

**General terms and conditions Aeterno Industrial Robotics B.V.**  
**E-mail: [info@aeterno-robotics.com](mailto:info@aeterno-robotics.com)**  
**Website: [Aeterno-robotics.com](http://Aeterno-robotics.com)**

## **Art. 1 DEFINITIONS**

- 1.1 Aeterno: Aeterno Industrial Robotics B.V., established in Margraten, Chamber of Commerce no. 85483109.
- 1.2 Customer: the party which Aeterno has entered into an agreement with.
- 1.3 Parties: Aeterno and customer together.
- 1.4 Consumer: a customer who is an individual acting for private purposes.

## **Art. 2 APPLICABILITY**

- 2.1 These terms and conditions will apply to all quotations, offers, activities, orders, agreements and deliveries of services or products by or on behalf of Aeterno.
- 2.2 Parties can only deviate from these conditions if they have explicitly agreed upon in writing.
- 2.3 The parties expressly exclude the applicability of supplementary and/or deviating general terms and conditions of the customer or of third parties.

## **Art. 3 OFFERS AND QUOTATIONS**

- 3.1 Offers and quotations from Aeterno are without engagement, unless expressly stated otherwise.
- 3.2 An offer or quotation is valid for a maximum period of 2 weeks from its date, unless another acceptance period is stated in the offer or quotation.
- 3.3 If the customer does not accept an offer or quotation within the applicable time frame, the offer or quotation will lapse.
- 3.4 Offers and quotations do not apply to repeated orders, unless the parties have agreed upon this explicitly and in writing.

## **Art. 4 ACCEPTANCE**

- 4.1 Upon acceptance of a quotation or offer without engagement, Aeterno reserves the right to withdraw the quotation or offer within 3 days after receipt of the acceptance, without any obligations towards the customer.
- 4.2 Verbal acceptance of the customer only commits Aeterno after the customer has confirmed this in writing (or electronically).

## **Art. 5 PRICES**

- 5.1 All prices used by Aeterno are in euros, are exclusive of VAT and exclusive of any other costs such as administration costs, levies and travel-, shipping- or transport expenses, unless expressly stated otherwise or agreed otherwise.
- 5.2 Aeterno is entitled to adjust all prices for its products or services, shown in its shop, on its website or otherwise, at any time.

- 5.3 Increases in the cost prices of products or parts thereof, which Aeterno could not foresee at the time of making an offer or the conclusion of the agreement, may give rise to price increases.
- 5.4 The consumer has the right to terminate an agreement as a result of a price increase as referred to in paragraph 3, unless the increase is the result of statutory regulation.

## **Art. 6 SAMPLES / MODELS**

If the customer has received a sample or model of a product, he cannot derive any rights from this other than that it is an indication of the nature of the product, unless the parties have explicitly agreed that the products be supplied conform to the sample or model.

## **Art. 7 PAYMENTS AND PAYMENT TERM**

- 7.1 Aeterno may, at the conclusion of the agreement, require a down payment of up to 50% of the agreed amount.
- 7.2 The customer must pay invoices of Aeterno within 14 days , unless parties have made other agreements about this or if the invoice has a different payment term.
- 7.3 Payment terms are considered as fatal payment terms. This means that if the customer has not paid the agreed amount at the latest on the last day of the payment term, he is legally in default, without Aeterno having to send the customer a reminder or to put him in default.
- 7.4 Aeterno reserves the right to make a delivery conditional upon immediate payment or to require adequate security for the total amount of the services or products.

## **Art. 8 CONSEQUENCES OF LATE PAYMENT**

- 8.1 If the customer does not pay within the agreed term, Aeterno is entitled to charge an interest of 8% per month for commercial transactions from the day the customer is in default, whereby a part of a month is counted for a whole month.
- 8.2 When the customer is in default, he is also due to extrajudicial collection costs and may be obliged to pay any compensation to Aeterno.
- 8.3 The collection costs are calculated on the basis of the Reimbursement for extrajudicial collection costs.
- 8.4 If the customer does not pay on time, Aeterno may suspend its obligations until the customer has met his payment obligation.
- 8.5 In the event of liquidation, bankruptcy, attachment or suspension of payment on behalf of the customer, the claims of Aeterno on the customer are immediately due and payable.
- 8.6 If the customer refuses to cooperate with the performance of the agreement by Aeterno, he is still obliged to pay the agreed price to Aeterno.

## **Art. 9 RIGHT OF RECOVERY OF GOODS**

- 9.1 As soon as the customer is in default, Aeterno is entitled to invoke the right of recovery with regard to the unpaid products delivered to the customer.
- 9.2 Aeterno invokes the right of recovery by means of a written or electronic announcement.

- 9.3 As soon as the customer has been informed of the claimed right of recovery, the customer must immediately return the products concerned to Aeterno, unless the parties agree to make other arrangements about this.
- 9.4 The costs for the collection or return of the products are at the expense of the customer.

