

General Terms

1. Value Added Tax (VAT)

1.1 Our offers' prices do not include VAT.

2. Offer of Materials

2.1 The individual codes of the materials can be changed without affecting the functionality of the system.

2.2 The individual codes can be changed by our company due to their unavailability from the manufacturing companies at the time of the order or due to a long delivery time or for any other reason deemed relevant by our company.

2.3 Any materials or parts with photos that may be listed in our offer are indicative and not binding for our company and can be changed in accordance with the above.

2.4 In the event that our company changes the codes of the materials due to the above reasons, our company will inform the customer in writing of this action. In any case where our offer does not specify a manufacturing company, then our company will supply the customer according to the availability of the materials of that period and without the obligation to inform on our part.

2.5 If the customer wishes us to offer him specific codes of materials from a specific manufacturer, he should inform us in writing in order to make an appropriate offer.

2.6 All materials offered, are of the highest quality, selected from the world's leading manufacturers.

2.7 The manufacturing houses have ISO 9000 quality assurance certification.

2.8 All materials are manufactured & approved, meeting the requirements & specifications of EN, BS, Vds, etc.

2.9 In the case an offer has been given without a prior visit to the customer's project facilities by personnel from our company, after the initial acceptance of our offer by

the customer, an autopsy will follow by our company to finalize the quantities of materials and then our final offer will be sent.

2.10 The prices of our offer are valid for the total assignment of materials and works. In the case of a partial assignment, the prices of our offer may be modified.

2.11 All technicians of our company are trained and certified by the manufacturers of the materials.

2.12 The prices of the offer have been calculated based on the exchange rate of steel, the European currency of the country of manufacture of the materials and oil, during the dispatch day of our offer. If at the stage of acceptance of our offer by the customer or at the stage of signing the contract between us, there has been a modification of one of the quoted exchange rates, then our offer will vary accordingly.

3. Extinguishing Materials

3.1 Our offer includes quantities of extinguishing materials requested by the customer and are not related to the correctness, coverage or approval of the fire protection study of the building, for which study we bear no responsibility, since it has not been issued by our company.

4. Firefighting Pumping Complex

4.1 The electrical supply up to the Firefighting Pumping Complex panel is the responsibility of the customer.

4.2 Our company is not responsible for problems that will be created by bad or improper use of the Firefighting Pumping Complex and which does not serve the purpose for which it was manufactured. In this case, the warranty ceases to be valid.

4.3 Our company bears no responsibility in case of use of the Firefighting Pumping Complex by the end user, before the training and final acceptance of the complex from him.

4.4 The Firefighting Pumping Complex should only be handled by properly trained personnel.

5. Closed Circuit Television (CCTV) Terms

5.1 During the installation phase of the closed circuit television, our company will take care of the proper operation of the system and the training of the client's staff. The CCTV user

is solely responsible for the recording device, cameras, data recording, processing, storage and compliance with the General Data Protection Regulation.

6. Working Hours

6.1 Our offer considers and calculates Monday to Friday and from 08:30 am to 16:30 pm as working hours.

6.2 If the customer requires any work to be done outside of the above hours, these will be calculated – increased based on the applicable legislation. In any case, a supplementary financial offer should be followed, in which the new working hours schedule will be indicated.

7. Delivery Times

7.1 The delivery time of the materials is defined as that of our offer. The beginning of the delivery time is presumed separately and cumulatively: the day after receiving the advance payment, inspection of measurements and work conditions at the project site, signing and sending the construction plans (where required) from the customer to our company and signing the contract.

7.2 The delivery times of our offer do not include the month of August, the period from 23-12 to 06-01 as well as the two weeks of Easter (i.e. Holy Week and the day after).

7.3 Our offer times may differ due to the current situation, where deliveries to overseas houses are constantly changing.

8. Transport of Materials from Abroad

8.1 In the prices, the cost of transportation from the houses abroad to our company's headquarters has been calculated, with prices that were valid **during the drafting of our offer**.

8.2 The prices of transport costs from abroad cannot be "locked" in any phase of the project, except when the materials will be ready to leave from abroad to Greece. If at this stage a difference in the transport price is found, this will be borne by the end user.

9. Material returns

9.1 Returns of goods are accepted within 7 calendar days of their receipt, only upon approval by the selling company and only if the products being returned are in exactly the same condition as they were received, unused and in their packaging.

