

## GENERAL TERMS AND CONDITIONS OF SALE – Vtrek

Version 1.0, 2017

### 1. General

- 1.1 These General Terms and Condition shall, to the exclusion of all terms and conditions of third parties, govern all services rendered by E-procurement services b.v. (a limited liability company under the rules and regulations of the Netherlands) and any of its affiliates (the relevant company hereafter designated as “Vtrek” and those companies together as the "Vtrek Group") to a third party (the “Customer”) and all related agreements and connected actions, whether preparatory or executional in nature, such as quotations, confirmation orders, service descriptions, reports, opinions, workshops, webinars, calculation tools, license agreements and time-schedules, except where these General Terms and Conditions specify otherwise.
- 1.2 Deviating conditions shall apply only to the extent that Vtrek expressly agrees to them in writing, and they shall apply exclusively to the agreement(s) for which Vtrek has accepted the deviating conditions.
- 1.3 “Vtrek” and “Vtrek, empowering procurement economics” are registered tradenames of E-procurement Services b.v..

### 2. Quotations

- 2.1 All quotations shall be free of obligation, unless the quotation specifies a period of validity. All quotations contain industrial secrets and must be treated as confidential and be used only for assessment purposes. Except to the extent necessary for the purposes of assessment or where expressly permitted by Vtrek, any kind of reproduction and/or publication, in terms of the 1912 Copyright Act (*Auteurswet 1912*), of (parts of) a quotation shall be prohibited, in whatever shape or form this reproduction and/or publication may take place.
- 2.2 The Customer hereby guarantees that no infringement of whatever kind of any legal provision relating to requests for tenders shall take or have taken place and it shall hold Vtrek harmless from any and all third-party claims in this respect and all costs and any damage that might result for Vtrek from such claims.
- 2.3 The contents of all price lists, brochures and other information furnished with a quotation shall be as accurate as possible. The information concerned shall be binding on Vtrek only if Vtrek gives explicit written confirmation in this respect.
- 2.4 The Customer is aware that Vtrek may act as an intermediary for services and that, in such cases, each quotation shall be drawn up to the best of Vtrek’ knowledge on the basis of information from Vtrek’ service-provider(s) concerning job description, experience, and expected execution dates.
- 2.5 Unless a quotation explicitly states otherwise, Vtrek is not liable for the contents of quotations and/or the execution of the order if and to the extent that this concerns an area of law (including but not limited to procurement law, civil law, competition law, privacy and administrative law) which is not specifically mentioned in the quotation as being the responsibility of Vtrek. As a rule, Customer indemnifies Vtrek for any and all claims and damages related to Customer’s implementation and/or interpretation of any area of law.

### 3. Agreements

- 3.1 An agreement shall not be deemed to exist until Vtrek has accepted or confirmed an order in writing, or if, without written acceptance or confirmation, Vtrek commences the execution of the order. The confirmation order shall be deemed to reflect the agreement accurately and in full. If an agreement is not concluded, the Customer shall be obliged, at Vtrek' first request, to return or destroy the quotation and other related documentation that it has received.

### 4. Acceptance

- 4.1 If the parties agree on an acceptance procedure, it shall be drawn up in mutual consultation. In order for the acceptance procedure to remain valid, the agreed acceptance criteria may not include any vague or subjective criteria or norms and must be measurable in unambiguous and objective terms. The result of each acceptance test shall be recorded in an acceptance test protocol. As soon as the acceptance test protocol has been signed by both parties, the acceptance test shall be deemed to have been successful and the delivered products and/or services to have been accepted.
- 4.2 If the parties have not agreed on an acceptance procedure, the Customer shall be deemed to have accepted the products and/or services at the time of their delivery or performance. If the parties have agreed upon certain results of the services, such as the delivery of reports or opinions, the Customer shall be deemed to have accepted these results at the time of their delivery as defined in Article 5.1.
- 4.3 Non-acceptance on the part of the Customer shall be reported forthwith, in writing and with a statement of reasons, to the other party within the agreed period; failure to do so shall imply acceptance of the delivered results. Acceptance shall never be withheld on unreasonable grounds.
- 4.4 At the moment of (partial) acceptance by the Customer, Vtrek shall be deemed to have met all its obligations up to and including the moment of (partial) acceptance, without prejudice to any existing warranty obligations on the part of Vtrek.

### 5. Prices, rates, invoices and payment

- 5.1 The prices and fees for Vtrek' services shall be reported in the quotation. All prices and rates shall be exclusive of VAT and all other statutory charges and taxes. Except where otherwise specified in a quotation, deliveries of the results of the services (such as reports) in the Netherlands shall be made D.D.P. (Delivery Duty Paid), in accordance with the Incoterms 2010, and deliveries of the results of the services outside the Netherlands shall be made E.W. (Ex Works) in accordance with the Incoterms 2010.
- 5.2 All Vtrek' services shall be charged on the basis of a final cost calculation (time and material) and all quotations for services are a best estimate of the time needed to perform the services solely based on the described fields of competence, tasks and responsibilities of Vtrek. If a quotation contains a fixed price, this fixed price is exclusive of the amounts described in Article 5.3. The Customer accepts and understands that changes in the described fields of competence, tasks, responsibilities and/or services may lead to a change in price. If a specific public procurement procedure in which Vtrek assists the Customer is being terminated, the Customer shall pay the agreed price. If a specific (open or restricted) public procurement procedure, in which Vtrek assists the Customer is being altered into a different (e.g. a negotiated) procedure, the Customer shall pay the agreed price *pro rata parte* up to and including the month in which such termination

and/or alteration takes place and the Customer shall pay for Vtrek' subsequent services on the basis of a final cost calculation (time and material).

- 5.3 Hours spent traveling and travel, accommodation, telecommunication related expenses and any and all related costs incurred by Vtrek in connection with the provision of services to the benefit of the Customer shall be charged at the applicable rates, unless specified otherwise in the quotation. At the request by Vtrek, the Customer organizes for its own costs, travel and the accommodation facilities to be used by Vtrek. If Vtrek, at the request of the Customer, uses digital signatures in its communications with the Customer and/or uses electronic invoicing, the costs thereof shall be borne by the Customer. Any and all costs incurred by Vtrek as a result of the Customer's internal administrative procedures related to reimbursement of Vtrek's expenses and related costs and/or the payment of services rendered by Vtrek, shall be borne by the Customer. In certain cases, the Customer shall be charged on an hourly basis for Customer's specific administrative activities or related requests.
- 5.4 All costs incurred by Vtrek in connection with the provision of services, such as personnel made available for the performance of this agreement standing idle, shall be charged at the applicable rates.
- 5.5 All prices and rates may be adjusted at any time on the grounds of price and rate adjustments by third parties employed by Vtrek, on the grounds of agreements ensuing from a relevant Collective Labour Agreement (CAO) and/or on the grounds of changes to relevant regulations.
- 5.6 All rates may be altered once per year by a percentage amount equal to the change in the index for wage adjustments per hour for the relevant industry, as published by the CBS (Dutch Central Bureau for Statistics), on the basis of 2015 = 100.
- 5.7 Invoicing shall take place upon (partial) delivery of the results of the services or upon (partial) completion of the services, unless otherwise specified in the quotation.
- 5.8 Payment must be made within fourteen (14) days of the invoice date, without settlement or compensation of any amounts. If the Customer fails to make proper payment, it shall be in default by operation of law without any further notice of default being required.
- 5.9 In the event of late payment, the Customer shall be in default and Vtrek may suspend the delivery of services or products immediately, without prejudice to Vtrek' other rights (such as its right to suspend performance of the agreement). The Customer shall owe interest on the outstanding amount equal to the legal interest calculated on an annual basis. Furthermore, the Customer will pay any costs, fees and expenses incurred in connection with the collection of the debt with a minimum of 15% of the outstanding amount, regardless of whether Vtrek has taken any actions to actually collect the debt. If, after notification of default, the Customer still fails to pay the claim, the claim may be passed to a third party for collection, in which case the Customer shall also be obliged to pay in full all the (extra-)judicial costs connected with the recovery of the amount owed by the Customer, in addition to the total amount owed at that time. The extra-judicial costs shall be calculated in accordance with the Dutch Bar Association's recovery rates (*Incassotarief van de Nederlandse Orde van Advocaten*).
- 5.10 Net orders for an amount of less than € 1,000 shall be subject to a handling fee of no less than € 75.

5.11 Upon or after conclusion of an agreement, the Customer shall be obliged, at the request of Vtrek, to provide sufficient security for its payment obligations and other obligations under the agreement, such as – but not limited to - bank guarantees. Vtrek shall be entitled to suspend its obligations pending the provision of such security.

## 6. Retention of title

6.1 All goods delivered to the Customer in relation to the (results of the) services, such as reports, shall remain the property of Vtrek until all amounts owed by the Customer for the goods (to be) delivered and the services (to be) performed pursuant to the agreement — including the amounts described in Article 5.9, also including interest and collection costs— have been paid in full. Where applicable, property rights shall be granted or, in some cases, transferred to the Customer on the condition that the Customer pays the agreed fees in full and on time.

## 7. Additional work

7.1 Additional work, for which a fee may be charged, shall be deemed to exist:

- a. if, as a result of additional demands on the part of the Customer, Vtrek' services as originally agreed are increased, modified or extended;
- b. if amendments are made to the conditions concerning the performance of the agreement, the project plan and/or the specifications;
- c. if there are any circumstances which give rise to price increases, provided that Vtrek cannot be held responsible for the occurrence of such circumstances;
- d. if the Customer defaults in the performance of any of its obligations under the agreement and, as a result, Vtrek' services as originally agreed are increased, modified or extended.

7.2 Additional work shall be charged on the basis of final cost calculation, unless specified otherwise in the quotation.

7.3 Before starting the additional work as defined in paragraph 7.1 under a. and b., Vtrek shall issue a written quotation concerning the scope of the additional work expected by Vtrek and the related costs, unless, in the opinion of Vtrek, it is not possible to issue such a quotation. When issuing the quotation, Vtrek shall be entitled to prescribe additional or more stringent conditions in relation to the nature of the additional work. If the quotation for the additional work is rejected, all the related consequences shall be for the sole risk and account of the Customer. The lack of a written order from the Customer for the additional work shall not prejudice Vtrek' right to claim settlement of the costs involved.

7.4 Adjustments for reductions in the amount of work are hereby explicitly ruled out, unless specified otherwise in the quotation.

## 8. Liability

8.1 Vtrek' liability towards the Customer shall only extend to compensation for direct losses, and any liability that might exist on Vtrek' part to compensate all losses, costs or payment obligations in connection with any agreement with the Customer shall be limited to the lowest of the two following amounts: an amount of € 10,000 or the total amount of the agreed price for the services rendered, activities and/or deliveries commissioned from Vtrek. Direct losses shall be understood as being only those losses that are directly and inextricably linked to the event that caused the damage. This restriction shall apply to contractual and non-contractual liability, unless the direct losses in question are caused

intentionally by or result from gross negligence on the part of Vtrek' personnel, or such a restriction is not lawfully permitted.

- 8.2 Vtrek shall not be liable for indirect losses, including among other things those connected with the loss of information, loss of profits or any other kind of consequential damage, nor for any damage resulting from delay in the delivery of services by or on behalf of Vtrek.
- 8.3 In connection with the requirements set by Vtrek' insurer, claims for losses must be reported to Vtrek at its corporate address, within a reasonable time - twelve (12) months at the latest - of the losses having occurred. Failure to satisfy this condition shall mean that all of the Customer's possible rights (to recovery) shall have lapsed.
- 8.4 To the extent that, on the basis of these General Terms and Conditions, a (contractual) relationship is created between Vtrek' service-provider and Vtrek' Customer, this relationship shall, in addition to the conditions reported in Articles 9.1, 11.1 and 13, be governed exclusively by the service-provider's relevant liability conditions. The Customer hereby accepts (the applicability of) such conditions and shall not hold Vtrek liable for any default of the service-provider.

## 9. Warranty

- 9.1 The Customer is aware and accepts that, in some cases, Vtrek is an intermediary for services as defined in Article 2.4 and that Vtrek does not perform these services itself. Where applicable, the warranty on these services shall only be granted to the Customer directly by Vtrek' service-provider. Vtrek shall provide a copy of any applicable third party warranty conditions when requested by the Customer. Vtrek does not issue any kind of warranty for the (results of the) services - including, but not limited to, the timely delivery thereof - nor for the completeness, accuracy or correctness of the information (including any calculation tools, templates, models and opinions) made available to the Customer, except where this is explicitly stated in the quotation, or has been agreed, or has been reported in the Warranty Statement accompanying the services.

## 10. Force Majeure

- 10.1 If, as a result of an event of force majeure of a permanent or temporary nature, Vtrek is prevented from performing the agreement (any further), Vtrek shall be entitled, without any obligation to pay compensation and without seeking court intervention, to dissolve the agreement in full or in part by means of written notification, without prejudice to Vtrek' right to payment from the Customer for services rendered by Vtrek prior to the event of force majeure, or to postpone (further) performance of the agreement. In the event of postponement, Vtrek shall still be entitled to dissolve the agreement in full or in part.
- 10.2 An event of force majeure shall be understood to include all circumstances outside Vtrek' direct control that result in Vtrek being temporarily or permanently unable to meet its obligations. Such circumstances include, but are not limited to, fire, frost, strikes or lockouts, riots, war, governmental measures such as import or export restrictions, exceptional levels of sickness amongst Vtrek' personnel, default on the part of a third party supplier, including without limitation telecommunication and utility companies, refusal or annulment of necessary permits or licenses and, furthermore, all circumstances in which Vtrek cannot (can no longer) be reasonably expected to (continue to) fulfill its obligations toward the Customer.

## 11. License to use materials

- 11.1 Vtrek and its licensors retain the copyright and all other intellectual and industrial property rights to the software (including “firmware”), calculation tools, databases, equipment, models, formats and other material (training material, documentation, reports, opinions, quotations etc.) supplied to the Customer by Vtrek or made available in whatever way. Nothing in these General Terms and Conditions shall be construed as a transfer of ownership of these intellectual property rights.
- 11.2 The Customer shall be allowed to use the software, calculation tools, databases, equipment, models, formats and other materials only for the duration and for the purpose of the agreement and only for its own business purposes, unless expressly provided otherwise in the agreement, and only to the extent permitted by Vtrek and its licensors. The Customer accepts that, if a license is granted by Vtrek or Vtrek' service-provider by means of a so-called shrink-wrap or click-wrap license, the conditions of such license form an integral part of the agreement between Vtrek and the Customer.
- 11.3 Unless and to the extent expressly allowed by law, the Customer shall not make any copy of the software, calculation tools, database, models, formats or other materials provided by Vtrek under the agreement and shall not make such materials available to a third party. The Customer shall return or, at the instruction of Vtrek, destroy all copies in its possession upon termination of the agreement. Vtrek remains fully entitled to request sufficient proof of the Customer (at the costs of the Customer) that it has fully complied with the stated in the preceding sentence.
- 11.4 The Customer shall not remove or alter any proprietary notice concerning copyrights, trademarks, trade names or other intellectual and industrial property rights from software, calculation tools, databases, reports, opinions or other materials. This shall also include any notices concerning the confidential and secret nature of (for example) reports, opinions and/or training materials.
- 11.5 The Customer shall indemnify and hold Vtrek harmless for any and all damages and costs incurred by Vtrek or its licensors in case of a failure to comply with any of the stated in article 11.1, 11.2, 11.3 and/or 11.4.
12. Indemnification of intellectual property rights
- 12.1 The Customer is aware and accepts that, in some cases, Vtrek is an intermediary for services as defined in Article 2.4, and that Vtrek does not perform these services itself. Where applicable, indemnification for these services shall be granted directly to the Customer by Vtrek' service-provider. Vtrek shall provide any applicable warranty conditions when requested. Accordingly, Vtrek shall not be liable and shall not grant any indemnification against liability for the (alleged) infringement of intellectual property rights by or through the Customer's use of the service-providers' services.
- 12.2 Without prejudice to the provisions of Article 9, Vtrek shall hold the Customer harmless from all third-party claims concerning the alleged infringement of any intellectual property rights embodied in the results of services delivered by Vtrek, on condition that the Customer notifies Vtrek of such claims in writing and without delay, and that the use of the results does not conflict with their purpose as described in the agreement. If, as a result of the aforementioned claims, legal proceedings are instigated against the Customer, Vtrek shall, at its own request, be allowed to take over the entire defense from the Customer. In that case, the legal costs shall be for the account of Vtrek provided that the Customer provides Vtrek with assistance and all information required by Vtrek.
- 12.3 If there is a threat of legal proceedings being instigated in connection with the rights to (a part of) the results of the services supplied and, as a consequence, the Customer may be

