

Liebherr Appliances Kluang Sdn. Bhd. [Company No: 198601004018 (153177-U)]
General Terms and Conditions of Sale for Refrigerators and Freezers

Any and all deliveries made and/or services performed by LIEBHERR as well as any and all payments to be made to LIEBHERR in relation thereto shall be exclusively governed by the following General Terms and Conditions of Sale. LIEBHERR shall not accept – and herewith explicitly rejects – any conflicting terms in any purchase order and/or other document submitted by the CLIENT.

1. Price and payment terms

1.1 Unless otherwise agreed, any and all prices shall be 'Ex Works' LIEBHERR ('EXW' – Incoterms 2020), excluding value added tax (or similar taxes, dues and/or duties) and packaging.
With respect to services (in particular, but without limitation to assembly, repair, maintenance and/or other similar services), LIEBHERR shall charge its then current hourly rates and/or prices for the material used in the performance of such services; the time spent for the purpose of travelling to and from the work site where the product is located at which shall also include the waiting time spent at the work site. For overtime, night work and/or work provided on Sundays or public holidays, LIEBHERR's then current surcharges shall apply. Travel expenses including waiting time spent at the work site as well as any out-of-pocket expenses shall be charged and invoiced separately.

1.2 CLIENT agrees that any and all payments to LIEBHERR shall be made immediate upon receipt of invoice and without any offset and/or deduction and free of any charges, fees and/or similar costs. The CLIENT shall have no right to withhold any payment due to disputes, claims, and/or counterclaims of any nature.

1.3 Any retention of payments as well as any offsetting against any legally non-binding counterclaims of the CLIENT shall be excluded.

1.4 If any applicable payment date and/or payment period is not complied with by the CLIENT, LIEBHERR shall be entitled to charge an annual finance charge of 8 % (eight percent) points above the then-current Main Refinancing Operations Rate set by the European Central Bank ('ECB Main Refinancing Operations Rate'), but in no event less than an annual finance charge of 10 % (ten percent) of the past due balances, together with any and/or all other costs (including, without limitation to, reasonable attorneys' fees) incurred by LIEBHERR as a result of and/or in relation to the CLIENT's non-compliance with applicable payment terms. The above compensation for finance charges and/or other costs shall be without prejudice to any other right and/or remedy that LIEBHERR may have pursuant hereto, under any other contract with the CLIENT and/or at law.

1.5 In the event of more than 4 (four) months has lapsed between the conclusion of the contract and/or the expiry of the agreed periods and/or dates of delivery of the goods and/or performance of the services, the CLIENT agrees to bear increases of more than 5 % (five percent) in material prices and/or other costs affecting LIEBHERR's business operations, which are not only caused internally, i.e. which are subject to adjustments dependent on the fluctuations in material costs, import duties and/or taxes.

2. Time of delivery and/or performance including the duty to cooperate

2.1 In the event LIEBHERR shall be prevented from and/or delayed in complying with its respective obligations by any causes outside of LIEBHERR's control, in particular, but without limitation to, any act of God, accident, fire, earthquake, flood, explosion, strike, act of public enemy, war, rebellion, insurrection, sabotage, epidemic, pandemic, terrorism, transportation delay, shortage of raw material, energy or machinery, trade restriction, sanction, executive, judicial or administrative act or regulation, order or decree of any government (hereinafter collectively referred to as 'Events of Force Majeure'), the agreed periods and/or dates of delivery of the goods and/or performance of the services shall be automatically extended for such period(s) of time plus a reasonable recovery period and LIEBHERR shall not be held accountable and/or liable for any such default, damage, penalty and/or claim arising from such Events of Force Majeure. Upon the occurrence of any such Event of Force Majeure, LIEBHERR shall be entitled to cancel any unfulfilled contract in whole and/or in part by giving written notice thereof. Should LIEBHERR cancel any such contract in whole and/or in part in accordance with the above, it shall forthwith refund to the CLIENT any such amount of advance payment received with regard only to the cancelled part of the contract and the CLIENT shall not be entitled to any other compensation, right and/or remedy with respect to the cancelled contract (or part thereof).

2.2 LIEBHERR reserves the right to deliver and/or perform its services in instalments at its sole discretion.

2.3 The compliance of LIEBHERR with the agreed periods and/or dates of delivery and/or performance of its services is subject to the CLIENT's compliance with any and all of its contractual obligations.

