

HCRA TERMS AND CONDITIONS

General Terms and Conditions of Contracting, Delivery and Payment of the Metaalunie sector group Holland Container Repair Association (HCRA), filed at the Registry of the Rotterdam District Court on 1 April 2017. Issued by Koninklijke Metaalunie, P.O. Box 2600, 3430 GA Nieuwegein.
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Article 1: Applicability

- 1.1 These Terms and Conditions apply to all offers made by members of the Metaalunie sector group Holland Container Repair Association (hereinafter to be referred to as HCRA), all agreements they conclude and all agreements that may result therefrom, all this in so far as the HCRA member is offeror or supplier.
- 1.2 These Terms and Conditions may only be used by members of the Metaalunie sector group HCRA. A HCRA member using these Terms and Conditions is referred to as the Contractor. The other party is referred to as the Client.
- 1.3 In these Terms and Conditions the Client is also understood to mean: the owner and/or user of the good or the persons or companies engaged by it or on its behalf.
- 1.4 In the event of any conflict between the substance of the agreement concluded between the Contractor and the Client and these Terms and Conditions, the provisions of the agreement will prevail.
- 1.5 In these Terms and Conditions “repair” is also understood to mean, “maintenance, cleaning and/or inspection” and “the good repaired” also “the good that has been/will be maintained, cleaned and/or the good inspected”.

Article 2: Offers

- 2.1 All offers are without obligation.
- 2.2 If the Client provides the Contractor with data, drawings and the like, the Contractor may rely on their accuracy and completeness and will base its offer on the same.
- 2.3 The prices stated in the offer are based on delivery ex works, Contractor’s place of establishment, in accordance with the Incoterms 2010. Prices are exclusive of VAT and packaging.
- 2.4 If the Client does not accept the Contractor’s offer, the Contractor is entitled to charge the Client for all costs incurred by the Contractor in making the offer to the Client.

Article 3: Intellectual property rights

- 3.1 Unless otherwise agreed in writing, the Contractor retains the copyright and all industrial property rights in the offers made by it and in the designs, pictures, drawings, models (including trial models), software and the like provided by it.
- 3.2 The rights in the data referred to in paragraph 1 of this article will remain the property of the Contractor irrespective of whether the costs of their production have been charged to the Client. These data may not be copied, used or shown to third parties without the Contractor’s express consent. Upon breach of this provision, the Client will owe the Contractor a penalty of € 25,000. This penalty may be claimed in addition to damages pursuant to the law.
- 3.3 On the Contractor’s first demand, the Client must return the data provided to it as referred to in paragraph 1 of this Article within the time limit set by the Contractor. Upon breach of this provision, the Client will owe the Contractor an immediately payable penalty of € 1,000 per day. This penalty may be claimed in addition to damages pursuant to the law.

Article 4: Advice, designs and materials

- 4.1 The Client cannot derive any rights from advice or information it obtains from the Contractor if this does not relate to the assignment.
- 4.2 The Client is responsible for the drawings and calculations made by or on behalf of it and for the functional suitability of the materials prescribed by or on behalf of it.
- 4.3 The Client indemnifies the Contractor from and against all liability to third parties relating to use of the advice, drawings, calculations, designs, materials, samples, models and the like provided by or on behalf of the Client.