denied use of the results supplied, Vtrek shall, for its own account and at its own choice, either:

- a. acquire the right for the Customer to continue using the results; or
- b. replace the results in question or alter them in such a way that the infringement ceases to exist; or
- c. take back (a part of) the results and repay the Customer the price it paid, less the normal amounts for depreciation, without being bound to pay any further compensation.

The provisions of Article 10 shall apply equally.

### 13. Cooperation

- 13.1 In the context of the proper performance of an agreement, the Customer shall, at its own risk and expense and in a timely fashion, provide Vtrek with any cooperation that Vtrek may reasonably require, particularly for the purpose of rendering consultancy services, workshops and/or services on location of Customer. This shall include, among other things, furnishing the requisite information and documentation (including, but not limited to, information concerning the Customer's business, its customers and suppliers and the relevant market) as well as allowing easy access (to a network), making telecommunications and internet facilities available, reporting defects and faults properly, and making available work space and other facilities.
- 13.2 The Customer shall guarantee the accuracy and completeness of the information referred to in Article 13.1 and guarantees that it is fully and unconditionally entitled and authorized to provide such information and the cooperation described in Article 13.1. The Customer shall indemnify and hold Vtrek harmless from all third-party claims in this respect and from all costs and any losses that might result for Vtrek from such claims. The Customer shall indemnify and hold Vtrek harmless for any and all costs incurred by Vtrek or its licensors in case of a failure to comply with any of the stated in the first sentence.
- 13.3 If any information which is required for the performance of the agreement is not made available, not made available on time, or not made available in accordance with the agreement, or if the Customer fails to fulfill its obligations in some other way, Vtrek shall be unconditionally entitled to postpone fulfillment of its obligations under the agreement. Any resulting extra costs may be charged on by Vtrek in accordance with its standard rates and/or prices.

### 14. Dissolution and termination

- 14.1 Either party shall be entitled to dissolve the agreement without court intervention, by means of a registered letter, if the other party continues to default in complying with its material obligations under the agreement after having received a proper written notification of default, which shall be as detailed as possible and shall stipulate a reasonable period for rectifying the event of default.
- 14.2 If Vtrek has, prior to the moment of dissolution as defined in Article 14.1, already delivered services or products to the Customer, the related payment obligations shall not be affected by the dissolution. The Customer shall pay any and all amounts invoiced by Vtrek prior to the dissolution in connection with the delivery of products or services and such amounts shall become immediately payable at the moment of dissolution.
- 14.3 Vtrek' liability as a result of a dissolution as described in this Article, shall be expressly limited in the manner described in Article 8, but with the *proviso* that compensation resulting from such a dissolution shall never be higher than 50% of the total of the amounts which Vtrek has received from the Customer for the relevant product or, in the case of

services, for the delivery of the relevant services in the three months prior to the dissolution.