2.4 If LIEBHERR has agreed to provide services as part of its obligations (see section 1.1), the CLIENT shall assist LIEBHERR in the performance of such services by providing (at its sole expense and at such times and places as LIEBHERR shall require) such number and/or types of suitable (in particular, but without limitation to, with respect to training, instruction and qualification) auxiliary personnel as well as equipment, material and/or any other type of goods and/or support as may be necessary to perform the services. This shall also apply if the services have been included in the contract price for a delivery of goods and/or if a lump sum has been agreed for the respective contract. Any on-site infrastructure necessary for the performance of the services shall be completed prior to the arrival of LIEBHERR's personnel at the work site. Furthermore, it shall be the CLIENT's sole responsibility to effect and maintain such adequate security measures on the work site as may be necessary to properly protect any personnel and/or equipment. LIEBHERR assumes no liability whatsoever with respect to the acts and/or omissions of any auxiliary personnel assigned to it for the performance of its services and/or for any damages to and/or damages caused by any equipment, material and/or other goods put at LIEBHERR's disposal by the CLIENT.

3. Transfer of risk

Unless otherwise agreed, the risk of loss of and/or damage to the goods shall be transferred to the CLIENT in accordance with 'Ex Works' LIEBHERR ('EXW' – Incoterms 2020). If LIEBHERR has agreed to ship the goods to the CLIENT, the risk of loss of and/or damage to the goods shall be transferred to the CLIENT upon their delivery to the first carrier.

4. Retention of title and payment securities

4.1 LIEBHERR reserves full title to and property in the delivered goods until full payment has been received, including any additional costs, interest, and/or penalties. The CLIENT shall not resell, pledge, and/or encumber the goods until full ownership has passed to them. LIEBHERR reserves full title to and property in the delivered goods until full payment has been received, including any additional costs, interest, and/or penalties, in accordance with the agreed payment terms. Notwithstanding the foregoing, the CLIENT is permitted to resell the goods to third parties in the ordinary course of its business prior to full payment being received by LIEBHERR. However, such resale shall not prejudice or extinguish LIEBHERR's retained title to and property in the delivered goods, and the CLIENT hereby expressly agrees that any proceeds derived from such resale shall be held in trust for LIEBHERR and applied toward settlement of their outstanding payment obligation to LIEBHERR. The CLIENT shall promptly apply such proceeds towards satisfaction of the outstanding amounts due to LIEBHERR in accordance with the agreed payment terms. For avoidance of doubt, nothing in this clause shall be construed as a waiver with regard to the CLIENT's obligation to make full payment within the agreed credit term.

4.2 If the retention of title and property as set forth in section 4.1 hereof is not enforceable in accordance with the applicable laws of the country where the goods are located, a corresponding instrument of security of a form and/or substance enforceable in that country shall be deemed as agreed. The CLIENT shall execute (or support LIEBHERR in the execution of) any documents and/or perform (or support LIEBHERR in the performance of) any other action necessary for or in relation to the establishment and maintenance of such security instrument.

4.3 The CLIENT shall effect and maintain at its expense, until such time as payment is made in full, a broad and comprehensive form of insurance coverage for the goods. Such insurance coverage shall be on an 'all risk' basis and shall cover the goods for their full replacement value. Upon request of LIEBHERR, the CLIENT shall provide LIEBHERR with such form and/or type of evidence with respect to the existence of such insurance coverage as LIEBHERR may request. The CLIENT hereby assigns, until such time as payment is made in full, its rights to indemnity under the above insurance coverage to LIEBHERR.

4.4 In order to secure LIEBHERR's payment claims, the CLIENT hereby unequivocally and irrevocably assign to LIEBHERR (which LIEBHERR hereby accepts) any and all claims and/or rights resulting from the resale, the letting and/or leasing and/or any other transaction with respect to the delivered goods, irrespective of whether or not the delivered goods have been attached to and/or connected and/or processed with any other goods. To the extent that the value of the assigned claims exceeds the secured claims by more than 20 % (twenty percent), LIEBHERR agrees to release the assigned claims to the CLIENT upon their request. The CLIENT shall be entitled to collect the claims and to assert its other rights in relation thereto only to the extent that the CLIENT has fulfilled all its payment obligations towards LIEBHERR and/or is not insolvent.

5. Delay, acceptance, defects, warranty and liability

The following provisions set forth the sole and exclusive remedies available to the CLIENT under the contract and/or otherwise in connection with the goods and/or services to which these General Terms and Conditions of Sale apply:

5.1 If LIEBHERR exceeds the contractually agreed periods and/or dates of delivery and/or performance or any other term (including, without limitation to, any extension thereof that may apply in accordance with section 2 hereof) by more than 8 (eight) weeks, the CLIENT shall be entitled to cancel the contract in whole or in part by giving 7 (seven) calendar day written notice by registered mail, always provided that LIEBHERR does not remedy such default within 14 (fourteen) calendar days. In any such event, parties agree that LIEBHERR shall not be liable for any such default and/or damages that the CLIENT may incur as a result of and/or in relation to such cancellation.

