

**General Conditions for Online Sales  
of WIKAL Instruments (Pty) Ltd**

Effective from December 2022

**1. Scope**

- 1.1. These General Conditions of Sale shall apply to all customers and legal entities under public law. They shall apply to any and all business relations between WIKAL Instruments (Pty) Ltd (hereinafter referred to as "WIKAL") and the customer relating to the WIKAL online shop. They shall apply accordingly to work performances. In case of work performance, taking of the delivered products shall be replaced by acceptance of work.
- 1.2. Any terms and conditions of the customer conflicting with, in addition to, or deviating from these General Conditions of Sale shall not form subject matter of the contract unless WIKAL consented to their applicability in writing. These General Conditions of Sale shall also apply in case WIKAL unconditionally effects delivery to the customer, having knowledge of its conflicting, additional, or deviating terms and conditions.
- 1.3. Any other agreements between WIKAL and the customer in addition to or deviating from these General Conditions of Sale concluded for the execution of a contract shall be laid down in writing in the individual contract. This also applies to the deletion of this requirement for written form.
- 1.4. Rights exceeding these General Conditions of Sale that WIKAL is entitled to pursuant to legal provisions or other agreements remain unaffected.

**2. Conclusion of Contract**

- 2.1. Offers quoted by WIKAL are subject to change and non-binding, unless otherwise stated by WIKAL.
- 2.2. Illustrations, drawings, specifications as to weight, dimension, performance, and consumption as well as any other descriptions of the products contained in the documents pertaining to the offer shall only be approximate unless expressly specified as binding. They constitute neither agreement nor guarantee as to the characteristics or durability of the products unless explicitly agreed as such in writing. The customer's expectations with regard to products and their use shall not constitute any agreement or guarantee.
- 2.3. WIKAL reserves all rights of ownership, copyrights, and any other property rights to all offer documents, in particular illustrations, drawings, calculations, brochures, catalogues, models, samples, and tools. Such documents must not be made available to third parties. The customer shall return upon WIKAL's request to WIKAL all offer documents that are no longer necessary in the ordinary course of business. For orders according to customer specification, the customer is liable for a possible violation of third-party rights or property rights and indemnifies WIKAL against such claims, unless breach of duty cannot be laid to the customer's charge or he is not responsible for the breach of duty.
- 2.4. To place orders in the WIKAL online shop, the customer may select WIKAL products and put them in his shopping cart. The customer's order becomes binding if the customer clicks the "Order now" button in the shopping cart at the end of his order process. Before the customer clicks "Order now", the previously entered data and the contents of the shopping cart may be altered any time, or the order process can be aborted by leaving the online shop. The contract text is saved by WIKAL after an item has been ordered. But it cannot be accessed by the customer. A contract is only concluded if WIKAL accepts the order by sending an order confirmation or the ordered product. After having sent his order, the customer receives a confirmation of receipt of the order. This is not a binding acceptance of the order, it is for informative purposes only that the order has been received, unless the order is already accepted in the confirmation of receipt.

**3. Scope of delivery**

- 3.1. The written order confirmation of WIKAL shall be authoritative for the scope of delivery. Any modifications regarding the scope of delivery made by the customer shall require the written confirmation of WIKAL to be effective. The products are subject to modifications in construction and form to the extent such modifications are customary in trade or lie within the DIN tolerances or are insignificant and thus acceptable to the customer. This applies accordingly to the choice of materials, the specification, and the construction type.
- 3.2. Part delivery is permissible unless the customer cannot reasonably be expected to accept a delivery in parts and WIKAL's interests are taken into account at the same time.
- 3.3. WIKAL reserves the right to make excess or short deliveries of up to 5% of the scope of delivery for technical reasons. Claims for defects shall be excluded in this case.