## **Art. 10 SUSPENSION OF OBLIGATIONS BY THE CUSTOMER**

The customer waives the right to suspend the fulfillment of any obligation arising from this agreement.

## **Art. 11 RIGHT OF RETENTION**

- 11.1 Aeterno can appeal to his right of retention of title and in that case retain the products sold by Aeterno to the customer until the customer has paid all outstanding invoices with regard to Aeterno, unless the customer has provided sufficient security for these payments.
- 11.2 The right of retention of title also applies on the basis of previous agreements from which the customer still owes payments to Aeterno.
- 11.3 Aeterno is never liable for any damage that the customer may suffer as a result of using his right of retention of title.

## **Art. 12 SETTLEMENT**

The customer waives his right to settle any debt to Aeterno with any claim on Aeterno.

## **Art. 13 DELIVERY**

- 13.1 Delivery takes place while stocks last.
- 13.2 Delivery takes place at Aeterno unless the parties have agreed upon otherwise.
- 13.3 Delivery of products ordered online takes place at the address indicated by the customer.
- 13.4 If the agreed price is not paid on time, Aeterno has the right to suspend its obligations until the agreed price is fully paid.
- 13.5 In the event of late payment, the customer is automatically in default, and hereby he cannot object to late delivery by Aeterno.

## **Art. 14 DELIVERY PERIOD**

- 14.1 Any delivery period specified by Aeterno is indicative and does not give the customer the right to dissolution or compensation if this period is not met with, unless the parties have expressly agreed otherwise in writing.
- 14.2 The delivery period starts after the customer has signed the agreement to Aeterno and is confirmed in writing or electronically by Aeterno to the customer.
- 14.3 Exceeding the specified delivery period does not entitle the customer to compensation or the right to terminate the contract, unless Aeterno cannot deliver within 14 days after the customer has urged him to do so in writing or if the parties have agreed upon otherwise.

## **Art. 15 ACTUAL DELIVERY**

The customer must ensure that the actual delivery of the products ordered by him can take place in time.

## **Art. 16 TRANSPORT COSTS**

Transport costs are paid by the customer, unless the parties have agreed upon otherwise.

## **Art. 17 PACKAGING AND SHIPPING**

- 17.1 If the package of a delivered product is opened or damaged, the customer must have a note drawn up by the forwarder or delivery person before receiving the product. In the absence of which Aeterno may not be held liable for any damage.
- 17.2 If the customer himself takes care of the transport of a product, he must report any visible damage to products or the packaging prior to the transport to Aeterno, failing which Aeterno cannot be held liable for any damage.

## **Art. 18 Insurance**

- 18.1 The customer undertakes to adequately insure the following items and keep them insured against, among other things, fire, explosion and water damage, as well as theft:
- delivered items that are necessary for the execution of the underlying agreement
  - items belonging to Aeterno present at the client's premises
  - items delivered under retention of title.
- 18.2 At Aeterno's first request, the customer will submit the policy of this insurance for inspection.

## **Art. 19 STORAGE**

- 19.1 If the customer orders products later than the agreed delivery date, the risk of any quality loss is entirely for the customer.
- 19.2 Any extra costs as a result of premature or late purchase of products are entirely at the customer's expense.

## **Art. 20 GUARANTEE**

- 20.1 The warranty relating to products only applies to defects caused by faulty manufacture, construction or material.
- 20.2 The warranty does not apply in the event of normal wear and tear and damage resulting from accidents, changes made to the product, negligence or improper use by the customer, or when the cause of the defect cannot clearly be established.
- 20.3 The risk of loss, damage or theft of the products that are the subject of an agreement between the parties, will pass on to the customer when these products are legally and/or factually delivered, at least are in the power of the customer or of a third party who receives the product for the benefit of the customer.

## **Art. 21 EXCHANGE**

- 21.1 Exchange is only possible if the following conditions are met:
- exchange takes place within 7 days after purchase upon presentation of the original invoice
  - the product is returned in the original packaging or with the original (price) tags still attached to it
  - the product has not been used
- 21.2 Discounted items, non-shelf articles, custom made items or specially adapted articles for the customer as well as products ordered specifically for the customer cannot be exchanged.

## **Art. 22 INDEMNITY**

The customer indemnifies Aeterno against all third-party claims that are related to the products and/or services supplied by Aeterno.

## **Art. 23 Complaints**

- 23.1 The customer must examine a product or service provided by Aeterno as soon as possible for possible shortcomings.
- 23.2 If a delivered product or service does not comply with what the customer could reasonably expect from the agreement, the customer must inform Aeterno of this as soon as possible, but in any case within 1 month after the discovery of the shortcomings.
- 23.3 Consumers must inform Aeterno of this within two months after detection of the shortcomings.
- 23.4 The customer gives a detailed description as possible of the shortcomings, so that Aeterno is able to respond adequately.
- 23.5 The customer must demonstrate that the complaint relates to an agreement between the parties.
- 23.6 If a complaint relates to ongoing work, this can in any case not lead to Aeterno being forced to perform other work than has been agreed.

