

# General terms and conditions for deliveries of equipment and related services (projects)

Dimension Data Czech Republic s.r.o.



01 August 2018

## General terms and conditions for deliveries of equipment and related services (projects)

### 1. Introductory provisions

The provisions of these general terms and conditions for deliveries of equipment and related services (projects) (hereinafter referred to as the “**Terms and Conditions**”) are valid for all deliveries of equipment, for which services are also provided, and other work in accordance with Section 2587 of the Civil Code supplied by **Dimension Data Czech Republic s.r.o.**, registered address: Milevská 2095/5, 140 00 Prague 4, reg. no.: 26175738, registered in the commercial register maintained by Prague City Court in section C, entry no. 77064 (hereinafter referred to as the “**Contractor**”) to the business entity ordering work (hereinafter referred to as the “**Client**”), unless stated otherwise in a separate contract.

### 2. Definition of terms

For the purposes of these Terms and Conditions the terms below shall have the following agreed meaning:

- 2.1. “Copyright Act” means Act No. 121/2000 Coll., the Copyright Act, as amended.
- 2.2. “Schedule” means the plan for the implementation of the Work that is specified in the Offer, or in the Order, or in the Order Confirmation, if sent in accordance with paragraph 3.7 hereof, or determined according to paragraph 5.1 hereof.
- 2.3. “Work” means the work that is specified in the Offer, or in the Order, or in the Order Confirmation, if sent in accordance with paragraph 3.7 hereof, and the delivery of which to the Client is the subject-matter of the Contract concluded on the basis of the Offer, the Order and these Terms and Conditions.
- 2.4. “Documentation” means the official documentation provided by the manufacturer in the version it provided, and the Contractor’s documentation of actual work, or any other documentation agreed between the Parties.
- 2.5. “Confidential Information” means any information that either Contracting Party receives from the other Contracting Party in connection with the performance of the Contract, whether it is provided in writing, verbally, electronically, through observation or by other method, including any information, data or communication of a business, marketing, financial, legal or other nature, and the agreed contractual terms. Amongst others, confidential information includes source codes to software if the Contractor has provided them to the Client, as well as all modifications, expansions and versions of such source codes, materials and information concerning the Contracting Parties’ activities, business activities and the way in which they do business, information about the Contracting Parties’ customers and suppliers, the Contractor’s offer, including prices, as well as concepts and knowledge, including the results of research and inventions, knowledge about technologies and methods used, “know-how”, designs, drawings, specifications, etc.
- 2.6. “Possibility of Remote Network Access” means a situation where the Client allows the Contractor to have remote access to the Equipment and to provide Services remotely, in particular: (i) it allows fully secure data access to the Client’s internal network from the Contractor’s network, (ii) the installation and/or configuration of the SW allows remote access to the Equipment and (iii) it provides the Contractor with full access rights for full access to the Equipment.
- 2.7. “Place of Performance” means the place where the Work is to be implemented, where the procedure specified in paragraph 5.3 shall be used for determining it.
- 2.8. “Offer” means the Contractor’s offer to perform the Work (the delivery of the Equipment and the provision of the Services) which may also include the SOW.
- 2.9. “Civil Code” means Act No. 89/2012 Coll. (the Civil Code), as amended.
- 2.10. “Order” means the Client’s binding request for the performance of the Work (the delivery of the Equipment and the provision of the Services) which has been issued by the Client according to the Contractor’s valid Offer (i.e. an Order is considered acceptance of an Offer in accordance with Section 1740 of the Civil Code).
- 2.11. “Handover Protocol” means the document on the handover of the Work by the Contractor and the acceptance of the Work by the Client.
- 2.12. “Acceptance” means the acceptance of the Work or part thereof according to the procedure specified in Article 6 hereof.
- 2.13. “Order Confirmation” means confirmation of an Order that contains deviations or changes compared to the Offer by the Contractor, in which the Contractor confirms delivery of the Work to the Client under the terms contained in the Order (as specified in paragraph 3.7 hereof).
- 2.14. “Services” means installation, training, consultation, project management and other services that the Contractor is obliged to perform as part of the Work.