**4. Delivery time**

- 4.1. Delivery dates and deadlines must be agreed in writing. Delivery dates and deadlines shall not be binding unless WIKAL has specified them as binding in writing in advance.
- 4.2. The delivery deadline shall start when the order confirmation has been sent by WIKAL but not before any and all necessary documents, approvals and releases have been provided by the customer, all technical questions have been clarified and payment have been received in full. The delivery date shall be deferred by an adequate period of time if the customer does not provide the documents and approvals it has to provide or grant the required releases in due time, or if not all technical matters have been completely clarified in due time. All delivery dates shall be subject to the due and timely fulfilment of all other obligations by the customer.
- 4.3. The delivery period is deemed to have been met if the products have left the factory before this period has expired or if WIKAL has communicated that the products are ready for dispatch or collection. All delivery dates and periods are subject to the fact that WIKAL receives its own supplies in due form and especially in due time unless WIKAL is responsible for this situation of inadequate supplies. If WIKAL has not duly and timely received its own supplies, WIKAL shall be entitled to rescind the contract. WIKAL shall promptly inform the customer in case it exercises its right of rescission and shall return any performances made by the customer.
- 4.4. In case of cross-border deliveries, the customer shall furnish the competent authorities in due time with all declarations and shall take all measures required for export from South Africa and import to the country of destination, in particular procure the documentation required for customs clearance and comply with the export regulations or other limitations as to the merchantability of the products. The delivery shall be subject to the reservation that performance of the delivery is not hindered through national or international regulations, particularly regulations controlling exports as well as embargoes or other sanctions. Delays due to export inspections or licensing procedures suspend deadlines and delivery times.
- 4.5. In case of delay in delivery, the customer shall be entitled to rescind the contract after a reasonable grace period which it has set WIKAL upon commencement of the delay in delivery has expired unsuccessfully.
- 4.6. Should WIKAL and the customer have entered into a framework contract on future deliveries with fixed delivery periods and dates, and should the customer fail to call the products in due time, WIKAL shall be entitled to deliver and invoice the products after a reasonable grace period set by WIKAL has expired unsuccessfully, to rescind the contract,

or to claim damages or reimbursement of expenses. The right to claim damages or reimbursement of expenses shall not apply if the customer is not responsible for the failure to call the products in due time.

## 5. Prices and Payment

- 5.1. Unless specific agreements are made to the contrary, all prices apply ex works and are exclusive of shipping and packaging costs, insurance, statutory taxes, customs duties, or other levies. The costs incurred in this context, in particular the costs for packaging and transport of the products, will be invoiced separately. Statutory VAT will be shown separately on the invoice at the statutory rate valid on the day of invoicing.
- 5.2. Orders without expressly agreed fixed prices and with a delivery period or date of at least two months following the conclusion of contract will be invoiced at the list prices of WIKAL valid on the day of delivery. The recording of the list price valid on the order date on the order form or order confirmation does not constitute agreement of a fixed price. The customer shall be entitled to rescind the contract to the extent prices are increased by more than 5%. The customer will promptly notify WIKAL upon the latter's request of whether or not it will exercise such right of rescission. If production-related price increases occur by the date of delivery, WIKAL shall, irrespective of the offer and order confirmation, be entitled to adjust the prices accordingly.
- 5.3. Unless a separate agreement is made to the contrary, the delivery price is payable in full at time of order placement. The day of payment is considered the day WIKAL is able to dispose of the delivery price.
- 5.4. Payment will be accepted by Credit Card, Debit Card or Electronic Funds Transfer. Performance is deemed to have been effected if the respective amount has irrevocably been credited to WIKAL.
- 5.5. If an order is cancelled without justification, WIKAL shall be entitled to request a cancellation fee calculated in line with the cancellation table in Annexure A. The customer is entitled to prove that WIKAL has only suffered considerably lower damage or no damage at all. Further claims by WIKAL remain unaffected.
- 5.6. Divergently, the following payment options are available for orders made in our online shop: payment by Credit Card, Debit Card (Visa and MasterCard), payment by bank transfer (due for payment as soon as invoiced). The following company is responsible for credit card processing:

FNB Merchant Services  
Bank City  
2 First Place  
Cnr. Kerk & Simmonds Street  
Johannesburg  
2000

## 6. Passing of risk

- 6.1. The risk of accidental loss and accidental deterioration shall pass to the customer as soon as the products have been handed over to the person effecting transport or have left the warehouse of WIKAL for purposes of shipment. In case the customer collects the products, the risk of accidental loss and accidental deterioration shall pass to the customer upon notification of readiness for collection. Sentences 1 and 2 above shall also apply to partial deliveries or if WIKAL has assumed additional services, e.g., the transport costs.
- 6.2. If the customer is in default of acceptance, WIKAL can request reimbursement of the damages caused including any additional expenditure. In particular, WIKAL may store the products at the expense of the customer as long the latter is in default of acceptance. The costs for storing the products are fixed at a rate of 0.5% of the net invoice value for each commenced calendar week of default. Further claims by WIKAL remain unaffected. The customer is entitled to prove that WIKAL has incurred lower or no costs

at all. The same applies if the customer violates any other obligations to cooperate, unless the customer is not responsible therefor. The risk of accidental loss and accidental deterioration of the products shall pass to the customer at the latest at the time the customer falls into default of acceptance. WIKAL is entitled to otherwise dispose of the products after the unsuccessful expiry of a reasonable period set by WIKAL and to supply the products to the customer within a reasonably extended period.

