



General Terms and Conditions for Services of SICK Hellas Ltd

Valid since 01.05.2020

1. Scope of Application

These General Terms and Conditions for Services shall apply to all services rendered by SICK Hellas Ltd, Greece, registered in the general commercial registry (G.E.MI) no. 2664301000 (hereinafter referred to as "SICK") in connection with products manufactured or sold by SICK and, to the extent offered by SICK, to all services in connection with products of other manufacturers; in particular to:

- Consulting, providing expert opinions, and engineering;
- Diagnosis and fault clearance (also remote);
- Mounting and installation;
- Commissioning, maintenance and inspection;
- Performing measurements, e.g. stoptime measurements;
- Trainings;

as well as to all services in connection with protective devices within the meaning of the Machinery Directive, in particular to:

- Inspecting protective devices;
- Performing measurements, e.g. stoptime measurements;
- Consulting and training.

Different and additional General Terms and Conditions of the Customer shall only apply to the extent that SICK expressly accepted them in writing.

2. Services of SICK

2.1 The type and scope of the services to be provided by SICK are defined by the agreement between SICK and the Customer and additionally by SICK's quotation and, if the Services are not specified in detail in the quotation, in the inspection and check lists and the working plans of SICK, as amended from time to time.

2.2 SICK shall perform all work as services, unless expressly stipulated otherwise.

3. Prices and Payment

3.1 The prices stated in the offer submitted by SICK shall apply. Prices are in EUR and are plus VAT as applicable. If no prices are stated in the offer or were agreed, the current price lists of SICK for services in the respective business field shall apply.

3.2 The Purchaser shall pay invoices issued by SICK for services in accordance with the agreed terms of payment by means of giro transfer to the account indicated in the invoice. Unless otherwise stated in the invoice, payment by the Purchaser shall only be deemed to be on time if it is credited to the bank account of SICK without any deduction within thirty (30) days of the invoice date.

3.3 Costs for the removal of disturbances and damages to protective devices and/or other products which are caused by the improper usage by the Customer, by the interference by third parties or by force majeure are at the expense of the Customer. The same shall apply to damages and disturbances which are caused by the fact that the environmental conditions at the installation location, the electric power supply system or the accessories do not conform to the respective specifications of the protective devices and/or the product.

4. Obligation of the Customer to Co-operate

4.1 The Customer shall grant SICK access to the immediate execution of the services during the usual business hours of SICK; otherwise, SICK may charge waiting times separately. If the Customer requests the execution of works outside the usual business hours of SICK, the Customer shall bear any additional costs associated therewith.

4.2 For the execution of the services, the Customer shall make available, to the extent required, auxiliary staff, auxiliary materials and technical documents. Furthermore, the Customer shall establish the operating conditions required for the execution of the services.

4.3 The Customer shall take care that the employees of SICK may execute the services without any exposure to danger. In particular, the Customer must comply with the protective measures provided pursuant to the Accident Prevention Regulations and the EN International Standards, as well as with respective safety regulations. The Customer is obliged to point out explosion risk areas and any other particular hazards to employees of SICK or, as the case may be, to ensure that the employees of SICK receive all required safety instructions.

5. Warranty and Liability of SICK

5.1 The Customer must notify SICK in writing of any obvious defects in the services within a period of two (2) weeks from performance of the services; other defects must be notified within a period of two (2) weeks from their detection, however no later than twelve (12) months after performance of the services. Any defects notified thereafter will not be considered. Any defects in the services duly notified shall be promptly remedied by SICK.

5.2 (a) SICK shall be liable for damages - regardless of the legal cause - solely:

- in the event of intent;
- in the event of gross negligence;
- in the event of injury to life, body and health;
- in the event that SICK has fraudulently concealed a defect;
- insofar as SICK has given an explicit guarantee.

(b) In the event of violation of essential contractual duties by slight negligence of SICK, SICK's liability for damages shall be limited to typical contractual losses that could have been foreseen. This also applies to loss of profits and any other financial loss. Essential contractual duties are duties the fulfillment of which is required for the due execution of a contract and the observance of which a party relies on, and may rely on, regularly, as well as duties the breach of which will put the achievement of the contractual purpose at risk. Any further claims for damages shall be excluded.

(c) SICK's liability for damages shall in any event and regardless of the legal cause, except under the circumstances set out under (a) above, be limited to the respective order value.

5.3 Regarding the limitation period for claims, the legal provisions shall apply, unless provided otherwise in these General Terms and Conditions for Services.

6. Confidentiality

SICK shall treat as confidential any knowledge gained during the execution of the services. Any publications shall require the written consent of the Customer.

7. General Provisions

7.1 If any provision of these General Terms and Conditions is or becomes invalid or void, the validity of the remaining provisions shall remain unaffected thereby. In such case, the invalid or void provision shall be interpreted, reinterpreted or replaced in such a way that its intended economic purpose is achieved. This shall not apply if adherence to the contract constitutes an undue hardship to either Party.

7.2 All legal relations in connection with this contract shall be governed by Greek law. The application of the UN Convention on Contracts for the International Sale of Goods dated April 11, 1980 shall be excluded.

7.3 The sole place of jurisdiction for all disputes directly or indirectly arising from this contract shall be the place of business of SICK. Nevertheless, SICK shall also be entitled to appeal to a court seated at the place of business of the Customer.