

# Services Supplemental Terms

These Services Supplemental Terms (“Services Terms”) apply in addition to the Base Terms between the Tecosa entity named on the Order and the Customer that accepted the Order. They apply only to services as described in the Order (“Services”).

**Capitalized terms are defined in the Base Terms.**

## Commercial terms

### 1. Tecosa Offerings

#### 1.1. Services Offerings

- 1.1.1. **Scope description.** Tecosa will perform the Services as detailed in the Services description set out (or referred to) in the Order.
- 1.1.2. **Supervision.** To the extent the Services include supervision, Tecosa’ only obligation is to provide correct instructions. Tecosa will not be liable for the performance of third parties or Customer’s personnel.

#### 1.2. Location

- 1.2.1. **Onsite.** If Services are provided at Customer’s site, Tecosa will:
  - a. provide them during normal local business hours (excluding holidays); and
  - b. comply with Customer’s reasonable site rules provided in writing before performance starts.
- 1.2.2. **Off-site.** If onsite performance is not necessary, Services may be performed:
  - a. at a location of Tecosa’ choice; or
  - b. by remote access.

#### 1.3. Personnel

Tecosa may direct and allocate personnel for the Services at its option and is responsible for all compensation and other employment benefits of Tecosa’ employees.

#### 1.4. Data processing

Where Tecosa acts as Customer’s processor of personal data provided by Customer, the following terms apply:

- a. the Data Privacy Terms available at <https://www.Tecosa.com/dpt>; and
- b. any additional information related to the processing of personal data, including authorized subprocessors, set out in the Order (if applicable).

### 2. Customer’s obligations

#### 2.1. Providing Contributions

Customer will provide the following Contributions:

- a. support Tecosa by providing:
  - the environment and opportunity to start work on time, without interruption, and with adequate and legally compliant health and safety measures in place for onsite work;

- qualified personnel with the necessary know-how and decision-making ability;
  - a secure internet connection and authorized access to Customer's or third-party systems (as required);
  - reasonable support to ensure that all obligations required by competent authorities for the commissioning, acceptance, and use of the Services are met;
  - timely acceptance (where required), input, and feedback;
  - lockable rooms for storage and adequate working and recreation rooms for Tecosa and their subcontractors, including appropriate sanitary facilities; and
  - all necessary information about the location of concealed electric, gas, water, and fiberoptic lines or similar installations, and the static and sub-surface conditions of the site.
- b. obtain any permits and approvals from relevant authorities, except if only Tecosa can obtain them;
  - c. ensure cooperation by any third parties retained by Customer;
  - d. for time and material Orders, confirm with Tecosa the hours worked on a time basis. Tecosa' time sheets are deemed accepted within 10 days of submission unless Customer identifies a material reason in writing to reject them; and
  - e. any additional Contributions as set out in the Order.

## 2.2. Scheduling and management

Tecosa is not responsible for Customer's scheduling, planning, project management, or any resulting delay or cost.

## 2.3. Hazardous materials and environmental conditions

- 2.3.1. **Customer site responsibilities.** If Services are provided at Customer's site, Customer will handle, store, dispose, and remediate the effects of any hazardous waste, hazardous materials on-site (including asbestos), geological or geothermal conditions, archaeological findings, or other conditions that require special treatment or have a negative effect on the Services or the environment.
- 2.3.2. **Reimbursement and suspension.** Customer will refund Tecosa for all costs caused by the discovery or handling of any such materials or conditions. If a health or safety risk arises during the provision of the Services, Tecosa may suspend the Services until such risks are removed.

## 2.4. Remote support

- 2.4.1. **Remote support.** Tecosa may provide the Services remotely.
- 2.4.2. **Remote access.** If Tecosa needs remote access, Customer will, at its expense:
  - a. provide an access-controlled internet connection (e.g., wired or wireless broadband connections via DSL, UMTS, or LTE) that meets the technical requirements of a secure remote connection;
  - b. grant Tecosa necessary access to Customer's assets to provide the Services;
  - c. activate and accept each remote access of Tecosa (if agreed); and
  - d. have a qualified person authorized by Customer and familiar with Customer's assets and production system at its site.
- 2.4.3. **Remote access functionality**
  - a. **Use of Tecosa remote access functionality.** If agreed in the Order, Tecosa will provide remote access functionality. Customer will check that the security standards are compatible with its operating environment, security requirements, and internal policies.
  - b. **Use of Customer remote access functionality.** If Customer provides remote access functionality, it will ensure the confidentiality and integrity of the remote connection and its availability. Tecosa will not be liable for the use of this Customer remote access functionality and it can reject if it does not comply with common security standards.