- 6.3. In case shipping is delayed due to circumstances WIKAL is not responsible for, risk shall pass to the customer upon notification of shipping readiness.
- 6.4. The delivered products must be accepted by the customer even if they have minor defects, without this affecting its claims based on defects.

## 7. Warranty Claims

- 7.1. The rights of the customer to assert claims based on defects presuppose that the customer inspects the delivered products upon receipt, to the extent reasonable also by way of trial processing or trial use, and notifies WIKAL of any apparent defects in writing without delay, however no later than two weeks after receipt of the products. Hidden defects must be reported to WIKAL in writing promptly after their discovery. The customer must describe the defects in writing when notifying WIKAL of them. The assertion of claims based on defects by the customer further presupposes that any and all specifications, statements and conditions shown in the technical instructions, construction manuals, operating manuals, planning and design guidelines, and other documents pertaining to the individual products are complied with during planning, construction, mounting, connection, installation, start-up, operation, and maintenance of the products, in particular that maintenance works are duly carried out and evidenced, and that recommended components are used.
- 7.2. The assertion of claims based on defects is excluded if the defect results from natural wear and tear in particular of wear parts or is due to improper handling, mounting, operation, or storage, or faulty modification or repair of the products performed by the customer or third parties. The same shall apply to defects attributable to the customer, in particular in case the defect is based on chemical, physical, or thermic factors which are unusual and which the customer did not point out to WIKAL in writing. The same applies to defects resulting from a technical cause other than the original defect.
- 7.3. WIKAL does not assume any warranty, in particular no warranty of quality or durability, unless otherwise agreed in writing.
- 7.4. In lieu of any warranty, condition or liability implied by law, WIKAL's liability for any loss, injury or damage in respect of any defect in or failure of the goods supplied is limited to making good by replacement or repair of defects which under proper use appear therein and arise solely from faulty design, materials or workmanship, within a period of 12 (twelve) calendar months, after the original goods shall have been dispatched by WIKAL. At the termination of this period, all liability on WIKAL's part ceases provided always that such defective parts are returned free to WIKAL within reasonable time. Unless otherwise arranged, the repaired or new parts will be delivered free of charge to the point of delivery. A comment of WIKAL on a claim based on defects asserted by the customer shall not constitute an opening of negotiations on such claim or on the facts giving rise to the claim, provided that WIKAL rejects the claim based on defects to the full extent.

## 8. Liability of WIKAL

- 8.1. WIKAL is liable, without limitation, for damages resulting from a breach of warranty or from a violation of life, body or health. The same applies to intent and gross negligence, or to the extent WIKAL has assumed a procurement risk. In the case of slight negligence, WIKAL is only liable if substantial obligations are violated which result from the