Article 5: Delivery period / performance period

- 5.1 The delivery period and/or performance period will be set by the Contractor on an approximate basis.
- 5.2 In setting the delivery period and/or performance period, the Contractor will assume that it will be able to perform the assignment under the conditions known to it at that time.
- 5.3 The delivery period and/or performance period will commence once agreement has been reached on all technical details, all necessary data, final and approved drawings and the like are in the Contractor's possession, the agreed payment or instalment has been received *and* the necessary conditions for performance of the assignment have been satisfied.
- 5.4
 - a. In the event of circumstances that differ from those that were known to the Contractor when it set the delivery period and/or performance period, it may extend the delivery period and/or performance period by such period as it needs to perform the assignment under such circumstances. If the work cannot be incorporated into the Contractor's schedule, it will be performed as soon as the Contractor's schedule so permits.
 - b. In the event of any contract addition, the delivery period and/or performance period will be extended by such period as the Contractor needs to (cause to) supply the materials and parts for such work and to perform the contract addition. If the contract addition cannot be incorporated into the Contractor's schedule, the work will be completed as soon as the Contractor's schedule so permits.
 - c. If the Contractor suspends its obligations, the delivery period and/or performance period will be extended by the duration of the suspension. If the continuation of the work cannot be incorporated into the Contractor's schedule, the work will be performed as soon as the Contractor's schedule so permits.
 - d. In the event of inclement weather, the delivery period and/or performance period will be extended by the resulting delay.
- 5.5 The Client is required to pay all costs incurred by the Contractor as a result of delay affecting the delivery period and/or performance period as referred to in Article 5.4.
- 5.6 If the delivery period and/or performance period is/are exceeded, this will in no event entitle to damages or termination.

Article 6: Transfer of risk

- 6.1 Delivery will be made ex works, Contractor's place of establishment, in accordance with the Incoterms 2010. The risk attached to the good passes to the Client at the time the Contractor makes the good available to the Client.
- 6.2 Notwithstanding the provisions in paragraph 1 of this article, the Client and Contractor may agree that the Contractor will arrange for transport. In that event, the risk of storage, loading, transport and unloading will be borne by the Client. The Client may insure itself against these risks.

- 6.3 In the event of a purchase in which a good is exchanged (inruil) and the Client retains the good to be exchanged pending delivery of the new good, the risk attached to the good to be exchanged remains with the Client until it has placed this good in the possession of the Contractor. If the Client cannot deliver the good to be exchanged in the condition that it was in when the agreement was concluded, the Contractor may terminate the agreement.

Article 7: Price change

- 7.1 The Contractor may pass on to the Client any increase in costing factors occurring after conclusion of the agreement. This expressly includes energy costs.
- 7.2 The Client will be obliged to pay the price increase as referred to in paragraph 1 of this article on any of the occasions below, such at the discretion of the Contractor:
- a. upon the occurrence of the price increase;
 - b. at the same time as payment of the principal sum;
 - c. on the next agreed payment deadline.
- 7.3 If the Client supplies goods to the Contractor and the Contractor is prepared to use these, the Contractor may charge a maximum of 20% of the market price of the goods supplied.

Article 8: Force majeure

- 8.1 The Contractor is entitled to suspend performance of its obligations if it is temporarily prevented from performing its contractual obligations to the Client due to force majeure.
- 8.2 Force majeure is understood to mean, inter alia, the circumstance of failure by suppliers, the Contractor's subcontractors or transport companies engaged by the Contractor to perform their obligations or perform them in good time, weather conditions (in particular storms with a wind speed of at least fourteen metres per second, as measured by the Royal Netherlands Meteorological Institute (KNMI), one of its branches, or a similar institution that of good repute), earthquakes, fire, pandemic, epidemic, power failure, loss, theft or destruction of tools or materials, road blocks, strikes or work stoppages and import or trade restrictions.
- 8.3 If the Contractor's temporary inability to perform lasts for more than six months, it will no longer be entitled to suspend performance. On expiry of this deadline, the Client and the Contractor may terminate the agreement with immediate effect, but only as regards such part of the obligations that has not yet been performed.
- 8.4 In the event of force majeure where performance is or becomes permanently impossible, both parties are entitled to terminate the agreement with immediate effect as regards such part of the obligations that has not yet been performed.
- 8.5 The parties will not be entitled to compensation for damage suffered or to be suffered as a result of suspension or termination as referred to in this article.