## **Art. 24 GIVING NOTICE**

- 25.1 The customer must provide any notice of default to Aeterno in writing.
- 25.2 It is the responsibility of the customer that a notice of default actually reaches Aeterno (in time).

## **Art. 25 JOINT AND SEVERAL CLIENT LIABILITIES**

If Aeterno enters into an agreement with several customers, each of them shall be jointly and severally liable for the full amounts due to Aeterno under that agreement.

## **Art. 26 LIABILITY OF AETERNO**

- 26.1 Aeterno is only liable for any damage the customer suffers if and insofar as this damage is caused by intent or gross negligence.
- 26.2 If Aeterno is liable for any damage, it is only liable for direct damages that results from or is related to the execution of an agreement.
- 26.3 Aeterno is never liable for indirect damages, such as consequential loss, lost profit, lost savings or damage to third parties.
- 26.4 If Aeterno is liable, its liability is limited to the amount paid by a closed (professional) liability insurance and in the absence of (full) payment by an insurance company of the damages the amount of the liability is limited to the (part of the) invoice to which the liability relates.
- 26.5 All images, photos, colors, drawings, descriptions on the website or in a catalog are only indicative and are only approximate and cannot lead to any compensation and/or (partial) dissolution of the agreement and/or suspension of any obligation.

## **Art. 27 Expiry period**

Every right of the customer to compensation from Aeterno shall, in any case, expire within 12 months after the event from which the liability arises directly or indirectly. This does not exclude the provisions in article 6:89 Dutch Civil Code.

## **Art. 28 DISSOLUTION**

- 28.1 The customer has the right to dissolve the agreement if Aeterno imputably fails in the fulfillment of his obligations, unless this shortcoming does not justify termination due to its special nature or because it is of minor significance.
- 28.2 If the fulfillment of the obligations by Aeterno is not permanent or temporarily impossible, dissolution can only take place after Aeterno is in default.
- 28.3 Aeterno has the right to dissolve the agreement with the customer, if the customer does not fully or timely fulfill his obligations under the agreement, or if circumstances give Aeterno good grounds to fear that the customer will not be able to fulfill his obligations properly.

## **Art. 29 FORCE MAJEURE**

- 29.1 In addition to the provisions of article 6:75 Dutch Civil Code, a shortcoming of Aeterno in the fulfillment of any obligation to the customer cannot be attributed to Aeterno in any situation independent of the will of Aeterno, when the fulfillment of its obligations towards the customer is prevented in whole or in part or when the fulfillment of its obligations cannot reasonably be required from Aeterno.
- 29.2 The force majeure situation referred to in paragraph 1 is also applicable - but not limited to: state of emergency (such as civil war, insurrection, riots, natural disasters, etc.); defaults and force majeure of suppliers, deliverymen or other third parties; unexpected disturbances of power, electricity, internet, computer or telecoms; computer viruses, strikes, government measures, unforeseen transport problems, bad weather conditions and work stoppages.
- 29.3 If a situation of force majeure arises as a result of which Aeterno cannot fulfill one or more obligations towards the customer, these obligations will be suspended until Aeterno can comply with it.

- 29.4 From the moment that a force majeure situation has lasted at least 30 calendar days, both parties may dissolve the agreement in writing in whole or in part.
- 29.5 Aeterno does not owe any (damage) compensation in a situation of force majeure, even if it has obtained any advantages as a result of the force majeure situation.

## **Art. 30 CHANGES IN THE GENERAL TERMS AND CONDITIONS**

- 30.1 Aeterno is entitled to amend or supplement these general terms and conditions.
- 30.2 Changes of minor importance can be made at any time.
- 30.3 Major changes in content will be discussed by Aeterno with the customer in advance as much as possible.
- 30.4 Consumers are entitled to cancel the agreement in the event of a substantial change to the general terms and conditions.

## **Art. 31 TRANSFER OF RIGHTS**

- 31.1 The customer cannot transfer its rights deferring from an agreement with Aeterno to third parties without the prior written consent of Aeterno.
- 31.2 This provision applies as a clause with a property law effect as referred to in Section 3:83 (2) Dutch Civil Code.

## **Art. 32 CONSEQUENCES OF NULLITY OR ANNULLABILITY**

- 32.1 If one or more provisions of these general terms and conditions prove null or annulable, this will not affect the other provisions of these terms and conditions.
- 32.2 A provision that is null or annulable shall, in that case, be replaced by a provision that comes closest to what Aeterno had in mind when drafting the conditions on that issue.

## **Art. 33 APPLICABLE LAW AND COMPETENT COURT**

- 33.1 Dutch law is exclusively applicable to all agreements between the parties.
- 33.2 The Dutch court in the district where Aeterno is established is exclusively competent in case of any disputes between parties, unless the law prescribes otherwise.