- nature of the contract or which are of special significance for achieving the purpose of the contract. In the case of violation of such obligations, delay or impossibility, WIKA's liability is restricted to such damage as can be typically expected to result from the scope of this contract. Any compulsory legal liability for product defects remains unaffected.
- 8.2. In as far as WIKA's liability is excluded or limited, this also applies to the personal liability of the staff, workers, employees, representatives and agents of WIKA.
- 9. Product liability**
- 9.1. The customer will not modify the products; in particular, it will not modify or remove existing warnings about risks due to improper handling of the products. In case of breach of this undertaking, the customer shall internally indemnify WIKA from and against any and all product liability claims asserted by third parties unless the customer is not responsible for the fault that produced the liability.
- 9.2. In the event WIKA is caused to call back or send a warning notice due to a defect in the products, the customer shall use its best efforts to support WIKA and take part in all reasonable measures that WIKA deems reasonable and appropriate; the customer shall in particular assist WIKA in obtaining the necessary customer data. The customer shall bear the costs for the product recall or warning notice unless it is not responsible for the defect in the products and the suffered damage according to the principles of product liability laws. Further claims by WIKA remain unaffected.
- 9.3. The customer will promptly inform WIKA in writing about any and all risks in connection with the use of the products and any possible defects in the products that become known to it.
- 10. Force majeure**
- 10.1. If WIKA is hindered in the fulfilment of its contractual obligations, in particular the delivery of products, due to force majeure, WIKA will be exempted from liability for the duration of the hindrance as well as for a reasonable start-up time afterwards, without being obliged to pay compensation to the customer. The same shall apply if the fulfilment of the obligations of WIKA is unreasonably impeded or temporarily impossible due to unforeseeable circumstances beyond the control of WIKA, in particular due to strike, a pandemic, measures of public authorities, lack of energy, difficulties in supply on the part of a subcontractor, or material interruptions of operation. This also applies if such circumstances occur at one of WIKA's sub-contractors. It shall equally apply in case WIKA is in default. To the extent WIKA is released from its obligation to supply, WIKA will grant back preliminary performances of the customer as may have been made.
- 10.2. WIKA shall be entitled to rescind the contract after a reasonable period has elapsed if such hindrance continues for more than four months and the performance of the contract is no longer of interest to WIKA due to such hindrance. Upon the customer's request, WIKA will after expiration of such period declare whether it will exercise its right of rescission or will deliver the products within a reasonable period.
- 11. Retention of Title**
- 11.1. WIKA retains title to the delivered products until the purchase price and any and all claims against the customer that WIKA is entitled to under their business relationship have been fully settled. For the duration of the retention of title, the customer shall handle the products subject to retention with care. The customer shall in particular sufficiently insure the products subject to retention at its own expense at replacement value against fire, water, and theft damage. The customer shall provide WIKA upon the latter's request with proof of the insurance policy. The customer already assigns to WIKA any claims for compensation resulting from this insurance. WIKA herewith accepts this assignment. If the insurance agreement does not allow for such assignment, the customer herewith instructs the insurance company to make payments to WIKA exclusively. Further claims by WIKA remain unaffected.
- 11.2. The customer is only permitted to sell the products subject to retention of title in the ordinary course of business. The customer shall not be entitled to pledge the products subject to retention, to transfer them by way of security or to otherwise dispose of them in a way endangering WIKA's title of property. The customer shall promptly notify WIKA in writing of any attachment or any other intervention by a third party, provide all information required, inform the third party of the title of WIKA, and assist in all measures of WIKA in order to protect the products subject to retention. To the extent the third party is not able to reimburse WIKA the judicial and extrajudicial costs for enforcing WIKA's title of property, the customer shall reimburse WIKA the loss sustained by WIKA in this connection unless the customer is not responsible for the breach of duty.
- 11.3. The customer assigns to WIKA, with effect as from today, all claims in connection with the resale of the products with any and all ancillary rights, irrespective of whether the products subject to retention were resold prior or after processing. WIKA accepts such assignment with effect as from today. If such assignment is not permissible, the customer herewith instructs the third party debtor to make payments to WIKA exclusively. The customer shall be revocably authorized to collect the claims assigned to WIKA in trust for WIKA in the customer's own name. The amounts collected shall be transferred to WIKA immediately. WIKA may revoke the customer's authorisation for collection and resale for good cause, in particular if the customer fails to duly meet its payment obligations vis-à-vis WIKA, defaults or ceases payment, or if the customer files for the opening of insolvency proceedings or similar debt settlement proceedings against its own assets, or if the justified request for the opening of insolvency or similar debt settlement proceedings against the customer's assets filed by a third party is denied for lack of assets. In case of a blanket assignment by the customer, the claims assigned to WIKA shall expressly be exempted.
- 11.4. Upon request of WIKA, the customer shall promptly notify the third party debtor of the assignment and provide WIKA with any information and document necessary for collection.
- 11.5. In case the customer conducts itself contrary to the terms of the contract, in particular in case it defaults in payment, WIKA shall, without prejudice to its other rights, be entitled to rescind the contract after a reasonable grace period set by WIKA has expired. The customer shall promptly grant WIKA or its authorised agents access to the products subject to retention and return them. After due and timely notice, WIKA may otherwise dispose of the products subject to retention in order to satisfy its matured claims against the customer.
- 11.6. The processing or remodelling of the products subject to retention by the customer shall always be made for WIKA. The customer's expectant right to the products subject to retention shall also apply to the processed or remodelled item. Should the products be processed or remodelled together with other objects not belonging to WIKA, WIKA shall gain joint title in the new item in the proportion of the value of the delivered products to the other processed objects at the time of such processing or remodelling. The same applies if the products are combined or mixed with other goods not belonging to WIKA, so that WIKA loses their full ownership. The customer must secure the new objects for WIKA. In all other regards, the item created through processing or remodelling and connection or mixing is subject to the same provisions as the products subject to retention.
- 11.7. As far as the realisable value of the securities, taking into account usual valuation adjustments by the banks, exceeds the claims of WIKA arising from the business relationship with the customer by more than 10%, WIKA

