

GENERAL TERMS AND CONDITIONS FOR THE DELIVERY OF GOODS AND SERVICES OF ENDRESS+HAUSER COMPANIES IN THE UNITED ARAB EMIRATES ("GTC")

1.SCOPE

All deliveries of goods and products (jointly "Goods") and contractual services ("Services") of Endress+Hauser companies in the United Arab Emirates ("UAE") shall be governed solely by these GTC unless differing conditions are agreed upon in writing. In addition to these GTC, special terms may apply if agreed writing (as e.g. special terms for software or special services). We may amend these GTC at any time with effect for the future. The valid issue of the GTC is always published on our homepage (see: www.mesc.endress.com). The customer's terms and conditions of business are valid only to the extent that we confirm them in writing. Notifications by fax or e-mail qualify as written form under these GTC.

2.PRECEDENCE

The customer's terms and conditions of business are valid only to the extent that we confirm them in writing. Notifications by fax or e-mail qualify as written form under these GTC. In the event of a conflict between the terms and conditions of any of the documents that comprise this Agreement, the terms in this GTC shall prevail and take precedence over any allegedly conflicting terms and conditions in the Exhibits or other documents that comprise this Agreement.

3.OFFERS AND CONTRACTS

Our offers remain revocable and are not binding. The customer remains bound to his orders of Goods or Services for 15 days, calculated from the date of the order's arrival at our place of business. Contracts covered by these GTC do not come into force until we confirm the order in writing. Technical data, illustrations, drawings, weights and dimensions accompanying the offer are not binding unless we have confirmed this in writing. We reserve the right to make technical changes. Commercial offer after LOI shall be valid for one month and shall be subject to applicable price increase by the manufacturer, thereafter. Purchase Order should be accompanied with Complete Approved Model Codes. Any later claims for Model Code discrepancies shall not be honored by Endress+Hauser. Orders on Endress+Hauser shall be technically and commercially clarified within 2 weeks after acknowledgement of the Order. Scope of supply will be limited as per offered bill of materials: any additional requirement or quantities or change of specification requirement at later stages shall be separately quoted.

Prior to the dispatch, should the Buyer withdraw from the contract (purport order modification or cancellation) or, for his part, not fulfill the contract, from the date of purchase order coming into force and for reasons not attributed to us, modification or cancellation will be accepted only if made in writing by the Buyer and communicated to the Seller accepted by the Seller. After acceptance from the Seller, the following fees of cancellation and modification will be applied: If an order is cancelled by the Buyer, cancellation charges shall be applicable according to the progress of production, with minimum EUR 500 charge, and maximum full offer value. If customer has made an advance payment and cancels the order, the Seller has the right to withhold refund. Seller reserves the right to resell goods, that have been uncollected by Buyer, if there is outstanding payment and/or no replies to Seller official warning communications.

4.DELIVERY

3.1 DEADLINE

Unless a delivery deadline is agreed upon in writing ("Agreed Upon Delivery Deadline"), delivery deadlines and dates, as well as delivery delays we report, are only estimates without legal force. Correspondingly, with the reservation of Force Majeure according to Section 12 below, delays in delivery do not result in any rights to cancel the contract or to claim any other right to alter the legal relationship or to claim damages or penalties. The Agreed Upon Delivery Deadline begins, at the earliest, when the order confirmation is sent, but not before all details concerning the execution of the contract are clear and all documents and authorizations to be supplied by the customer, as well as any agreed upon advanced payment have been received. An Agreed Upon Delivery Deadline is fulfilled when the Goods or Services are offered or delivered in time (see Section 4). A customer's modification request is only valid if accepted by us in writing. In any case it extends the delivery deadline until we have evaluated its feasibility and for the period of time necessary to manage the amended instructions.

3.2 DELAYED DELIVERY

If we are in default of delivery under an Agreed Upon Delivery Deadline, our liability is limited to a maximum of 0.5% of the contract value of the delayed Goods or Services per completed week of delay. Our maximum liability in such cases is 5% of the contract value of the delayed Goods or Services. We shall be considered in default of delivery only after the written notification by the customer. Force Majeure, this clause becomes void.