5.2 If the CLIENT suffers damage as a direct result of a delay in the delivery of the goods and/or performance of the services demonstrably caused by any gross negligence on the part of LIEBHERR, the CLIENT may be entitled to claim and receive from LIEBHERR however subject always to adequate proof, as liquidated damages, a financial compensation of 0.5 % (zero point five percent) of the price of the goods and/or services, as the case may be, for every full week of delay, and in no event limited to only 5 % (five percent) of the price of the respective goods and/or services. The above remedy shall be in lieu of any and all other rights and/or remedies that the CLIENT may have pursuant hereto, under any other contract or at law. In no event shall LIEBHERR be liable for any delay in the delivery of the goods and/or performance of the services caused by ordinary negligence.

5.3 Immediately upon the delivery of the goods and/or completion of the services, the CLIENT shall thoroughly inspect the goods and/or services and give written notice of any damage, defect and/or other non-compliance with the contract to LIEBHERR no later than within 48 (forty-eight) hours after such delivery of the goods and/or completion of the services. Such written notice shall specify the damage, defect and/or other non-compliance

with the contract detected, the serial number of the goods (if any), the number and date of the respective delivery documents and/or invoice and the circumstances under which the damage, defect and/or other non-compliance with the contract became apparent. Should the CLIENT fail to comply with any of the above requirements, the respective goods and/or services shall be deemed as accepted by the CLIENT. The CLIENT agrees to and shall compensate LIEBHERR for any and/or all costs incurred as a result of or in relation to any non-justified claim and/or any claim that does not comply with any of the above requirements.

5.4 LIEBHERR exclusively warrants the goods delivered and/or services performed to be free from defects in material and workmanship at the time of delivery and/or to the extent services are concerned, as the case may be, at the time of completion of their performance. Without prejudice to section 5.3 above, any and/or all claims for defects shall become statute-barred within – with respect to goods – 12 (twelve) months from their delivery and/or – with respect to services – 12 (twelve) months from the completion of their performance. The burden of proof with respect to any defects that the CLIENT claims as being covered by this warranty shall always rest upon the CLIENT.

5.5 The CLIENT's sole remedy with respect to any defect in the goods delivered and/or services performed shall be limited to either the repair or replacement, at LIEBHERR's option and expense, of any good and/or service (or part thereof) found to be defective by LIEBHERR (for the purpose of this section 5 hereinafter collectively referred to as 'Remedies'), whereby any and/or all removal and/or installation costs as well as transport and travelling costs associated with the performance of the Remedies shall be borne by the CLIENT. In the event LIEBHERR fails in the performance of the above Remedies, the CLIENT may request for a reasonable price reduction of the respective good and/or service or, provided that the non-remedied defect is of such nature and substance that the CLIENT is materially impaired in its use of the respective good and/or service, to rescind or cancel the respective contract in whole or any part thereof. Parties agree that the Remedies above shall be the only remedies available to the CLIENT. Title and property to the goods (or parts thereof) replaced by LIEBHERR in the course of the performance of the Remedies shall pass to LIEBHERR. The costs of corrective actions performed by the CLIENT and/or third parties mandated by the CLIENT shall not be reimbursed by LIEBHERR.

5.6 The performance of the Remedies shall in no event extend the original warranty period set forth in section 5.4 hereof.

5.7 Any and/or all claims for defects by the CLIENT shall be subject to the compliance with any and/or all of the following conditions:

5.7.1 the exclusive use of original LIEBHERR-spare parts and/or parts of a quality equal to such original LIEBHERR-spare parts;

5.7.2 the receipt of a written approval by LIEBHERR prior to the use and/or operation of any attachments in connection with the goods;

5.7.3 the performance of modifications and/or repair works exclusively by sufficiently qualified personnel; and

5.7.4 the performance of (maintenance) services in accordance with the applicable LIEBHERR-operating manuals.

Furthermore, the CLIENT shall as part of any warranty claim without delay send any defective parts to the nearest LIEBHERR-office for examination.