10. Material Warranty

10.1 Two (2) years against any normal damage or wear and tear from delivery. The warranty does not cover damage due to insufficient maintenance, damage caused by power failure, loss of phase or voltage fluctuation or voltage supply other than indicated, damage created by incorrect use of the machine, damage caused by the use of spare parts or accessories not provided by the manufacturer, damage caused by accident, fire, extreme weather etc., damage caused by the negligence of the customer's personnel, damage resulting from the use of poor quality fuel (where required), damage or malfunction resulting from improper cleaning the machine from dust, oils, chemical liquids, moisture, corrosion, etc.

11. Certification

11.1 The company implements an Occupational Health and Safety Management System ISO 45001 : 2018, certified by TÜV AUSTRIA with certificate number 20152210005188, an Environmental Management System ISO 14001:2015, certified by TÜV AUSTRIA with certificate number 011776058680 and Quality Management Systems ISO 9001: 2015, certified by TÜV AUSTRIA with certificate number 010150245.

12 Licensing

12.1 The company has been licensed by the Ministry of Citizen Protection for the provision of security services with the decision of A.P. 3015/39/60/2010-kst

13 Insurance coverage

13.1 The company has the General Liability insurance policy with the insurance company ERGO Insurance S.A. The compensation limits are shown below:

Per damaging event:

- Body injuries/death per person, up to **250,000 euros**
- Body injuries/death for a group accident, up to **750,000 euros**
- Material damages, up to **300,000 euros**

Maximum liability of the company for the entire duration of the insurance, up to 1,000,000 euros.

OBJECT OF INSURANCE

The civil liability of the insured and his dependents is covered by law, for damages that may be caused by his fault to Third Parties (Personal Injury/Death and/or Material Damage,

including moral damage and mental anguish), During INSTALLATION WORKS AND/OR MAINTENANCE OF ACTIVE AND PASSIVE SAFETY SYSTEMS BMS IN THIRD PARTY FACILITIES (URBAN, COMMERCIAL PROPERTIES AND INDUSTRIAL UNITS)

13.2 KEMETA SA is the insured company as subcontractor as well as / or engineers, subcontractors or suppliers, for all their corresponding rights and interests and only for the execution of the work undertaken by the insured.

13.3 The geographical area covered by the contract is the Greek territory.

13.4 Other policy terms are listed in the above insurance policy.

14. General Data Protection Regulation

14.1 The company is committed to handle with absolute secrecy and confidentiality the personal data of its customers, as stated in the General Data Protection Regulation.

15. Credit insurance

15.1 Our company cooperates in the field of commercial credit insurance and debt collection with a top rated company in the field. The purpose of the insurance is the compensation of our company for damages from insured, invoiced deliveries of goods or services rendered, which have been caused by the financial weakness of its customers. In such a case, the credit insurance company will contact our customers to claim their debts to our company.

16. Other Terms

16.1 Certificates of materials or systems will be sent to the customer after full payment of invoices has been made by him.

16.2 Our offer **does not include** the cost of lifting machines, the lifting machine operator if it is a special machine, as well as the cost of any scaffolding that may be required. The above costs are formed according to the customer's requirements and are borne by him. In case the customer wants a separate offer from our company for the above, he should inform us in writing and in detail about his requirements, e.g. two lifting machines for height X for two weeks, scaffolding for height Y for three weeks, etc.

16.3 Our offer, if it concerns a project, includes:

- A safety engineer in accordance with Law 3850/2010 who will provide advice on issues related to health and safety at work and the prevention of occupational accidents. His employment time results from the above legislation and it is not necessary for him to be present throughout the duration of the project.

- Supervising engineer
- Insurance coverage in accordance with the terms of our offer.

16.4 **Anything else requested by the customer** will be charged in addition to our quote and the price will be commensurate with the customer's requirements.

17. **Bank Accounts**

ALPHA BANK

ACCOUNT NUMBER: 259002002011046

IBAN : GR20 0140 2590 2590 0200 2011 046

SWIFT / BIC : CRBAGRAA

EUROBANK

ACCOUNT NUMBER: : 0026.0074.63.0200591513

IBAN : GR97 0260 0740 0006 3020 0591 513

SWIFT / BIC : ERBKGRAA

NATIONAL BANK OF GREECE

ACCOUNT NUMBER: : 164/006406-82

IBAN : IBAN GR13 0110 1640 0000 1640 0640 682

SWIFT / BIC : ETHNGRAA

PIRAEUS BANK

ACCOUNT NUMBER: : 5088092125851

IBAN : GR57 0172 0880 0050 8809 2125 851

SWIFT / BIC : PIRBGRAA