- 14.4 Subject to the mandatory rules of law, parties may not prematurely terminate an agreement that has been entered into for a definite period of time. An agreement for a definite period of time shall be renewed by operation of law for an equal period, unless one of the parties gives written notice of its termination of the agreement towards the end of the term, with due observance of the following notice periods:
- a minimum period of notice of one (1) month, in the case of an agreement lasting up to a maximum of six (6) months;
  - a minimum period of notice of three (3) months, in the case of an agreement lasting seven (7) months or longer.

14.5 If an agreement for an indefinite period of time has been concluded which, in terms of its content and nature, does not end as a result of completion, either of the parties may, after proper consultations and with a statement of reasons, give written notification of its termination of the agreement. If the parties have not explicitly agreed on a period of notice, a reasonable period of notice - at least one month - must be observed when terminating the agreement. The parties shall never be obliged to pay any kind of compensation as a result of termination.

14.6 In addition, either party shall be entitled to terminate the agreement with immediate effect if the other party applies for a suspension of payments or files for bankruptcy, if a petition for the other party's involuntary bankruptcy is filed or if an attachment is levied on all or part of the other party's assets such that compliance with its obligations under the agreement cannot reasonably be expected. All invoiced amounts shall then become immediately payable. Vtrek shall never be obliged to pay any compensation as a result of this termination.

14.7 In contradiction to the stated in 14.4, Vtrek remains unconditionally entitled to terminate an agreement for convenience with a one month notice period. All invoiced amounts shall then become immediately payable. Vtrek shall never be obliged to pay any compensation and/or damages to the Customer as a result of this termination.

14.7 Termination and dissolution of the agreement shall not prejudice the provisions and obligations that, by their very nature, are designed to continue to exist. These obligations shall include, among other things, the provisions concerning the limitation of liability, indemnification of intellectual property rights, payment obligations on the part of the Customer, confidentiality, export licenses, applicable law and the settlement of disputes.

## 15. Confidentiality

15.1 Unless otherwise agreed in writing, the parties agree to maintain confidentiality and not to use for their own advantage any information which comes to their knowledge in connection with the performance of an agreement and which is designated as confidential or secret. Any information about the content or use of software, calculation tools and databases furnished or used by Vtrek, including without limitation documentation, models or other materials (such as instructions and/or access keys) regarding such software, calculations tools and databases and any information about Vtrek and its organization and corporate activities that is not generally known is confidential information.

15.2 Unless agreed upon otherwise, Vtrek remains unconditionally entitled to use the existence of the relationship with the Customer and a general description of the services rendered and the related results delivered on its website and/or in acquisition-processes in closed user groups.



- 15.3 In contradiction to the stated in 15.1, and unless agreed otherwise in writing, Vtrek remains unconditionally entitled to publish its findings, the results of the services and/or the underlying applied methodology in (inter)national (scientific) papers and/or to (re)use any and all of these for training purposes and/or conferences.
- 15.4 In case of a breach by Customer of the stated in article 15.1 and/or 15.2, Customer holds Vtrek harmless both for any claims by third parties and for any and all damages and/or costs incurred by Vtrek or its licensors.
16. Applicable law and settlement of disputes
- 16.1 These General Terms and Conditions and each agreement shall be governed by Dutch law, with the exception of the United Nations Convention for the International Sale of Goods. Any dispute regarding the interpretation or implementation of these General Terms and Conditions shall be submitted to the competent court in 's-Hertogenbosch (the Netherlands), including the President of the Court presiding in summary proceedings, unless this conflicts with a mandatory rule of law. Each dispute shall, however, first be discussed between the Customer and Vtrek in order to reach a solution in mutual consultation.
17. General
- 17.1 In the event of contradictions between the provisions of these General Terms and Conditions and other provisions contained in the agreement, these General Terms and Conditions shall prevail, unless Vtrek and the Customer have specifically agreed otherwise in writing.
- 17.2 Vtrek shall be unconditionally entitled to transfer the rights and obligations resulting from an agreement to third parties, which means that the Customer's approval shall not be required.
- 17.3 Each agreement shall be concluded on the suspensive condition that Vtrek has concluded a lawfully signed agreement with its potential service-provider(s).
- 17.4 To the extent that Articles 9.1, 11.1, 11.2 and 13 refer to (the applicability of) other conditions, the parties shall be deemed to be familiar with the contents thereof, so that these other conditions do not require any further explanation. If the Customer so desires, Vtrek shall furnish the relevant conditions (for information purposes) at its own expense.
- 17.5 Articles 7:400 up to and including 7:413 of the Dutch Civil Code shall not apply to the quotations and agreements to which these General Terms and Conditions apply, except where the law stipulates that their applicability cannot be ruled out.
- 17.6 In the context of the performance of agreements for the rendering of specified services, these services shall be rendered by members of the staff of Vtrek or third parties called in by Vtrek, provided that they match the job descriptions in use at Vtrek. At all times during the term of an agreement, Vtrek shall be entitled, in consultation with the Customer, to replace members of staff or third parties with other members of staff or third parties, provided that they match the aforementioned job descriptions.
- 17.7 In the context of the performance of an agreement, Vtrek shall have the unconditional right to make use of third parties, the costs of which shall be charged on to the Customer in accordance with the price list furnished by Vtrek.