5.SHIPMENT AND ASSUMPTION OF RISK

As a rule, delivery takes place based on the terms of delivery agreed upon and defined in the order confirmation (particularly INCOTERM). Unless specific terms and conditions of delivery have been agreed and confirmed by us, the customer assumes risk and the delivery takes place as soon as we have turned the Goods over to the carrier, or, should shipment be delayed for reasons that are not our fault, as soon as we have notified the customer that the Goods are ready to ship.

6.PRICES

Unless other terms have been agreed upon in writing, prices are understood to be valid from our distributing warehouse, and in particular include neither packaging, transport costs, insurance, spare and wear parts, nor the applicable value added tax. We are entitled to reasonable price increases if the material and labor costs on which the calculation is based, significantly increased since our order confirmation. Certificate of Origin /Certificate of Conformity will be provided upon additional price of 150 EUR per Certificate. Legalized Country of Origin Certificate or any additional documents other than specified in the offer will be provided on a chargeable basis at actuals, if required. If any factory inspection is required, same shall be intimated to us while ordering the material, the prices shall be provided upon request. Later inspection request shall not be entertained. Requirement of Service technician/Engineer for Commissioning shall be intimated officially at least 3 days prior to the required date. (Service Charges shall be applicable extra at actuals).

7.PAYMENTS

Unless other terms have been agreed upon in writing, our invoices have to be paid in full in advance. If no payment is made by the end of this payment period (value date of the full invoice amount credited to our account), the customer is automatically in default of payment. Default of payment has the following consequences:

- The customer must pay default interest at a rate of 9 percent p.a. In addition, the customer must reimburse us for all expenses associated with the default of payment, e.g., expenses for notification and legal expenses.
- We may require payment in advance or securities before further performance. This term also applies when there is no default of payment, but when justified doubt in the customer's ability to pay exists.
- Upon written notice we may withdraw from the concerned as well as from all not-yet-performed individual transactions and claim indemnification.
- All not yet due invoices for deliveries from which we have not withdrawn become due immediately, even when the default in payment does not apply to other contracts with the customer. The customer must not set off any amounts due for payment to us unless accepted by us in writing.

8.RETENTION OF TITLE

The Goods remain our property until the price and all costs associated with the delivery have been paid in full. We are authorized and empowered to register retention of title with the competent agency in the applicable location at any time. Upon request, the customer must assist in the registration process. The customer must ensure that the delivered Goods are maintained and appropriately insured for the duration of the retention of title period.

9.WARRANTY

9.1 SUBJECT AND PERIOD

We warrant that on delivery and for a period of 12 months after delivery ("Warranty Period") the Goods are free from substantial defects in design, material and workmanship; and the Services have been carried out in a professional manner consistent with general accepted industry standards. We do not warrant the fitness of our Goods or Services for a specific application or purpose. Additional warranty requirement shall be charged extra on yearly basis @ 2.5% of the offer value, up to 5 years; warranty of more than 5 years will be offered in combination with a Service Contract only.

9.2 INSPECTION, NOTIFICATION OF DEFECTS AND ACCEPTANCE OF THE GOODS AND SERVICES

Endress & Hauser Process Automation (UAE) Trading LLC Endress Hauser Emirates Trading of Control Equipment and Measurement Device

17th Floor, Control Tower, Motor City

PO Box 473547 Dubai

United Arab Emirates. Phone: +9714 4020600

Fax: +9714 4020649

10th Floor, Office 1002, Mazyad Mall Business Tower 2

Mohammed Bin Zayed city (MBZ), P.O.Box 92133, Abu Dhabi

United Arab Emirates. Phone: +9712 5537995

Fax: +9712 5537998



It is the customer's duty to inspect the delivered Goods or Services for substantial defects, completeness and correctness immediately after delivery. The customer must immediately notify us in writing and in details of any obvious defects, but not later than 8 days after delivery. The customer must notify us of hidden defects in writing and in detail immediately after their discovery, but within the Warranty Period. Any failure to give notice in due time and due form results in an approval of the Goods or Services. With the approval of the Goods or Services or with the expiration of the Warranty Period all of the customer's warranty rights expire. The terms of this Section apply also to all other customer complaints, as e.g. incorrect or delayed delivery, quantity variance, and all other complaints about Goods or Services provided by us.

9.3 WARRANTY OF GOODS

Any warranty and liability for defects is subject to the customer having fully complied with his contractual obligations and the requirements of Section 8.2. We are responsible only for those defects that already existed at the time at which the customer assumed risk. At our request, the customer must return at his own expense the rejected Goods in the original or equivalent packaging for testing of the claimed defect (for decontamination see Section 14 below). Should the complaint be justified, we reimburse the customer for the shipping and transportation expenses. We may replace or repair defective Goods or refund the price at our option. Any price reduction and redhibitory action, as well as any claims for direct and indirect damages are excluded to the extent allowed by applicable law. This Section applies to each delivery of defective Goods irrespective of the legal basis of a possible claim.

9.4 SERVICE WARRANTY

Any warranty and liability for Services is subject to the customer having fully complied with his contractual obligations and the requirements of Section 8.2 as well as to the customer's full co-operation with us in all matters relating to Services as particularly but not limited to providing the necessary access to premises and facilities, providing the relevant information and materials and obtaining and maintaining all necessary licenses and permissions. We provide Services in accordance with the service specifications agreed upon with the customer. We are entitled to subcontract these Services to third parties (subcontractors). For Internet based Services, the continuous availability of such Services and any data involved may not be guaranteed. This Section applies to each delivery of Services irrespective of the legal basis of a possible claim.

9.5 This Warranty Does Not Apply to

Consumable parts, such as batteries, Sensors with chemical reagents or electrolytes (pH sensor for example but not limited to).

10. LIABILITY

Any liability is subject to the customer having properly fulfilled his obligations, our liability is limited to the value of the Goods or Services from which the claim arises. Any liability for indirect and consequential damages is excluded. Also, liability for our auxiliary persons and subcontractors as well as in cases of Force Majeure is excluded. In the event of loss or damage of customer's data or programs, our liability is limited to the typical costs and efforts of recovery, which are necessary if appropriate and regular backups had been made by the customer. In cases of gross negligence and willful misconduct our liability is determined in accordance with the applicable law. Should the customer withdraw from the contract without good reason or, for his part, not fulfill the contract, we may demand 25% of the value of the order as contractual damages. We reserve the right to demand compensation for damages exceeding this amount.

11. COMPLIANCE

10.1 ANTI-BRIBERY AND ANTI-CORRUPTION

We comply with all applicable laws and regulations relating to anti-bribery and anti-corruption. Customer shall comply with such laws and regulations as well and undertake all necessary actions to do so.

10.2 IMPORT AND EXPORT CONTROL REGULATIONS

We comply with all applicable laws and regulations relating to import and export control. Customer shall comply with such laws and regulations as well and undertake all necessary actions to do so.

10.3 INDEMNIFICATION

Customer shall indemnify and hold us harmless against all damages, costs and expenses arising from any violation, alleged violation, or failure to comply with above mentioned laws and regulations by customer or any person for whom customer may be responsible.

12. DATA PRIVACY

We fully comply with the applicable regulations in the field of data privacy. The customer is aware of and agrees with the automated transfer, use, storage and evaluation of personal data in the course of the contractually agreed purpose. If required for reasons concerning data privacy rights, the customer will upon our request sign an appropriate, written declaration of consent for the organizational and technical protective measures under the terms of the applicable data privacy laws. At any rate, we shall only use the transferred personal data in order to fulfill our contractual obligations as well as anonymously for evaluations and quality assurance measures.

13. FORCE MAJEURE

Events that are beyond reasonable control including but not limited to strikes, lock-outs or other industrial disputes (whether involving the workforce or any other party), epidemics, plague, quarantine, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, difficulties in obtaining authorizations, in particular import and export licenses, accident, break-down of plant or machinery, energy shortage, fire, flood, storm or default of suppliers or subcontractors that prevent delivery of the Products or services within the agreed upon time schedule ("Force Majeure"), extend the delivery deadlines for the duration of the Force Majeure and its impact. The Customer shall be notified of such delay in delivery. Should delivery be delayed for at least six (6) months past the original delivery date both Parties may in good faith withdraw from the relevant order.

