

GENERAL TERMS & CONDITIONS

of

smaXtec animal care GmbH

Sandgasse 36

A-8010 Graz

FN326827 Landesgericht ZRS Graz

(hereinafter referred to as smaXtec)

1. Basis

- 1.1. Sales and deliveries are exclusively based on these general terms and conditions which are valid for the current and future business relationship between smaXtec and the customer.
- 1.2. Customer's general terms and conditions which deviate and/ or are contrary to these conditions shall not be part of these conditions except if the validity of all or part of the customer's terms and conditions is stipulated in written form.
- 1.3. Any contractual agreement must be made in writing.

2. Applicable Law – Legal Jurisdiction

- 2.1. The current and future business relationship between smaXtec and the customer is subject to Austrian law, excluding UN purchase law and regulations of international private law.
- 2.2. The contracting parties agree that all disputes arising from or relating to this contract, including any dispute regarding conclusion of the contract and validity, shall be settled under the exclusive international jurisdiction of the Austrian courts. Place of performance and sole legal venue for all disputes under this agreement shall be the registered location of smaXtec.

3. Conclusion of Contract – Payment

- 3.1. A sales contract for the smaXtec contract goods shall be concluded subject to order placement and written order confirmation from smaXtec. The customer must pay the entire purchase price without deductions. This is due upon receipt of the order confirmation and shall be transferred without delay to smaXtec's bank account:

Bank Steiermaerkische Bank und Sparkassen AG
IBAN AT37 2081 5000 0694 2924
BIC STSPAT2GXXX

3.2. smaXtec is entitled to withdraw from a concluded sales contract should it become apparent that the customer has failed to meet agreed payment terms. Deliveries will not be made while the customer owes monies for other orders.

4. Delivery – Title and Risk of Loss or Damage

smaXtec delivers goods to the customer's address. The risk of loss or damage is governed by the relevant Incoterms 2010 Clause EXW and provisions herewith agreed.

5. Retention of Proprietary Rights

5.1. smaXtec shall retain ownership of the sold goods until full payment has been received.

5.2. Should third parties access the reserved goods, particularly in the course of any legal proceedings, the customer shall inform the third party that the goods are the property of smaXtec and shall inform smaXtec immediately in writing, providing contact data of the third party and the responsible authority/court so that smaXtec may enforce its proprietary rights. The customer is obliged to support smaXtec to the fullest extent.

6. Warranty/ Notification of Defects/ Remote Maintenance Services

6.1. The customer is warranted the functionality of the delivered goods for a period of 2 (two) years upon delivery. At the discretion of smaXtec, the warranty period can be contractually extended separately.

This shall be conditional on the customer commencing use of the goods at the latest by expiry of the best before date on the packaging of the smaXtec Classic and pH Plus. In this case, smaXtec shall guarantee retention of the specific properties of the product. It shall be clearly established that provision of the best before date on smaXtec packaging shall not constitute a guarantee. Distributors and end users shall be obligated to carefully follow all instructions from smaXtec provided in the user information; this applies in particular to transport and storage conditions.

The customer acknowledges that the sensors that make up the smaXtec System (Base Station, Repeater, Sensors, Software) may be used for the measurement of rumen pH, temperature in cows, the physical activity of the animals and for the measurement of other parameters (currently ambient temperature and humidity in the cow shed).

6.2. The customer must inspect delivered goods upon receipt and immediately provide written notification of any identifiable defects. In the case of hidden defects, written notification of the defect shall be provided immediately upon discovery thereof.

smaXtec shall be entitled to choose between repairing or replacing the defective goods. The customer shall ensure smaXtec has sufficient time and opportunity to undertake the necessary repairs and replacement deliveries; smaXtec shall otherwise be released from any liability for resulting consequences.

6.3. If the customer submits a warranty claim he is obliged to make data stored on the smaXtec products and log files accessible to smaXtec. smaXtec shall be obliged to maintain confidentiality of this data.

6.4. The customer acknowledges that an intact internet connection must be available to facilitate use of the free remote maintenance services provided by smaXtec.

6.5. smaXtec guarantees that its products meet the relevant national standards and requirements in the countries in which these products are marketed with the approval of smaXtec. smaXtec shall not assume any warranty claims for products with regard to compliance with regulations in countries in which the products are marketed without the prior knowledge and written approval of smaXtec.

smaXtec products are not intended for export to third countries by the customer. It is therefore expressly forbidden that the customer shall export the products from these countries to third countries.

Should this provision be contravened, smaXtec shall not assume any warranty and shall be indemnified against any claims from the customer.

7. Hardware and Boluses

7.1. Reuse

The reuse of used boluses is not recommended by smaXtec. If they are nevertheless reused, such reuse voids all warranty claims. To avoid erroneous data assignments, a corresponding entry must be made in the data system.

7.2. Prohibition of resale

The customer submits to a contractual prohibition on the resale of boluses to third parties. Furthermore, the customer acknowledges that resale requires the explicit

consent of smaXtec in order to secure the smaXtec system and the assignment of the boluses to a facility and an animal, as well as, in particular, to ensure the proper use of the system. In return, smaXtec will handle with goodwill any repurchase of unneeded boluses.

8. Installation

The customer acknowledges that the use of the pH monitoring system requires proper installation.

9. Liability

smaXtec's liability - regardless of the legal basis - is limited to damages caused deliberately or as a result of serious negligence by smaXtec. smaXtec's maximum liability for claims for compensation is limited to € 1,500.000,00. These provisions shall not apply to claims for loss or damage on the basis of the Product Liability Act.

10. Special contractual provisions

Insofar as smaXtec and the customer have concluded special contractual provisions, which have been formally agreed in written agreements, then the special contractual provisions shall have priority over these General Terms & Conditions. Oral promises and statements of smaXtec, its employees or commercial representatives of smaXtec shall not justify any rights or claims of the customer. The agreed written conditions shall apply exclusively.

September 2023