Article 9: Scope of the work

- 9.1 The Client must ensure that all licences, exemptions and other administrative decisions necessary to carry out the work are obtained in good time. The Client is required upon the Contractor's first demand to send the Contractor a copy of the documents mentioned above.
- 9.2 The price of the work does not include:
- a. the costs of earthwork, pile driving, cutting, breaking, foundation work, cementing, carpentry, plastering, painting, wallpapering, repair work or other construction work;
 - b. the costs of connecting gas, water, electricity or other infrastructural facilities;
 - c. the costs of preventing or limiting damage to any goods present on or near the work site.
 - d. the costs of removal of materials, building materials or waste;
 - e. travel and accommodation expenses.

Article 10: Changes to the work

- 10.1. Changes to the work will in any event result in contract variations work if:
 - a. the design, specifications or contract documents are changed;
 - b. the information provided by the Client is not factually accurate;
 - c. quantities diverge by more than 10% from the estimates.
- 10.2 Contract additions will be charged on the basis of the pricing factors applicable at the time the contract addition is performed. Contract deductions will be charged on the basis of the pricing factors applicable at the time the agreement was concluded.
- 10.3 The Client will be obliged to pay the price of the contract addition as referred to in paragraph 1 of this article on any of the occasions below, such at the discretion of the Contractor:
 - a. when the contract addition arises;
 - b. at the same time as payment of the principal sum;
 - c. on the next agreed payment deadline.
- 10.4 If the sum of the contract deduction exceeds that of the contract addition, in the final settlement the Contractor may charge the Client 10% of the difference. This provision does not apply to contract deductions that result from a request by the Contractor.

Article 11: Performance of the work

- 11.1 The Client will ensure that the Contractor can carry out its activities without interruption and at the agreed time and that the requisite facilities are made available to it when carrying out its activities, such as:
 - a. gas, water and electricity;
 - b. heating;
 - c. lockable and dry storage space;
 - d. facilities required pursuant to the Working Conditions Act and Working Conditions Regulations.
- 11.2 The Client bears the risk of and is liable for any damage connected with loss, theft, burning and damage to goods belonging to the Contractor, the Client and third parties, such as tools, materials intended for the work or material used in the work and other goods of the Contractor, that are located on the work site or at another agreed location.
- 11.3 The Client is obliged to adequately insure itself against the risks referred to in paragraph 2 of this article. In addition, the Client must procure insurance of work-related damage as regards the material to be used. Upon the Contractor first demand, the Client must send it a copy of the relevant insurance policy/policies and proof of payment of the premium. In the event of any damage, the Client is required to report this to its insurer without delay for further processing and settlement.
- 11.4 The Client is obliged to ensure that documents (including but not limited to the documents required for both receipt and dispatch), as well as instructions and the like are in the Contractor's possession in good time. The Contractor accepts no liability whatsoever for any errors or inaccuracies in, or incompleteness of, these instructions and/or documents.
- 11.5 If the transporter engaged by the Client refuses to check the number of items and/or the technical condition before leaving the site, the Contractor will not be responsible for possible deviations in the number and/or the technical condition of these goods. The number and/or technical condition as stated in the Contractor's records will be regarded as correct, subject to evidence to the contrary.

11.6 If the Client fails to perform its obligations as described in the previous paragraphs and this results in delayed performance of the activities, the activities will be carried out as soon as the Client performs its obligations as yet and the Contractor's schedule so permits. The Client is liable for all damage suffered by the Contractor as a result of the delay.

Article 12: Completion of the work

12.1 The work is deemed to be completed in the following events:

- a. when the Client has approved the work;
- b. when the work is been taken into commission by the Client. If the Client takes part of the work into commission, that part will be deemed to be completed;
- c. if the Contractor notifies the Client in writing that the work has been completed and the Client does not inform it in writing as to whether or not the work is approved within 14 days of such notification having been made;
- d. If the Client does not approve the work due to minor defects or missing parts that can be rectified or subsequently delivered within 48 hours, provided that this coincides with normal working days, and that do not prevent the work from being taken into commission.

12.2 If the Client does not approve the work, it is required to inform the Contractor of this in writing, stating reasons. The Client must provide the Contractor with the opportunity to complete the work as yet.

12.3 The Client indemnifies the Contractor from and against any claims by third parties for damage to non-completed parts of the work caused by use of parts of the work that have already been completed.