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- 2.15. "Contract" means the contract for work concluded between the Client and the Contractor on the basis of the Offer and the Order (and if relevant the Order Confirmation if sent according to paragraph 3.7 hereof), the contents of which shall be formed by these Terms and Conditions, as well as the Offer and the Order (and any Order Confirmation).
- 2.16. "Software" means one or more programs capable of operating on a controller, processor or other hardware product, the detailed specifications of which are described in the Offer (or the Scope of Work part of the Offer). The Software is either a separate product or is contained in another hardware product ("Bundled Software") or is an integral part of the Equipment and cannot be removed during normal operation ("Firmware").
- 2.17. "SOW" means the *Scope of Work* as part of the Offer, in which the Work is specified (Equipment/Software and Services).
- 2.18. "Force Majeure Event" means an obstacle that temporarily or permanently prevents a Contracting Party from fulfilling its obligations under the Contract and which is exceptional unforeseeable and insurmountable and was independent of the will of either Party. Force Majeure Events include floods, earthquake, war, terrorist attack, sabotage, revolution, invasion, insurrection, strike, lockout or other event during plant operation, rebellion, civil riots, mob violence, blockade, embargo, boycott, use of military force, fire, explosion, quarantine, and/or conduct or constraints by the government, including the imposition of restrictions or embargoes on imports exports.
- 2.19. "Equipment" means equipment, including the Software, described in the Offer/Order (and also in the Order Confirmation, if sent in accordance with paragraph 3.7 hereof).

### 3. Order and creation of contract

- 3.1. An individual Contract shall be concluded on the basis of an Order which has been made out by the Client according to the Contractor's valid Offer. The Offer and the Order also include these Terms and Conditions. By making out an Order the Client confirms that it has read these Terms and Conditions and that it considers them to be part of the Contract concluded between the Client and the Contractor. By making out an Order the Client also agrees that these Terms and Conditions are the only ones applicable to the Contract concluded on the basis of its Order. For the avoidance of doubt, any business or other contractual conditions printed or otherwise referred to or accompanying the Client's Order shall not be used for the Contract.
- 3.2. In certain cases the Contractor's Offer may also include a Scope of Work document (SOW), which specifies in detail the Contractor's subject of performance under the Contract. The SOW shall be binding for the Contractor's performance in the same way as other parts of the Offer.
- 3.3. The Client's Order made out on the basis of the Contractor's Offer must be in writing and may be in the following form: (i) the original written Order delivered to the Contractor, for example by post or in person, (ii) a copy (scan) of the original written Order delivered to the Contractor by email, (iii) a PDF document that has been created in the Client's internal information system, delivered to the Contractor as an email attachment or otherwise electronically. The Order must always (with the exception of the case in point (iii) of this paragraph) be signed by the Client's authorised representative. An Order made out in this way by the Client shall be deemed binding.
- 3.4. The Order must contain at least these basic requirements:
  - a) the Client's business name and registered address (place of business in the Czech Republic);
  - b) contact person, his/her email and phone number;
  - c) registration number; tax registration number if the Contractor is registered as a VAT payer;
  - d) name and designation of the Equipment that is to be supplied (numerical designation of the Equipment, i.e. the Equipment codes listed in the Offer) so that the subject of the Order is clearly identified;
  - e) amount of Equipment supplied, including the amount of Software licences required;
  - f) the Services ordered (for example installation, configuration of Equipment, training);
  - g) Place of Performance and Schedule;
  - h) total price of the Order;
  - i) signature of the Client's authorised representative (if appropriate, also the company stamp), with the exception of paragraph Error! Reference source not found. above.
- 3.5. The Client's Order shall also be deemed sufficient if it does not contain the information according to letters d), e), f), g) and h), provided it contains an express reference to the Contractor's valid offer, which can be clearly identified from such reference, and if the Offer contains various options for goods, the reference shall also specify which option the Client

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- has chosen. If the Order does not contain the information under letter g), such Order shall be deemed sufficient and Article 5 hereof shall be used to determine the Place of Performance and date of performance, or Schedule.
- 3.6. Individual contracts are concluded on delivery of an Order to the Contractor if the Order fully matches the Offer and does not contain any deviations, additions, reservations, limitations or other changes compared to the Offer (Section 1740 (3) of the Civil Code does not apply and therefore the possibility of accepting an Offer with an addition or deviation is ruled out).
  - 3.7. If an Order contains deviations, additions, reservations, limitations or other changes compared to the Offer, such Order shall be considered as a new offer and shall be binding for the Contractor only if the Contractor sends the Client confirmation of the order confirming the delivery of the Work under the conditions specified in the Order, or confirming that the Client's Order has been accepted by the Contractor, including with the changes compared to the Offer. The Contractor shall send the Client confirmation of the Order by email. In such case a Contract shall be concluded on delivery of confirmation of the Order to the Client.
  - 3.8. If the Contractor's confirmation of an Order is required by the Client, the Contractor shall confirm the Order without undue delay after receiving it by email. However, if the Order fully matches the Offer, the Contract shall be concluded as soon as the Order is received (see paragraph 3.6 above). If the Order does not match the Offer, the procedure specified in paragraph 3.7 above shall apply.
  - 3.9. For the purpose of concluding a Contract an email shall be deemed delivered as soon as it is received by the other Contracting Party's email server according to the email system records of the Contracting Party that has sent the email; an email may be sent to any email address of the other Contracting Party listed in the Offer or Order or otherwise given to the other Contracting Party on concluding the specific business case.
  - 3.10. The subject-matter of a Contract concluded in the above manner is the Contractor's commitment to perform the Work for the Client and the Client's commitment to pay the agreed purchase price for it, all according to these Terms and Conditions.
- ### 4. Price and terms of payment
- 4.1. The Client agrees to pay the Contractor the agreed price for the Work. The binding price of the Work (Equipment and Services) is specified in the Offer (or in the Order Confirmation, if sent in accordance with paragraph 3.7 hereof. The price given in the Offer (or Order Confirmation) is deemed to have been arranged as a fixed amount, unless expressly agreed otherwise.
  - 4.2. The prices in the Contractor's offer do not include VAT which shall be added to the price by the Contractor according to applicable legislation, unless it is expressly stated in the Offer that the price is inclusive of VAT.
  - 4.3. The price shall be paid by bank transfer into the Contractor's account on the basis of the Contractor's issued tax document (invoice).
  - 4.4. If there is a change by more than 3% in the exchange rate for the currency, in which the Contractor purchases the Equipment or the manufacturer's support (maintenance), against the Czech crown on the date the Client is invoiced compared to the exchange rate on the date the Offer (or the Order confirmation) is sent, the Contractor shall be entitled to amend the invoice price accordingly, if this price is set in CZK. The exchange rate announced by CNB shall be relevant for calculating exchange rate differences.
  - 4.5. Unless it is stated otherwise in the Offer (or the Order confirmation), invoicing shall be done as follows:
    - the price for the delivery of the Equipment (hardware and Software), if it is part of the Work, shall be invoiced immediately after the Equipment has been delivered to the Client;
    - the price for other parts of the Work (Services, cost of compiling Documentation, training, etc.), shall be invoiced after the Acceptance of the Work, but not later than 5 days after the Acceptance of the Work;
    - if the handover of the Work in parts has been agreed (acceptance milestones), the invoice for the relevant part (acceptance/invoice milestone) shall be issued not later than 5 days after the handover of the relevant part of the Work (acceptance milestone).
  - 4.6. Invoices shall be payable within fourteen (14) days of the date of issue. The Client shall be required to pay the amount in such a way that it is credited to the Contractor's bank account on the due date. If the Client is in default of payment of an invoice, it agrees to pay the Contractor default interest of 0.1 % on the amount owed for each day of the delay.
  - 4.7. In the event of a delay in the payment of invoices the Contractor shall be entitled to suspend the performance of the Work until the date on which the entire amount owed, including

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default interest, is credited to the Contractor's account. The Schedule deadlines shall be extended by this period. In the event of a delay of more than thirty (30) days the Client shall allow the Contractor to enter the Place of Performance and dismantle and remove the installed Equipment or other components of the Work. The Client shall bear the costs thus incurred by the Contractor.