### 3. Delivery and performance

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#### 3.1. Acceptance

- 3.1.1. **No acceptance required.** Acceptance of the Services is not required unless agreed otherwise in the Order.
- 3.1.2. **Acceptance required.** If the Order requires acceptance:
- a. Tecosa will issue a notice of completion if the Services or an agreed portion are ready for acceptance; and
  - b. Customer will accept unless the Services are carried out in breach of Section 4. In this case, Customer will describe the breach in a written notice of rejection and Tecosa will:
    - remedy it within a reasonable time (or as agreed by the parties); and
    - resubmit for acceptance.
- 3.1.3. **Deemed acceptance.** The Services or agreed delivered portion are deemed accepted on the earlier of:
- a. 10 business days from completion notice if Customer has not given a rejection notice; or
  - b. the date the delivered portion is put into productive use.

#### 3.2. Delivery and performance dates

Any dates in the Order are estimates and non-binding. However, if Customer obtains Tecosa' written consent to specific delivery or performance dates expressly subject to liquidated damages ("Binding Dates"), Section 3.3 will apply.

#### 3.3. Delay

- 3.3.1. **Liquidated damages.** If Tecosa is solely responsible for delaying Binding Dates and Customer suffers a loss, Tecosa will, after a grace period of 1 week, pay liquidated damages equal to 0.5% of the price for the delayed portion of the Services for every full week of delay.
- Aggregate liquidated damages will not exceed 5% of the price for the delayed portion.
- 3.3.2. **Termination for delay.** Customer may only terminate the Order for delay if:
- a. the maximum liquidated damages are payable; and
  - b. a reasonable additional delivery or performance period has expired.
- 3.3.3. **Exclusive remedy.** This Section 3.3 sets out Tecosa' entire and exclusive liability for delay and excludes all of Customer's other rights and remedies for delay.

## Warranties

### 4. Services warranty

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The Services will be performed in a professional manner with the level of care reasonably expected under similar circumstances. Tecosa does not warrant a specific outcome unless agreed otherwise in the Order.

### 5. Services warranty period

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#### 5.1. Original warranty period

The warranty period for Services is 90 days following:

- a. completion of the Services; or
- b. acceptance, if it has been agreed in the Order.

#### 5.2. Warranty period for re-performed Services

The warranty period for re-performed Services is 30 days from reperformance if the original warranty period expires earlier. In any event, the warranty period ends no later than 120 days from the beginning of the original warranty period.

## 6. Warranty claims

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### 6.1. Notification

Customer will notify Tecosa in writing of any breach of the Services warranty promptly upon discovery and always within the applicable warranty period.

### 6.2. Remedies

Tecosa will remedy all breaches by reperforming the Services (onsite or remotely) within a reasonable time.

### 6.3. Duty of cooperation and reimbursement

In case of warranty claim, Customer will:

- a. at its expense:
  - provide Tecosa access to the defective portions of the Services;
  - perform any necessary disassembly and reassembly; and
  - provide Tecosa access to operation and maintenance data.
- b. pay Tecosa for any diagnostic and remedial work if it is established that no breach of the warranty existed.

### 6.4. Failure to remedy

If Tecosa is unable to remedy the breach using commercially reasonable efforts:

- a. Customer may terminate the Order in line with the Base Terms; and
- b. Tecosa will refund the price paid for the non-conforming portion of the Services.

## 7. Warranty exclusions

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### 7.1. Time limit

Any warranty claim is excluded after the applicable warranty period expires.

### 7.2. Exclusions

Tecosa excludes any warranty or liability for:

- a. faulty or negligent handling, or unusually excessive use;
- b. non-compliance with instructions in the Order, manuals, and similar documents available to Customer;
- c. non-reproducible software errors;
- d. any cause outside of Tecosa' control;
- e. modifications or repairs made by anyone other than Tecosa or their authorized representatives; or
- f. use or implementation of suggestions, recommendations, reports, or other documents, including the outcome.

## 8. Exclusive remedy

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**Sections 4–7 state Tecosa' entire liability and Customer's exclusive rights and remedy for warranty claims. Tecosa makes no other warranty, express, implied, or statutory, about the Services, including any warranties of merchantability or fitness for a particular purpose.**

# Intellectual property rights

## 9. Retained Intellectual Property

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Each party will retain all rights in:

- a. the Intellectual Property they developed or acquired outside of the respective Order; and
- b. the improvements, modifications, or derivatives they make to it under an Order.

## 10. Developed Intellectual Property

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Any Intellectual Property developed under an Order as part of the Offering is owned by Tecosa and licensed to Customer as specified in Section 11.

## 11. Tecosa license to Customer

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Tecosa grants Customer a non-exclusive, worldwide, perpetual, and non-transferable right to use Tecosa' Intellectual Property as part of the Offering:

- a. in unmodified form; and
- b. for Customer's internal business purpose.

Additional license rights and restrictions may be stated in the respective Order.