Article 13: Storage

13.1 The Client is obliged to notify the Contractor, before the container is offered to the depot, of materials in, on top of or on the container that may possibly be harmful to the health of persons that are (or may be) directly or indirectly exposed to them, or of other facts the depot must be aware of in order to be able to safely process the container concerned.

13.2 The Contractor is entitled to deny the container access to the depot or charge extra costs for its handling in the event of doubt about possible risks to the health and safety of persons that are (or may be) directly or indirectly exposed to the container. The Contractor undertakes to notify the Client at the first sign of doubt about the harmfulness of loading residues found.

13.3 Furthermore, the Contractor is entitled to store the Client's goods outdoors before, during and after repairs and/or other activities. Storage is understood to mean: to store goods for a definite or indefinite period of time, whether or not for payment, that belong to the Client at the time of the assignment or that are under its control.

13.4 The storage commences on the day the goods are supplied by or on behalf of the Client and ends on the day that the goods are collected by or on behalf of the Client. In this respect, a part of a day will be regarded as an entire day. The depot fee charged by the Contractor at the time of storage applies to the storage.

13.5 If storage is agreed for an indefinite period of time, the Contractor is entitled to require, in writing or by registered letter, that the Client remove the goods given for storage or have them removed, within a two-week period, to be calculated from the date of the aforementioned letter.

13.6 If storage occurs in the context of a repair order, the Contractor is entitled to require that the goods stored be removed immediately after performance of the repair, but no later than two weeks after the notice of completion. The foregoing is applicable irrespective of whether payment of the amount due has already been made or must still be made before or upon delivery.

13.7 If goods are not removed by the expiry of the periods mentioned in paragraphs 5 and 6 of this article, the Contractor may invoke the power at Article 6:90 of the Dutch Civil Code.

Article 14: Liability

14.1 In the event of an attributable failure, the Contractor is obliged to perform its contractual obligations as yet.

14.2 The Contractor's obligation to pay damages, irrespective of the legal basis, is limited to damage for which the Contractor is insured under an insurance policy taken out by it or on its behalf, but will never exceed the amount paid out under this insurance in the relevant case.

14.3 If there is no insurance cover and the Contractor is nevertheless liable, for example in the event of gross negligence or intent by the Contractor or one of its employees, its liability will be limited to repair of the damage free of charge. If the estimated costs of repair are higher than the economic value of the container concerned, the Contractor's liability is limited to this value.

14.4 The following does not qualify for compensation:

- a. consequential loss, including business interruption loss, production loss, loss of profit, transport costs and travel and accommodation expenses. The Client may insure itself against this damage if possible;
- b. damage to goods in or under its care, custody or control. Such damage includes damage caused as a result of or during the performance of the work to goods on which work is being performed or to goods situated in the vicinity of the work site. The Client may insure itself against such damage if it so desires;
- c. damage arising:
 - from the manner and place of storage, including but not limited to damage due to weather conditions, water level, fire and explosion;
 - from wind speeds of at least fourteen metres per second, as measured by the Royal Netherlands Meteorological Institute (KNMI), one of its branches, or a similar institution of good repute;
 - as a result of the nature and natural condition of the goods given for storage.
- d. damage caused by the intent or wilful recklessness of agents or non-management employees of the Contractor.

14.5 The Contractor is not liable for damage to material provided by or on behalf of the Client where that damage is the result of improper processing.

14.6 The Client indemnifies the Contractor from and against all claims by third parties on account of product liability as a result of a defect in a product supplied by the Client to a third party and that consisted, entirely or partially, of products and/or materials supplied by the Contractor. The Client is obliged to compensate all damage suffered by the Contractor in this respect, including the full costs of defence.

14.7 The Client indemnifies the Contractor from and against damage suffered by the Client, or possible claims from persons that have been directly or indirectly exposed to a container and that have suffered damage or incurred expenses as a result of the container proving to be less safe than could reasonably have been expected. For example, because visible or invisible loading residues including possible radiation and gases have remained in the container, all this in so far as their harmfulness was not apparent or should not reasonably have been apparent to the Contractor.