### 5. Date and place of performance of the Work, cooperation

- 5.1. The Contractor agrees to perform the Work (supply the Equipment, provide the related Services) on the dates, or according to the Schedule, specified in the Offer (or in the Order Confirmation). If no date is specified, Section 2590 of the Civil Code shall apply.
- 5.2. The Contractor shall notify the Client of any delay in performance according to the Schedule. If the delay is caused by: (i) a Force Majeure Event, or (ii) any action, omission or delay by the Client regarding its contractual obligations, in particular not providing cooperation on the agreed date or in the agreed manner, or (iii) any other event beyond the Contractor's control, the performance date shall be extended by the period agreed between the Contracting Parties, whereas this period may not be shorter than the duration of the facts specified in points (i), (ii) and (iii) above, unless the Parties agree otherwise. If the delay in the Schedule is caused for reasons on the part of the Client, it shall be required to reimburse the Contractor for all extra costs and expenses incurred by the Contractor as a result of such action, omission or delay by the Client.
- 5.3. The Place of Performance given in the Offer (or in the Order confirmation) shall be used to determine the Place of Performance. If it is not listed therein, the Place of Performance listed in the Order shall apply. If no Place of Performance is listed in either of these documents, the Place of Performance (i) for the delivery of the Equipment shall be the Client's registered address (the goods shall be delivered to the Client by a standard delivery service) and (ii) for the provision of the Services shall be the Contractor's registered address, whereas the Client is required to provide the Contractor with the Possibility of Remote Network Access so that the Contractor can provide the Service via remote access from its registered address.
- 5.4. On the date the Equipment is delivered the Client shall ensure that the Place of Performance is prepared in accordance with the Contractor's requirements specified in these Terms and Conditions and in the Offer (or the Order Confirmation), or in a separate "environment requirements" document, which shall be handed over to the Client by the Contractor. Furthermore, the Client shall provide the Contractor with access to the Place of Performance, and ensure that a lockable room is provided to put the Equipment and installation tools in. If the Client does not have a secured room according to this Article on delivery of the Equipment, it shall be required to reimburse the Contractor for all the costs it incurs due to a breach of this obligation. The Client shall also notify the Contractor of any delay in the preparation of the Place of Performance.
- 5.5. The receipt of goods shall be confirmed by the Client's authorised representative by signing the delivery note.
- 5.6. If part of the Work includes the supply of Documentation, it shall be handed over to the Client not later than on the Handover Date. The Documentation shall be provided in Czech or English, in one counterpart at the Place of Performance. The Client agrees to not provide or make available any information about the Documentation to any third party without the Contractor's written consent for a period of 5 years after the signing of the Handover Protocol. It also agrees to take all necessary measures to preserve the confidentiality of the Documentation and to limit its employees' access to the Documentation only to the most necessary cases.
- 5.7. If part of the Work includes training, the Contractor agrees to provide this training for the Client's employees who will be responsible for the operation and maintenance of the Equipment. Training shall take place on the Client's premises, in Czech or English, on working days and during working hours. The Contractor shall not bear any liability for the result of the training courses regarding the fulfilment of tasks by employees after they have completed the training courses.
- 5.8. The Client shall be required to provide the Contractor promptly with all cooperation necessary for the performance of the Work.

### 6. Handover of the work, transfer of risk of damage and ownership

- 6.1. After the Work, or part thereof (if acceptance milestones have been agreed), has been completed, the Contractor shall invite the Client to take over the Work/part thereof. The Client shall be required to verify within five (5) days whether the Work has been properly completed and therefore meets the agreed acceptance criteria, or other specifications made in the Offer (or SOW) - hereinafter referred to as "Acceptance Criteria".

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- 6.2. If the Work does not meet the agreed Acceptance Criteria, the Client shall notify the Contractor in writing or by email within five (5) days of the Work being handed over to it for the acceptance tests, or verification that the Work has been completed. The Client shall state all the reasons why the Work does not meet the Acceptance Criteria/cannot be considered to have been completed in sufficient detail so that the Contractor can replicate the detected errors/defects and determine their cause. The Contractor shall remove all the defects as soon as possible and again prepare the Work for handover in accordance with the specified procedures. The Client shall then have five (5) days to again verify that the defects have been removed and that the Work meets the Acceptance Criteria. The specified procedure shall be repeated until the Work is properly completed and the agreed Acceptance Criteria have been met.
- 6.3. If the Work is properly completed (if it meets the agreed Acceptance Criteria), the Acceptance of the Work shall be confirmed with the signing of the Handover Protocol. If the Work is properly completed, the Client shall be required to accept it. The Client shall be entitled to refuse to accept the Work only if defects are ascertained on the takeover of the Work (see paragraph 6.2 above). Deficiencies or defects that do not hinder the functional use of the Work shall not justify a refusal to accept the Work.
- 6.4. If, within five (5) days of the date on which the Work is handed over to the Client for verification whether it has been properly completed (it meets the Acceptance Criteria), the Client does not sign the Handover Protocol or does not draw up a written report on its refusal to accept the Work, including a list of defects, the Work shall be deemed to have been accepted by the Client, and the Handover Protocol shall only be signed by the Contractor's representative and shall be equivalent to a Handover Protocol signed by both Contracting Parties.
- 6.5. In addition, any partial or full use or launch into operation of the Work by the Client or a third party before the signing of the Handover Protocol shall be deemed acceptance of the Work by the Client. In such case the Handover Protocol shall be drawn up and signed only by the Contractor and shall be equivalent in all regards to a Handover Protocol signed by both Contracting Parties.
- 6.6. The signing of the Handover Protocol by both Contracting Parties on the acceptance of the Work, as well as the conduct referred to in paragraphs 6.5, and 6.6 above, shall be considered conduct confirming the completion and handover of the Work to the Client in accordance with Section 2604 of the Civil Code.
- 6.7. The above procedure shall also be used for the acceptance of individual parts of the Work (acceptance milestones, if they have been agreed).
- 6.8. The risk of damage to the Equipment shall pass to the Client on the date the Equipment is delivered to the Place of Performance.
- 6.9. The Contractor reserves the ownership right to the Equipment and the Client shall acquire the ownership right to the Equipment as soon as 100% of the price of the Work, including any default interest or other claims the Contractor has under this Contract, is credited to the Contractor's account.
- 6.10. The Client shall not be entitled to further sell or otherwise transfer ownership or other rights (for example licences) to the Equipment/Work or any parts of the Work to any third party without the Contractor's prior written consent.

