Article 1: Applicability 1.1 These Terms and Conditions apply to all offers made by or on behalf of the contractor, to all contracts concluded on the basis of said offers and agreements, to all negotiations that may result therefrom, as well as to those agreements concluded directly or as a result of such agreements. 1.2 The literal meaning of using these Terms and Conditions is the unambiguous meaning that result from the terms of the agreement. 1.3 In the event of any conflict between the substance of the agreement and this Terms and Conditions, the latter shall prevail. The terms and conditions of the client and the provisional of the contractor may not be varied unless such variations are in writing and signed by V.O.N. 1.4 The terms and conditions of the client and the provisional of the contractor may only be used by V.O.N. members.

Article 2: Offers 2.1 Unless agreed otherwise in writing, the offer made by the contractor will not be deemed as an invitation to make an offer by the client, unless it is accompanied by a signed order. 2.2 The prices stated in the offer are based on the current prices as of the date of publication of the price list in force on 1 January 2020. Prices are exclusive of VAT and packaging.

Article 3: Payment 3.1 The client must pay the invoice amount in accordance with the agreed payment periods. The invoice amount and the payment periods are subject to change at all times. If the invoice amount has been subject to change, then the invoice will give the new amount and the new payment period. 3.2 The client is not entitled to reduce to payment or to deduct anything other than the agreed payment period. 3.3 The invoice must be paid in full and without any deductions within the payment deadline. If the invoice amount has been subject to change, the client must pay the agreed payment period. 3.4 If the invoice is not paid within the agreed payment period, the contractor is entitled to charge interest. The interest rate that may be charged is 8% per annum, but is equal to the statutory interest rate, the interest rate in force on the date of invoice.

Article 6: Force majeure 6.1 The contractor is entitled to suspend performance of its obligations if it is prevented from doing so by force majeure. 6.2 Force majeure is understood to mean, in general, circumstances to which the contractor cannot make use of its resources or the execution of the work by the client cannot be suspended for the following reasons: 6.3 The event of force majeure is not understood to mean that performance is suspended or terminated, unless the contractor can prove that performance cannot be suspended or terminated due to force majeure. 6.4 The contractor shall not be entitled to compensation for damage caused by force majeure.

Article 9: Force majeure 9.1 This article is entitled to suspend performance of its obligations if it is prevented from doing so by force majeure. 9.2 Force majeure is understood to mean, in general, circumstances to which the contractor cannot make use of its resources or the execution of the work by the client cannot be suspended for the following reasons: 9.3 The event of force majeure is not understood to mean that performance is suspended or terminated, unless the contractor can prove that performance cannot be suspended or terminated due to force majeure. 9.4 The contractor shall not be entitled to compensation for damage caused by force majeure.

Article 10: Scope of the work 10.1 The client must ensure that all directors, exponents and other people to whom the contractor is entitled to pass on or make available information, as far as relevant for the performance of the obligations under this agreement, are made aware of the provisions of this paragraph. 10.2 The contractor is entitled to pass on or make available such information as far as relevant for the performance of the obligations under this agreement, to one or more third parties, as determined by the contractor.

Article 11: Retention of title 11.1 Unless agreed otherwise in writing, payment will be made as follows: 11.2 Unless agreed otherwise in writing, payment will be made as follows: 11.3 Unless agreed otherwise in writing, payment will be made as follows: 11.4 Unless agreed otherwise in writing, payment will be made as follows: 11.5 Unless agreed otherwise in writing, payment will be made as follows: 11.6 Unless agreed otherwise in writing, payment will be made as follows:

Article 12: Performance of the work 12.1 The work has been completed

Article 13: Complaints 13.1 In no case may a complaint be submitted after the work has been completed or after the client has received the work.

Article 17: Final disposal of goods 17.1 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: 17.2 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: 17.3 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: 17.4 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: 17.5 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: 17.6 The client shall be entitled to dispose of goods that have been completed or that are in the possession of the contractor in the following ways: