

GENERAL TERMS AND CONDITIONS OF SALE

1. All our sales, works, deliveries and services are carried out under the following terms and conditions; entrusting us with your order implies the express acceptance of these general terms and conditions. The customer's divergent conditions are not accepted, unless we have provided written confirmation of our acceptance.
2. Any complaints must be submitted in writing within eight days of receipt of the goods or completion of the performed works, to our registered office, with a clear description of the defects that enables us to fully examine the matter; otherwise, they will not be accepted.
3. If the VAT rate is changed before invoicing of the balance of the price, the price of the works yet to be invoiced will be adjusted accordingly, even when a VAT-inclusive price has been agreed.
4. Our invoices are payable by bank transfer.
5. Our invoices are payable without discount, within 30 days from the invoice date.
6. Invoices sent by post or by e-mail serve as proof of dispatch.
7. Failure to pay an invoice entitles us to cancel any outstanding orders, to demand the total amount due, or to reclaim the delivered goods.
8. Any amount unpaid on the due date will, by operation of law and without any prior notice of default, bear interest calculated on the basis of the rate applied by the National Bank of Belgium at the time of issuance of the invoice for advances in current account on government securities, increased by 2%.
9. In case of full or partial non-payment of the debt on the due date without serious reason, and after an unsuccessful notice of default, the balance due will be increased by 10%, with a minimum of €50 and a maximum of €1,985, even if grace periods are granted.
10. Non-payment of one invoice on its due date will render the balance of all other invoices, even those not yet due, immediately payable by operation of law.
11. All goods remain the property of our company until full payment of the outstanding debt, regardless of the agreed form of payment or its duration. However, the customer bears the risk of loss or destruction of the goods from the moment of delivery or installation.
12. Without prejudice to the buyer's risk concerning the goods, the seller retains ownership of the delivered goods until full payment of the price. Any deposits paid remain acquired by the seller as compensation for possible losses in the event of resale.
13. If the seller's confidence in the buyer's creditworthiness is undermined by acts of judicial enforcement against the buyer and/or by other demonstrable events that question or make it impossible, the seller reserves the right to require suitable guarantees from the buyer. If the buyer fails to provide such guarantees, the seller reserves the right to cancel the order in whole or in part, including for goods already delivered.
14. The drawing and/or acceptance of bills of exchange or other negotiable instruments does not constitute novation of debt and does not derogate from these terms of sale.
15. In the event of a dispute, the courts of Ghent or the courts of the buyer's domicile, at the seller's choice, shall have exclusive jurisdiction.
16. Any delivery date is given for "indicative" purposes only. Delays shall not give rise to termination or cancellation of the orders, nor to compensation, unless otherwise expressly agreed in writing. Any delay due to force majeure extends the delivery period by a duration equal to that of the force majeure.
17. All works are carried out at the request of the client, and we therefore assume that the client possesses all

necessary building permits and other administrative authorisations. If a building permit has not been requested, the client shall bear all costs and fines that this may entail for us.

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