires the prior written consent of WIKAI.
2. Counterclaims by the customer are only permissible for set-off if they have become res judicata or are undisputed. The customer may exercise a right of retention only to the extent its counterclaim is based on the same contractual relationship.



3. Legal relationships between WIKAI and the customer will be subject to the laws of the Republic of Croatia and exclude the United Nations' Convention on Contracts for the International Sale of Goods (CISG).
4. If the customer is a merchant within the meaning of the German Commercial Code, a legal entity under public law or a public special fund, the exclusive place of jurisdiction for all disputes resulting from the business relationship between WIKAI and the customer is the place of business of WIKAI. WIKAI is also entitled to take legal action at the place of business of the customer as well as at any other admissible place of jurisdiction. Arbitration clauses shall be excluded.
5. Place of performance for all obligations of the customer and WIKAI shall be the statutory seat of WIKAI unless otherwise agreed.
6. The contractual language is English.
7. Should an individual provision of these General Conditions of Sale be or become ineffective or unenforceable in whole or in part, or should these General Conditions of Sale contain a regulatory gap, the validity of the remaining provisions shall not be affected thereby. Instead of the ineffective or unenforceable provision, the effective or executable provision which comes closest to the purpose intended by the ineffective and unenforceable provision shall be regarded as agreed upon. In case of a regulatory gap, the provision shall be deemed to be agreed which corresponds to the provision that would have been agreed in terms of the object of these General Conditions of Sale if the parties had considered the matter at the outset.