Article 15: Obligation to complain

15.1 If the Client or its representative wishes to complain about a defect in performance, it must do so in writing within 14 days of inspection in the Contractor's workshop, or if there is no inspection, at the latest before the goods have left the Contractor's site.

- 15.2 If the Contractor has not received the Client's complaint in writing within the time limit mentioned in paragraph 1 of this Article, the Client loses all rights and powers it had based on the discovered defect.
- 15.3 The Client is entitled to perform an inspection or to have an inspection performed of the repairs and/or other activities, within 5 working days of the Contractor's notice of completion or within 5 working days of receipt of the related invoice. If Client wishes to have an inspection, it must notify the Contractor thereof in writing and within 2 working days of receipt of the notice of completion. In that case, the Contractor will offer the Client the good repaired and/or other activities performed once for inspection.
- 15.4 The Client must in all cases offer the Contractor the opportunity to remedy any defect or to perform the repairs and/or other activities again.
- 15.5 A complaint will only be processed by the Contractor if the Client has met all its obligations to the Contractor.
- 15.6 In any event, the Contractor will not process defects due to:
- normal wear and tear;
 - improper use;
 - lack of maintenance or improper maintenance;
 - installation, fitting, modification or repair by the Client or third parties;
 - application of materials prescribed and/or supplied by or on behalf of the Client, choice of materials or method of repair;
 - emergency repair(s) performed at the request of the Client.
- 15.7 On pain of forfeiture of all rights, the Client must submit complaints regarding the amount invoiced to the Contractor in writing within the payment deadline. If the payment deadline is longer than thirty days, the Client must complain no later than thirty days after the date of the invoice.

Article 16: Failure to take delivery of goods

- 16.1 Upon expiry of the delivery period and/or performance period, the Client is obliged to take delivery of the good or goods forming the subject of the agreement.
- 16.2 The Client must lend all cooperation that can be reasonably expected from it to enable the Contractor to make the delivery.
- 16.3 If the Client does not take delivery of goods, such goods will be stored at the risk and expense of the Client.
- 16.4 Upon breach of the provisions in paragraphs 1 and/or 2 of this article, the Client will owe the Contractor a penalty of € 250 per day, to a maximum of € 25,000. This penalty may be claimed in addition to damages pursuant to the law.

Article 17: Payment

- 17.1 Payment will be made at the Contractor's place of establishment or to an account to be designated by the Contractor.
- 17.2 Unless agreed otherwise, payment will be made as follows:
- a. in cash where sale is at the service desk;
 - b. in the case of payments in instalments:
 - 40% of the total price upon assignment;
 - 50% of the total price after supply of the material or, if delivery of the material is not included in the assignment, after commencement of the work;
 - 10% of the total price upon completion;
 - c. in all other cases, within thirty days of the date of the invoice.

- 17.3 If the Client fails to comply with its payment obligation, instead of paying the sum of money agreed it will be obliged to comply with a request by the Contractor for payment in kind.
- 17.4 The right of the Client to set off amounts it is owed by the Contractor is excluded, save in the event of the Contractor's bankruptcy or if statutory debt rescheduling applies to the Contractor.
- 17.5 Irrespective of whether the Contractor has fully executed the agreed performance, everything that is or will be owed to it by the Client under the agreement is immediately due and payable if:
- a deadline for payment has been exceeded;
 - an application has been made for the Client's bankruptcy or suspension of payments;
 - attachment is levied on the Client's goods or claims;
 - the Client (a company) is dissolved or wound up.
 - the Client (a natural person) requests to be admitted to statutory debt rescheduling, is placed under guardianship or dies
- 17.6 If payment is not made within the agreed payment deadline, the Client will immediately owe interest to the Contractor. The interest rate is 12% per annum, but is equal to the statutory interest rate if the latter rate is higher. When calculating interest, part of a month is regarded as a whole month.
- 17.7 The Contractor is authorised to set off its debts to the Client with amounts owed by the Client to companies affiliated with the Contractor. In addition, the Contractor is authorised to set off amounts owed to it by the Client with debts to the Client of companies affiliated with the Contractor. Further, the Contractor is authorised to set off its debts to the Client with amounts owed to the Contractor by companies affiliated with the Client. Affiliated companies are understood to mean the companies belonging to the same group, within the meaning of Article 2:24b Dutch Civil Code, and participating interests within the meaning of Article 2:24c Dutch Civil Code.
- 17.8 If payment is not made within the agreed payment deadline, the Client will owe the Contractor all extrajudicial costs, with a minimum of € 75.