### 7. Change management

- 7.1. The Client shall be entitled to propose a change to the Work at any time during the performance of the Work, in writing. In such case the Contractor shall assess the proposal for a change to the Work, its feasibility, the impact on the Schedule, the price of the Work, and on cooperation, etc., and submit the result of its assessment to the Client for approval.
- 7.2. The Contractor shall also be entitled to propose a change to the Work to the Client, for example if new facts are ascertained after the performance of the Work has started. In such case the Contractor shall submit the proposed change to the Client in writing, including a description of the change, the reasons for it, the impact on the Work, price, and any other points necessary in order for the Client to be able to assess the change. In such case the Contractor shall have the right to carry out such work as is immediately necessary to prevent damage to the Work during the mutual approval of the request for a change.
- 7.3. If the Contracting Parties agree on a change to the Work under paragraphs 7.1 and 7.2, the request for a change shall be entered in the Contractor's change request form. The change request form shall be signed by both Contracting Parties' authorised representatives. Change request forms that are the result of agreement between the Parties according to paragraphs 7.1 and 7.2 and are properly signed by both Contracting Parties' representatives shall become part of this Contract.

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- 7.4. Changes to the Work (including their impact on the Schedule) can also be agreed between the Contracting Parties in the form of a written record of the meeting between the Contracting Parties' representatives signed by the representatives of both Parties.
- 7.5. If a change to the Technical Specifications Work according to this Article 7 requires a change to the price of the Work the change request form cannot be used and such change shall be agreed separately, i.e. the Contractor shall prepare a special Offer for the Client for this change, which the Client shall accept in a special Order.

### 8. Software and copyright protection

- 8.1. The use of any Software, whose manufacturer/copyright owner is not the Contractor and which is supplied by the Contractor under this Contract, shall be governed by the licence terms that are supplied with such Software. The licence agreement for the use of third parties' Software shall be directly between the Client and the owner/holder of the copyright to the Software. All third party software that is supplied is listed by the Contractor in its Offer (including SOW).
- 8.2. Unless it is expressly stated in the Offer (including SOW) that the Contractor is the holder of the copyright to the supplied Software, the Contractor shall not be a party to any licence agreement regarding the Software and so it shall not provide any guarantee or declaration concerning this Software, including (but not exclusively) guarantees regarding ownership/authorship, use or operation of such Software.
- 8.3. The Contractor shall provide the Client with a non-exclusive and non-transferrable licence for the use of part of the Work fulfilling the characteristics of a copyright work according to the Copyright Act, which is created by the Contractor (for example, a computer program created by the Contractor). The licence shall be granted for the entire duration of the property rights to the work. The licence shall be granted for the Czech Republic. The work may be copied and amended only for the Client's internal purposes. The Contractor shall not provide the source code for a computer program that it has created. If a computer program created by the Contractor is one of its standard products, its use shall be governed by the Contractor's licence terms for that product. Other conditions of copyright protection shall be governed by applicable legislation.