- 17.8 Except where claims pursuant to the law cannot be excluded and except where provided for in these General Terms and Conditions, Vtrek shall not be under any obligation whatsoever and the Customer shall not be able to invoke any relevant claim.
- 17.9 None of the periods and dates with which Vtrek must comply shall be of the essence. These periods shall be determined to the best of Vtrek' knowledge on the basis of information known to Vtrek at the time the agreement was concluded, and will be adhered to as much as possible. Vtrek shall not be bound to (delivery) periods which, as a result of circumstances that have occurred since the conclusion of the agreement, are no longer attainable. If there is a likelihood of any period being exceeded, Vtrek and the Customer shall consult one another as soon as possible. In the event of late compliance, the Customer must notify Vtrek of its default in writing.
- 17.10 If any of the provisions of the General Terms and Conditions proves to be void or is repudiated, the other provisions shall remain in full force and this shall have no effect whatsoever on (the performance of) the other parts of an agreement. Furthermore, in such an event, the parties shall consult with one another as soon as possible in order to reach a solution suited to the nature of the agreement and which most closely matches the aim and meaning of the void or repudiated provision.
- 17.11 When exporting products from the Netherlands, the Customer shall ensure that it has all the export licenses required by the governments of the United States of America and the Netherlands and the Customer hereby holds Vtrek harmless from any and all third-party claims which may arise from any violation on the Customer's part of the applicable export regulations.
- 17.12 If telecommunication facilities are used, e.g. during the performance of an agreement or in connection with the use of the results of the services, Vtrek is not liable for the correct choice and the timely availability of these facilities. Vtrek is not responsible for mutilation or loss of data or results during the transport of data via telecommunication facilities.
- 17.13 As far as licenses or permits are required for the use of the results of services, and in as far as the results must be or will be certified, it will be the joint responsibility of Vtrek and the Customer that such licenses or permits are obtained and that the results meet all requirements in order to be certified. Both Vtrek and the Customer are also responsible for obtaining all information regarding the requirements to be met with respect to licenses, permits and certifications.
- 17.14 To the extent that Vtrek requires certain personal details about the Customer's employees in the context of normal procedures and/or applications in Vtrek' branch, the Customer hereby agrees that it is willing to ensure that these employees give permission for this to take place, unless this could be considered unreasonable. To the extent that, in the context of the performance of an agreement, it is necessary to process the personal details of an employee of the Customer, the Customer shall see to it that the employee in question gives his/her permission for this processing to take place.
- 17.15 In the event the Customer fails to comply with any of the provisions of these General Terms and Conditions, the Customer shall forfeit - both during the agreement and, in case of continuation of obligations in accordance with Article 14.8, after termination thereof - a penalty of € 5,000 (which may not be offset) for each event of non-compliance, to be increased by € 1,000 for each day of noncompliance, all of this irrespective of Vtrek' right to claim full damages.