These costs will be calculated on the basis of the following table (principal sum plus interest):

on the first	€ 3,000	15%
on any additional amount up to € 6,000		10%
on any additional amount up to € 15,000		8%
on any additional amount up to € 60,000		5%
on any additional amount from € 60,000		3%

The extrajudicial costs actually incurred will be owed if these are higher than they would be according to the above calculation.

- 17.9 If judgment is rendered in favour of the Contractor in legal proceedings, all costs that it has incurred in relation to these proceedings will be borne by the Client.

Article 18: Security

- 18.1 Irrespective of the agreed payment conditions, upon the first demand of the Contractor the Client is obliged to provide such security for payment as the Contractor deems sufficient. If the Client does not comply with such demand within the period set, it will immediately be in default. In that event, the Contractor is entitled to terminate the agreement and to recover its damage from the Client.
- 18.2 The Contractor will retain ownership of any goods delivered as long as the Client:
- fails or will fail in the performance of its obligations under this agreement or other agreements;
 - has not paid debts that have arisen due to non-performance of the aforementioned agreements, such as damage, penalties, interest and costs.

- 18.3 As long the goods delivered are subject to retention of title, the Client may not encumber or alienate the same other than in the ordinary course of its business.
- 18.4 Once the Contractor has invoked its retention of title, it may take possession of the goods delivered. The Client will lend its full cooperation to this end.
- 18.5 If, after the goods have been delivered to the Client by the Contractor in accordance with the agreement, the Client has met its obligations, the retention of title will be revived with regard to such goods if the Client does not meet its obligations under any agreement subsequently concluded.
- 18.6 The Contractor has a right of pledge and a right of retention in respect of all the containers of the Client that are or will be held by it, for all claims the Contractor has or might acquire against the Client or owner in respect of anyone seeking the surrender of goods, documents and monies that are or will be held by the Contractor for any reason and purpose whatsoever. Based on the above, the Contractor is entitled to deny the surrender of goods, documents and monies that are or will be held by the Contractor in connection with the Agreement, in respect of anyone.
- 18.7 The Contractor may consider anyone that, on behalf of the Client, entrusts the Contractor with goods to perform the work assigned, as authorised by the Client to establish a right of pledge on these goods.
- 18.8 The person providing the Contractor with the goods, documents and monies referred to is deemed to be authorised to do so. The Client accepts full liability for any consequences whatsoever of his possible lack of authority.
- 18.9 Sale of any collateral will occur at the Client's expense as prescribed by law or privately if there is consensus.

Article 19: Termination of the Agreement

If the Client wishes to terminate the agreement without the Contractor being in default, and the Contractor agrees to this, the agreement will be terminated by mutual consent. In that case, the Contractor is entitled to compensation for all financial loss, such as loss suffered, loss of profit and costs incurred.

Article 20: Applicable law and competent court

- 20.1 Dutch law applies.
- 20.2 The Vienna Sales Convention (C.I.S.G.) does not apply, nor do any other international regulations the exclusion of which is permitted.
- 20.3 Disputes will be heard exclusively by the Dutch civil court with jurisdiction over the Contractor's place of establishment, unless this is contrary to mandatory law. The Contractor may deviate from this rule of jurisdiction and apply the statutory rules of jurisdiction.
- 20.4 The parties may agree on another type of dispute settlement, such as arbitration or mediation, for example.