### 9. Confidential information

- 9.1. The Contracting Parties shall be required to maintain the confidentiality of Confidential Information and to protect it against leakage. Neither Contracting Party is entitled to disclose Confidential Information to any third party without the prior written consent of the other Contracting Party, or to use this Confidential Information for any purposes other than the performance of this Contract. The Contracting Parties agree to maintain the confidentiality of Confidential Information at least to the same degree as they protect their own confidential information of a similar nature, but at least to the usual extent with regard to all circumstances.
- 9.2. The obligation according to paragraph 9.1 above does not apply to Confidential Information that:
  - 9.2.1 a Contracting Party had available before it was provided by the other Contracting Party;
  - 9.2.2 has become publicly known other than through a breach of the obligation to maintain confidentiality under this Contract;
  - 9.2.3 has been provided to a Contracting Party by a third party without a confidentiality obligation;
  - 9.2.4 has been independently developed by a Contracting Party;
  - 9.2.5 the party that gave access to the Confidential Information has given approval for it to be published.
- 9.3. The Contracting Parties shall be entitled to disclose Confidential Information (i) to legal, tax and accounting advisors if they are bound by confidentiality obligations at least to the extent of the obligations set out herein; (ii) to any person that forms a group with either Contracting Party, in order to inform them about the contents of this legal relationship, and only for the internal needs of the group members and on the condition that the group members treat the information that is handed over as if it were their own confidential information and maintain its confidentiality; (iii) in judicial or administrative proceedings to the extent necessary for the enforcement of claims under this Contract or in connection with it, (iv) if required by law or other legislation, or by a court or public authority, and (v) to subcontractors and representatives if they are bound by confidentiality at least to the extent specified in these Terms and Conditions.

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- 9.4. The Contracting Parties hereby agree to maintain the confidentiality of the Confidential Information for the term of the Contract and also for a period of five (5) years after the termination of the Contract.
- 9.5. At the request of a Contracting Party that has provided Confidential Information, the other Contracting Party shall be required to return the information without delay or destroy it, including all copies, including electronic copies, regardless of the form in which it was provided.
- 9.6. The Contracting Parties agree that confidentiality does not apply to information about the existence of this Contract, including commercial references, i.e. using the other Contracting Party's business name, logo, the project name and general description of the Work in marketing and/or reference materials. The Client agrees that the performance of the Work under this Contract can be used as a public reference indicating the performance or subject of performance, trademarks and generally known facts. This consent is of unlimited duration and shall also remain valid after the termination of this Contract. The Contractor shall also be entitled to include the Client in its list of references.
- 9.7. The Contracting Parties hereby confirm that the Confidential Information shall be deemed a trade secret according to the terms of the Civil Code.

### 10. Liability for defects

- 10.1. The Contractor shall be liable for defects in the Work on its handover to the Client.
- 10.2. The Contractor shall not be liable for defects in the Work if the defect appears after the Work has been handed over and it has been found that (i) the Work/Equipment has been placed in an unsuitable environment; (ii) during the operation of the Work/Equipment the Contractor's instructions on proper operation set out in the Documentation or otherwise provided by the Contractor have not been followed; (iii) the Work/Equipment has been used in a way or for a purpose for which it is not intended; (iv) the Work/Equipment has been interfered with by a third party without the Contractor's prior consent, including cases where the Work/Equipment has been modified or repaired by a third party without the Contractor's prior consent; (v) the Work/Equipment has been used in conjunction with any product (HW or SW) that has not been approved by the Contractor; (vi) the defect has occurred due to external influences, including excessive physical force, a power or air-conditioning failure, accident, incorrect handling, or a Force Majeure Event.
- 10.3. Paragraph 10.2 shall also apply if a warranty is agreed.
- 10.4. The Client shall notify the Contractor of any defects within two (2) working days after discovering the defect

### 11. Warranty

- 11.1. The Contractor shall provide the same warranty for the goods supplied under the Contract as the manufacturer of the goods provides, to the extent where it is possible legally and on the basis of the contractual relationship between the manufacturer of the goods and the Contractor for the Contractor to transfer such warranty to the Client. The Contractor shall inform the Client of the warranty on the Equipment in the Offer or when the Equipment is handed over. For the avoidance of doubt, the Client states that it is not the manufacturer of the Equipment and does not provide any warranty on the Equipment (unless expressly stated otherwise in the Offer), in particular it does not provide any warranty regarding the satisfactory or usual quality of the Equipment or the suitability to use the Equipment for a particular purpose, or a guarantee of non-infringement of third party rights in connection with the use of the Equipment.

### 12. Compensation for loss

- 12.1. The Contractor's obligation to compensate the Client for damage caused by a breach of obligations arising from the Contract (including these Terms and Obligations) or the law is limited to an amount equal to 100 % of the price of the Work. This restriction also applies to non-pecuniary damages which the Contractor might be obliged to pay by law and to compensation in special cases under Section 2920 et seq. of the Civil Code.
- 12.2. The Contractor shall be exempt from the obligation to pay compensation and shall not be required to pay damages if it shows that the damage occurred due to (a) a Force Majeure Event, or (b) conduct by the Client or other third party beyond the Contractor's control, or (c) a lack of cooperation from the Client. Furthermore, the Contractor shall not be required to pay the Client or any third party for damage if any of the facts in paragraph 10.2 occurred.
- 12.3. The Contractor shall not be liable and therefore shall not be obliged to compensate for (i) loss of profit, unrealised revenues, lost business opportunities, unrealised anticipated savings and/or loss of goodwill, loss of data or damage thereto, (ii) any accidental, subsequent or other indirect damages or losses. This restriction shall apply regardless of the



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form in which the claim is made, whether it be a claim based on an obligation to pay compensation due to a breach of law or a breach of contract, and regardless of whether the Contractor was warned of the possibility of such damages or losses.

- 12.4. The above restrictions shall not apply to the obligation to (i) compensate for a loss on the death or injury of a person, or (ii) compensate for a loss caused intentionally or through gross neglect; or other obligation to compensate for a loss where the exclusion or restriction of this obligation would by law be invalid or unenforceable.
- 12.5. The Client and the Contractor shall be required to mitigate or reduce the impact of any losses, damages, fines, costs, expenses (including legal expenses) or other obligations and liabilities that may arise due to any breach of law or this Contract.

### 13. Force majeure

- 13.1. A Party affected by a Force Majeure Event shall not be in default of meeting its contractual obligations or otherwise responsible for any delay in meeting or the failure to meet its contractual obligations (with the exception of any payments under this Contract), if the delay in meeting or the failure to meet the obligation was as a direct consequence of the Force Majeure Event and provided that:
- (a) the Party affected by the Force Majeure Event has notified the other Contracting Party of the Force Majeure Event, its nature and probable duration, including its impact on the other Contracting Party, in writing and without undue delay;
  - (b) the Party affected by the Force Majeure Event has taken all reasonable measures to mitigate the impact of the Force Majeure Event.
- 13.2. As soon as the Force Majeure Event ends, the Party affected by it shall immediately notify the other Contracting Party that the Force Majeure Event has ended and renew the fulfilment of its contractual obligations affected by the Force Majeure Event.
- 13.3. If a Force Majeure Event lasts for more than thirty (30) consecutive days and the fulfilment of contractual obligations is prevented/delayed for this period, the Party that is not affected by the Force Majeure Event shall (i) be entitled to terminate the Contract by written notice, which shall take effect on the delivery of notice to the other Contracting Party, and (ii) shall not be liable for damages that might arise in this context.

### 14. Withdrawal from contract

- 14.1. The Contract may be terminated by (i) written agreement between the Contracting Parties, and/or (ii) a withdrawal from the Contract. The Contractor and the Client are entitled to withdraw from the Contract in the cases expressly specified in the Offer (or Order Confirmation) and in these Terms and Obligations. The option to withdraw from the Contract on the expiry in vain of an additional period to provide performance is expressly excluded. A withdrawal from the Contract must be made by the Parties explicitly, in a written withdrawal notice.
- 14.2. The Contracting Parties are entitled to withdraw from the Contract in the event of a substantial breach of Contract by the other Contracting Party under the conditions below. The following are deemed a substantial breach of Contract:
- a delay of more than sixty (60) days in the delivery, acceptance and/or proper implementation of the Work,
  - the implementation of the Work with defects that prevent its use and which have not been repaired by the Contractor by the agreed deadline,
  - non-payment of the contractual price of the Work or part thereof,
  - the Client's failure to secure, prepare and equip the Place of Performances according to the provisions of this Contract,
  - a fundamental breach of the obligation to maintain the confidentiality of Confidential Information under Article 9 hereof.

Prior to a withdrawal due to a substantial breach of Contract, the Contracting Party that intends to withdraw from the Contract shall first be required to summon the other Contracting Party in writing to redress the situation and to give it a reasonable period to do so, which shall not be less than five (5) working days from the delivery of the summons. If the breach of Contract is not rectified even within this additional period, the Contracting Party shall be entitled to withdraw from the Contract by written notice.

- 14.3. If either Contracting Party is in non-substantial breach of Contract, where a non-substantial breach is any other breach of this Contract, with the exception of those specified in paragraph 14.2 hereof, the other Contracting Party is entitled to summon the Party that is in breach of Contract, in writing, to fulfil its contractual obligations. If, within thirty (30) days of

## General terms and conditions for deliveries of equipment and related services (projects)

- the delivery of this summons, the Contracting Party that has breached the Contract does not take satisfactory steps to redress the situation or if, within sixty (60) days of this summons or within any longer period agreed between the Contracting Parties, this Contracting Party does not correct the breach of contractual obligations, the other Contracting Party may withdraw from this Contract, without thereby depriving itself of any other rights or means of redress.
- 14.4. If a Contracting Party is bankrupt or if insolvency proceedings are initiated against a Contracting Party under Act No. 182/2006, on Bankruptcy and Settlement (the Insolvency Act), as amended, or if it is in liquidation or administration, or it is unable to meet its financial obligations, the other Contracting Party may withdraw from this Contract immediately.
  - 14.5. A withdrawal from this Contract shall take effect on delivery of the written withdrawal notice to the other Contracting Party.
  - 14.6. In the event of a withdrawal from this Contract the Contracting Parties agree that their contractual obligations shall cease on the effective date of the withdrawal and as of that date the performance realised under this Contract shall be mutually settled according to the following rules: the Client shall pay the Contractor for the implemented and fulfilled part of the Work and reasonably incurred costs associated with the Work (hereinafter referred to as "Costs") regardless of the official acceptance of that part of the Work by the Client, based on the written specification of the Costs which shall be sent to the Client by the Contractor. In the event of a delay in the payment of the Costs, the Contracting Parties agree on a contractual fine of CZK 5,000 for each commenced day of the delay.

### 15. Final provisions

- 15.1. These Terms and Conditions are binding for the contractual relations on deliveries of Equipment, including Services (performance of work) concluded by Dimension Data Czech Republic s.r.o. goods, as of their date of publication.
- 15.2. The Contract (including these Terms and Conditions) shall be governed by and interpreted according to Czech law. In interpreting the Contract (including these Terms and Conditions) the provisions of the law shall take precedence over trade practices maintained generally and in the specific sector.
- 15.3. The Parties agree to take every effort to settle amicably any and all disputes arising from this Contract or in connection with it (including the provisions of these Terms and Conditions). Disputes that cannot be settled amicably shall be resolved by the Court of Arbitration attached to the Commerce Chamber of the Czech Republic and the Agrarian Chamber of the Czech Republic in accordance with the Court of Arbitration's Rules. The arbitration tribunal shall comprise three arbitrators and its award shall be final and binding. The arbitration proceedings shall be held in Prague, the Czech Republic, and shall be conducted in Czech.
- 15.4. All official notices, requests or communications between the Contracting Parties concerning this Contract shall be made in writing in Czech and sent by letter signed by the Contracting Party's authorised representative or by e-mail, which shall be confirmed immediately by letter. All notices shall be deemed validly delivered on the third working day after sending, if they are sent by registered post to the Contracting Party's registered address.
- 15.5. Any change to the provisions and terms of the Contract must be made in writing.
- 15.6. Neither Contracting Party shall be entitled to assign its claims under the Contract concluded in accordance with these Terms and Conditions, or allow the assumption of a debt by a third party, or transfer its rights and obligations under the Contract (assign the Contract) without the other Contracting Party's prior written consent. Any assignments or transfers made without the other Contracting Party's prior consent shall be deemed invalid and ineffective towards the other Contracting Party. This provision shall not be interpreted in such a way that the Provider is not entitled to use a subcontractor to fulfil its obligation. The Provider shall also be entitled to assign the Contract to another entity in the *Dimension Data* Group (Concern).
- 15.7. The Contractor shall be entitled to sub-contract any part or the entire scope of the Work under this Contract.
- 15.8. Under the terms of Section 630 of the Civil Code the Contracting Parties agree on a ten-year limitation period for financial obligations arising under this Contract.

These Terms and Conditions are valid and effective from 1 August 2018.