14. RESALE; RIGHTS TO THE DOCUMENTS

The customer shall resell the Goods only together with the original documentation. We and/or our licensor retain all proprietary and intellectual property rights to documents, drawings, models, cost estimates, electronic data, and similar items ("Documents") we provide the customer in connection with the delivery of Goods or Services. These Documents must not be made available to third parties unless such permission is evident based on the particular purpose of the contract between us and the customer.

15. DECONTAMINATION OF RETURNED GOODS

We may only accept returned Goods if our decontamination instructions are strictly complied with. In default of such compliance we reserve the right to resend the Goods at the customer's expense.

16. FINAL PROVISIONS

Should individual provisions of these GTC be completely or partially invalid, the remaining conditions remain valid. The place of fulfillment for deliveries is our distributing warehouse, for payments the place of business of the contracting Endress+Hauser company. Swiss law applies. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall be excluded. Exclusive place of jurisdiction is the registered place of business of the contracting Endress+Hauser company. However, we reserve the right to sue at the customer's place of business.

17. GOVERNING LAW AND JURISDICTION

These GTC and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of United Arab Emirates.

The client irrevocably agree that the courts of United Arab Emirates shall have non-exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or to subject matter or formation (including non-contractual disputes or claims) However, we reserve the right to sue the customer's place of business

GENERAL TERMS & CONDITIONS FOR SERVICES

A. About working time:

1. Without any other agreement our Standard working hours are 8hrs for onshore services, Standard working hours are 10hrs for offshore services.
2. These services will be performed during the standard business hours from **Sunday to Thursday** excluding public holiday according to UAE labour law.
3. Service charges for Weekly end & holidays will be 1.5 times of our standard Commissioning & Supervision support charges.
4. Any overtime/extra time above Standard working hours will be charged separately on hourly basis and rate per hour will be 1.5 times of Standard charges.
5. Standard working hours are including Lunch time, Travel time, safety orientation/induction time, break time & any waiting time at site.
6. Mobilization & De-Mobilization time is considered as Standard working hours & will be charged at Standard Service rates mentioned in our offer.
7. Day/days consumed for any medical fitness test and/or any HSE training will be charged at our standard daily rate.

B. About additional charges:

8. All offered charges are excluding VAT and any other local taxes
9. To & Fro Airfare from UAE/Qatar/ KSA to nearest Airport at actuals + 10% Administrative charges.
10. Internal airfare will be charged at actuals (if applicable) +10% Administrative charges.
11. Accommodation & food charges will be at actuals + 10% Administrative charges.
12. Local Conveyance will be charged at actuals + 10% Administrative charges.
13. VISA & all related charges at actuals + 10% Administrative charges.
14. All business calls made from outside UAE charged at cost + 10% Administrative charges.
15. If any additional cost arises due to special needs, special Training, Medical test, insurance & /or in connection with the work then that additional cost will be charged at actuals + 10% Administrative charges.
16. Any chemicals for analyzer measurement could be provided and charged separately at actual + 10% administrative charges.
17. In case, any spares required should be provided by "Client", or if it is used from our stock, then will be charged to "Client" at extra.
18. Bank charges, if any should be borne by "Client".

C. About other T&Cs:

19. Offer is valid for On-Site support of Endress+Hauser make instruments only.
20. Offered commissioning & supervision charges are only for requested visit & for devices and are valid for one engineer.
21. Prior to commissioning/testing, the instruments need to be installed mechanically, electrically and be accessible.
22. The work permit should be issued to work at site.
23. Site assistance shall be provided by customer
24. We require 3 to 4 weeks advance information to enable us to depute engineer to site on time after receipt of commercially/ technically clear Work-Order and with receipt of VISA for particular country.
25. VISA/ Gate pass/CNIA pass to be arranged by "Client".