5.8 The above warranty shall however not apply and shall be deemed void with respect to any, without limitation to:

5.8.1 abuse goods;

5.8.2 consequences of any improper operation, abuse or misuse of the goods (or parts thereof) as well as

5.8.3 physical damage to the goods (or parts thereof);

5.8.4 light bulbs, glow lamps and other luminaries;

5.8.4 breakage of glass, lacquer and enamel;

5.8.5 consequences of the use of any improper fuel or other means used for the functioning of the goods (such as, without limitation, oil);

5.8.6 consequences of the use or operation of any attachments or modifications to the goods (or parts thereof) that are inappropriate or that have not explicitly been approved by LIEBHERR;

5.8.7 damage or destruction as a result of or in relation to the acts of any third parties or Events of Force Majeure;

5.8.8 damage or destruction as a result of or in relation to the operation of the goods (or parts thereof) prior to the completion of their repair and/or operation of the goods (or parts thereof) despite the occurrence of a defect;

5.8.9 damage or destruction as a result of or in relation to any improper repair or attempted repair by third parties other than LIEBHERR;

5.8.10 infringement of any foreign (i.e. existing outside of the country of origin of the goods) copyrights, trademarks or patents;

5.8.11 non-compliance of the goods (or parts thereof) or services with any foreign regulations or laws or lack of any customer specific modifications that have not been explicitly agreed to by LIEBHERR in writing;

5.8.12 deviations of the goods (or parts thereof) from the agreed measures, weights or quality, which are usually tolerated in trade or by common standards; and/or

5.8.13 non-LIEBHERR furnished goods or services.

5.9 For the performance of the Remedies, the CLIENT shall grant LIEBHERR a remedy period of not less than 14 (fourteen) calendar days and parties agreed for such remedy period to be reasonably extended if the circumstances so require. If LIEBHERR elects to perform the Remedies at the facilities of the CLIENT, the latter shall grant LIEBHERR reasonable and safe access to the respective goods (or parts thereof).

5.10 If the defective goods are located in a place other than the place of performance, LIEBHERR shall bear the costs of any corrective actions only to such extent as they would have accrued if the corrective actions would have been performed at the place of performance.

5.11 If the goods (or parts thereof) actually infringe any copyrights, trademarks or patents granted in the country of origin of the goods, and if, furthermore, such infringement prevents the CLIENT from using the respective goods and/or materially impairs its use of the respective goods, LIEBHERR shall, at its option and expense, either procure for the CLIENT the right to use the goods free from any liability to third parties that may result from the given infringement or replace the goods (or parts thereof) found to be infringing, within a reasonable period of time, by non-infringing goods (or parts). The provisions of section 5.4 hereof shall apply accordingly. The foregoing states the entire liability of LIEBHERR with respect to the infringement of any copyrights, trademarks or patents by the goods (or parts thereof). In no event shall LIEBHERR be liable for any infringement based upon the manufacture, use, operation or sale of the goods (or parts thereof) that results from or in relation to a combination of such goods (or parts thereof) with any apparatus or things not furnished under the contract.

5.12 LIEBHERR extends no representations and/or guarantees whatsoever with respect to the goods and/or services, unless such representations and/or guarantees have been explicitly accepted by LIEBHERR in writing. Should such representations and/or guarantees have been extended by LIEBHERR in accordance herewith and should LIEBHERR breach any such representations and/or guarantees, then the provisions of this section 5 (in particular, but without limitation, the provisions of sections 5.3 to 5.12) shall apply accordingly.

5.13 In no event shall LIEBHERR be liable to the CLIENT for any misuse, abuse or other unusual and/or improper use of the goods (or parts thereof) and/or for any modification of the goods (or parts thereof) that has not received LIEBHERR's explicit prior written approval. The CLIENT shall defend, fully indemnify and hold LIEBHERR, its affiliates, distributors and agents, and their respective officers, directors and employees, harmless from any and all claims, suits, actions, liabilities, damages and costs (including without limitation attorney's fees) arising out of and/or in relation to any such misuse, abuse or other unusual and/or improper use of the goods (or parts thereof) and/or any such non-approved modification of the goods (or parts thereof).

5.14 To the maximum extent permitted by Malaysian law, CLIENT agrees that any and all remedies or rights of the CLIENT, whether under contract or at law, other than those specified hereinabove, shall be excluded. Further, parties agree that LIEBHERR shall not be liable for any indirect, special, consequential, and/or incidental damages, including but not limited to loss of profits, business interruption, goodwill, use, data, and/or reputational harm suffered by the CLIENT, even if CLIENT has been advised of the possibility of such damages. LIEBHERR's total aggregate liability shall not exceed the total contract value paid by the CLIENT for the respective goods and/or services, except in cases of wilful misconduct or gross negligence. The limitations in this section will not apply to any liability for death and/or personal injury caused by a party's negligence, for fraud and/or fraudulent misrepresentation, and/or for any other liability that cannot lawfully be excluded or limited under Malaysian law. This section shall survive the termination and/or expiry of the contract and applies to the fullest extent permitted by Malaysian law. Each party agrees that these limitations and exclusions are reasonable and/or necessary for conducting business between them.