shall at the customer's request be obligated to release the securities the customer is entitled to. The valuation should be based on the invoice value of the products subject to retention and on the nominal value of the claims. The choice of the security to be released lies with WIKAL in each case.

- 11.8. In case of delivery to other legal systems in which the above provisions of retention of title do not have the same retaining effect as in the Republic of South Africa, the customer hereby grants WIKAL a corresponding security interest. The customer will take all further measures that are necessary in this respect to grant WIKAL such corresponding security interest. The customer shall assist in all measures necessary for or conducive to the effectiveness and enforceability of such security interests.

## 12. Confidentiality

- 12.1. The parties undertake to keep confidential for a period of five years following delivery and – unless necessary for the business relationship – neither to record, hand on, or use any information that becomes available to them and that is indicated confidential or is in other circumstances identifiable as business or trade secret.
- 12.2. The secrecy obligation is not applicable to the extent that the information has already been known to the other party before entering into the contractual relationship, is generally known or generally accessible or becomes generally known or accessible without negligence on the part of the other party. The respective party bears the burden of proof.
- 12.3. By means of appropriate contractual agreements with the employees and representatives working for them, the parties shall ensure that these people shall also refrain from any self-use, forwarding or unauthorised recording of such business and company secrets for period of five years after delivery.

## 13. Final provisions

- 13.1. The transfer of rights and obligations of the customer to third parties requires the prior written consent of WIKAL.
- 13.2. Counterclaims by the customer are only permissible for set-off if they have become res judicata or are undisputed. The customer may exercise a right of retention only to the extent its counterclaim is based on the same contractual relationship.
- 13.3. Legal relationships between WIKAL and the customer will be subject to the laws of the Republic of South Africa.
- 13.4. If the customer is a merchant or legal entity operating under South African law, the exclusive place of jurisdiction for all disputes resulting from the business relationship between WIKAL and the customer is the place of business of WIKAL. WIKAL is also entitled to take legal action at the place of business of the customer as well as at any other admissible place of jurisdiction. Arbitration clauses shall be excluded.
- 13.5. Place of performance for all obligations of the customer and WIKAL shall be the statutory seat of WIKAL unless otherwise agreed.
- 13.6. The contractual language is English.
- 13.7. Should an individual provision of these General Conditions of Sale be or become ineffective or unenforceable in whole or in part, or should these General Conditions of Sale contain a regulatory gap, the validity of the remaining provisions shall not be affected thereby. Instead of the ineffective or unenforceable provision, the effective or executable provision which comes closest to the purpose intended by the ineffective and unenforceable provision shall be regarded as agreed upon. In case of a regulatory gap, the provision shall be deemed to be agreed which corresponds to the provision that would have been agreed in terms of the object of these General Conditions of Sale if the parties had considered the matter at the outset.

Annexure A

In case single or all items of a firm purchase order placed on WIKA be revised or cancelled, the following cancellation or revision charges will come into force:

- Items supplied which are standard stock items at WIKA and which are cancelled or returned in the original condition in the original packaging – 0%(zero per cent) charges.
- Items which have to be especially manufactured or custom made for a firm purchase order placed on WIKA:

Status of order at WIKA Instruments (Proprietary) Ltd or a Sub-supplier	Cancellation Charges
Order entered - Required Items or Material ordered but not yet shipped - No manufacture has taken place yet	10% of total item value, revised or cancelled
Required material already received and cut	25% of total item value, revised or cancelled
Required material already received and manufacture complete	50% of total item value, revised or cancelled
Complete Items required ex sub-suppliers (local or overseas) and already shipped by sub-supplier	70% of total item value, revised or cancelled
All Items complete and ready to ship	85% of total item value, revised or cancelled
All Items shipped	100% of total item value, revised or cancelled