

TERMS AND CONDITIONS FOR MAINTENANCE AND SERVICES

as of 03/2022



1. General Provisions and Scope of Application

- (1) All of the works carried out by our service personnel are subject to cost rates. Works which are performed for a fixed price and/or abroad do not fall under these rates and require special agreements.
- (2) Any requirement for special licenses (e.g., SCC, nuclear power plant permits) by **sera** service personnel shall be notified by the Client in the request for quotation. Unless otherwise agreed in writing, any costs which are incurred to obtain such special licenses are at the expense of the Client.
- (3) These Special Terms and Conditions shall apply in addition to our GTC (General Terms and Conditions) as amended.

2. Client Collaboration

Client shall support the service personnel in the implementation of the works at its own costs. Client shall take all necessary measures to protect persons and equipment. Client, at its expense, shall be obliged to provide technical assistance, in particular:

- (1) Provision of unskilled labor (assistants), if required. Such assistants shall follow the instructions of the service personnel at all times. **sera** does not assume any liability for any assistants or their services.
- (2) Completion of all necessary construction and installation works.
- (3) Provision of heating, lighting, power and water, including the required connections.
- (4) Provision of required devices and heavy tools/machinery.
- (5) Provision of adequate lockable rooms for the service personnel to store tools and clothing.
- (6) Transportation of devices to the assembly site and protection of all parts and materials from damages of any kind.

The technical assistance of the Client shall ensure that the works may be commenced immediately following the arrival of the service personnel and are carried out without delay up to the Client's acceptance.

3. Working Hours

- (1) Normal working hours are from Monday to Friday and shall total 40 hours.
The works may be carried out in daily time slots of up to 8 hours as follows: Monday– Friday, 07:00 – 18:00.
- (2) Service personnel shall try to adapt to the working hours of the Client.

4. Travel Times, Lead Times and Waiting Times

These times are charged as normal working time with overtime surcharges from the eighth hour.

5. Hourly Rates

- (1) Service technicians (Mo-Fr): RAND 500.00 plus VAT.
- (2) Engineers, chemists and physicists (Mo-Fr): RAND 800.00 plus VAT.
Please note that these rates will be adjusted annually.

6. Overtime surcharges (plus VAT) for Works performed on Sundays and Public Holidays as well as Works performed under Special Circumstances

- For the first 2 hours of overtime per day: 25%
 - Any extra hours overtime and work performed after 20:00: 50%
 - Overtime on Sundays: 75%
 - Overtime on public holidays: 100%
- Public holidays are the legal holidays in South Africa and any other legal holidays applicable to the assembly site.

7. Daily Living Allowance (plus VAT)

- Domestic: For each day or part thereof (including travel days) RAND 400.00
- Abroad: Country-specific (on request)

Accommodation allowance is also charged for the duration of a disability caused by illness or accident at the assembly site.

8. Accommodation Expenses

Accommodation expenses are charged for actual expenses incurred plus 10 % handling fee.

9. Travel Expenses

- (1) Travel expenses of **sera** service personnel are charged for trips to and from the place of work, including local transport, etc.
- (2) If motor vehicles are used, the following rates apply (plus VAT):
Applicable rates: RAND 7.85 for each kilometer.

Please note that these rates will be a subject of variation by **sera** prior to conclusion of a contract.

- (3) **sera** reserves the right to choose the means of transportation at its own discretion.

10. Incidental Costs

For necessary telephone calls, telegrams and such, actual costs shall be charged (plus VAT).

11. Work Logs

- (1) Our service logs are used as basis for invoicing. Among other things, work and travel time, works carried out as well as kilometer driven, are entered into these logs.
- (2) All works performed by **sera** service personnel must be signed off by the Client, irrespective of whether such works have to be paid by the Client or are regarded as warranty services. If this has not been carried out, the log book entries made by the service personnel shall apply.

12. Warranty and Limitations of Liability

- (1) Following acceptance of the assembly works, **sera** is liable for any defects of assembly occurring within 6 months thereof if such defects are notified in writing.
- (2) **sera** shall fulfill its warranty obligation by either performing repairs or replacement. Any further warranty claims, e.g. consequential damages or indirect damages, shall be excluded.
- (3) For any damages and defects not directly related to the delivered item or service performed, **sera** shall be liable only for willful or gross negligence attributable to its officers or in case of bodily harm where defects have been fraudulently concealed.
- (4) No liability shall apply if the Client has made changes or repairs to delivered items or performed works without the written approval of **sera**.

13. Terms of Payment

Unless otherwise agreed, costs incurred shall be payable immediately upon receipt of invoice. The same shall apply to partial and interim settlements.

14. Venue and Applicable Law

- (1) If the Client is considered a merchant, venue for all disputes arising from the contract is the place of **sera**'s registered office. However, **sera** is also entitled to file a lawsuit at the Client's registered office.
- (2) The law of the Republic of South Africa shall apply exclusively.
- (3) In the event of any dispute as to any matter or thing arising under the service contract or works, or the interpretation thereof, the matter shall be, at **sera** option, referred to the Courts of the Republic of South Africa which shall have the exclusive jurisdiction or shall be referred for arbitration to a single arbitrator to be mutually agreed. Failing such agreement a single Arbitrator shall be appointed, upon the application by either party, by the Chairman for the time being of the South African Association of Arbitrators, or his nominee. Arbitration proceedings shall be conducted in accordance with the current 'Rules for the Conduct of Arbitration' issued from time to time by the South African Association of Arbitrators. No dispute or reference to arbitration shall entitle the Client to discontinue or suspend the execution of any work under the service contract.
- (4) The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall be excluded.

15. Severability

The invalidity of individual provisions and conditions of this contract shall have no effect on the validity of the remaining provisions. If a provision is invalid either in part or in whole, the parties to the contract shall immediately endeavor to achieve the intended economic purpose of the invalid provision by other, legally permitted means.

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