5.15 If LIEBHERR has designed, developed and/or manufactured the goods on the basis of or considering any construction data, drawings, models or other recommendations of the CLIENT, then LIEBHERR, its affiliates, distributors and agents, and their respective officers, directors and employees shall in no event be liable for the correctness, fitness for purpose or any other aspects that may derive from such data, drawings, models or recommendations of the CLIENT, and shall have no obligation or liability whatsoever other than to build the goods in compliance with those data, drawings, models or recommendations of the CLIENT, however subject to section 5.14 above.

5.16 The CLIENT shall defend, fully indemnify and/or hold LIEBHERR, its affiliates, distributors and agents, and their respective officers, directors and employees, harmless from any and/or all claims, suits, actions, liabilities, damages and/or costs (including without limitation attorney's fees) arising out of and/or in relation to LIEBHERR's use of any drawings, samples, models or other data or recommendations of the CLIENT.

6. Device data

LIEBHERR to ensure that all personal data collected from the CLIENT shall be handled and processed in compliance with the Personal Data Protection Act 2010 (PDPA) of Malaysia and/or any other applicable local data protection laws. This includes obtaining any necessary consents and/or maintaining robust security measures to protect personal data. LIEBHERR will provide CLIENTS with access to their personal data upon request and allow CLIENTS to correct any inaccuracies to ensure that such data is kept up-to-date. In the event the goods delivered are equipped with any system that is able to record and transmit any data that is not personal data (hereinafter referred to as 'Data'), LIEBHERR shall be entitled to access, transfer and store such Data at its sole discretion. CLIENT unequivocally agree that LIEBHERR shall use and/or otherwise process the

Data in particular, but without limitation, for the purposes of product development and improvement, analysis of device states and/or enhancement of LIEBHERR's services. Further, the CLIENT acknowledges that all intellectual property rights in the supplied goods and/or services remain the property of LIEBHERR. The CLIENT is granted a non-exclusive, non-transferable license to use any such intellectual property solely in connection with the operation of the goods, and/or not for any other purpose without prior written consent from LIEBHERR. The same shall apply for other companies within the 'LIEBHERR' group of companies, third parties, if and to the extent their support is required for the aforementioned use and/or processing by LIEBHERR, as well as the respective responsible LIEBHERR dealer (if any).

- 7. General conditions**
- 7.1 The CLIENT shall not directly and/or indirectly assign the contract or any of its rights or obligations hereunder, without the prior written consent of LIEBHERR.
- 7.2 Any amendment, extension, limitation or other modification of the contract or these General Terms and Conditions of Sale shall not be binding upon LIEBHERR, unless LIEBHERR has explicitly accepted such amendment, extension, limitation or other modification in writing.
- 8. Places of performance, governing law and legal venue**
- 8.1 Unless otherwise agreed, the place of performance for any delivery of goods shall be at the main offices of LIEBHERR and for any performance of services at the place at which such services are to be performed.
- 8.2 Any and/or all legal relations between the CLIENT and LIEBHERR out of and/or in relation to the contract shall be governed by and/or construed in accordance with the material laws of Malaysia for national transactions. In the case of international transactions, the English version of the UNCITRAL-Convention on the International Sale of Goods dated April 11th, 1980 ('CISG') shall apply, as amended by the provisions of these General Terms and Conditions of Sale. However, nothing in this contract shall prevent LIEBHERR from enforcing its rights under Swiss law where applicable.
- 8.3 In case of national transactions, the exclusive legal venue shall be the competent courts in Malaysia.
- 8.4 Any and all disputes, controversies or claims arising out of or in relation to international transactions with respect to the contract, including, without limitation, regarding the validity, invalidity, breach or termination thereof, shall be resolved by arbitration in accordance with the Swiss Rules of International Arbitration of the Swiss Arbitration Centre in force on the date on which the Notice of Arbitration is submitted in accordance with those Rules. The seat of the arbitration shall be Zurich, Switzerland, and, unless otherwise agreed by the parties in writing, the arbitral proceedings shall be conducted in English. Notwithstanding the above, LIEBHERR reserves the right to bring an action to any ordinary competent court at the place where the CLIENT's main offices are located or where the CLIENT disposes of property or other tangible goods.