

This document has been translated from Dutch to English. In the event of any conflict or inconsistency between the Dutch and English text of this document, the Dutch text is binding and shall prevail at all times over the English text.

Supplementary conditions of delivery and payment

1. Delivery costs:

- For warehouse- and forklift trucks: see offer.
- For racking and storage systems: freight included up to delivery address, excluding offload. The (pre-)assembly of racking and storage systems is not included, unless otherwise specified in our offer.

2. Starting up the equipment:

A brief instruction on how to operate forklift trucks, warehouse trucks and ancillary equipment will be provided by us upon delivery.

The assembly and disassembly of ancillary equipment and/or (RF) equipment provided by you is not included, unless otherwise specified in our offer. These activities can be carried out on a subsequent calculation basis in accordance with prevailing rates. All assembly material supplied by Jungheinrich (such as assembly brackets, cables and converters) will be charged on a purchase basis.

3. Connecting battery chargers to the electricity supply system:

The electric plug supplied with a 220V battery charger is almost always suitable. For a 380V connection, the battery is supplied standard with zero and has a CEE-norm electric plug ((16 A/5-phased) If your electricity supply system has no zero, then please inform us immediately. We can then adapt the battery charger for you and fit a different CEE plug (16A/4-phased). For this, a surcharge will be applied in the amount of EUR 115.-.

4. Delivery time:

4.1. See offer.

4.2. Although the Covid-19 pandemic and the resulting difficulties in the performance of the contract are known to both parties at the time of the conclusion of the contract, the parties agree that any delay or prevention of delivery directly or indirectly attributable to the virus or pandemic and / or related regulatory or legal measures and / or supply chain restrictions shall not be attributable to Jungheinrich and accordingly shall not give rise to any liability of Jungheinrich. This applies in particular to interruptions in the supply chain at Jungheinrich or at its upstream suppliers, staff shortages, transport restrictions, travel restrictions, quarantine, lack of overnight accommodation or supply facilities for the personnel on site.

5. VAT:

All prices specified in our offers are excluding VAT.

6. Validity of the offer:

28 days.

7. Payment and acceptance:

- **For Purchase of Warehouse- and forklift trucks and ancillary equipment:** invoice upon order: 40%; invoice upon delivery: 60%, unless otherwise specified in this offer. Payment of partial invoice always within 14 days of the invoice date.
 - **For Purchase of Racking and Storage Systems:** invoice upon order: 30%, invoice upon start delivery: 30%, invoice upon end of mounting: 30%, and invoice upon acceptance: 10%. Payment of partial invoice always within 14 days of the invoice date.
 - **For Lease or Rental of Warehouse- and Forklift Trucks and ancillary equipment:** invoicing in advance via direct debit.
- We will be obliged to run a check on the creditworthiness of your organisation upon confirmation of the order. We retain the right to agree deviating conditions with you or else cancel the order.

8. Applicable General Conditions:

All offers and agreements entered into for deliveries to be made and/or services to be provided by us are subject to the General Conditions of the B.M.W.T. (Association of Manufacturers and Traders in Construction Machines, Warehouse Systems, Road Construction Machines and Transport Equipment) established in The Hague, the Netherlands, filed with the registry of the district court of The Hague, the Netherlands, on March 26, 2014. A copy of those conditions has been enclosed.

If, however, use is made of financial services through Jungheinrich, the following exceptions will be applicable to the above.

In the event of:

- Operational Lease or Rental through Jungheinrich Financial Service B.V., only the General Conditions of Jungheinrich Financial Services B.V. will be applicable.
- Financial Lease, only the General Hire-Purchase Conditions of De Lage Landen Vendorlease B.V. will be applicable.

Copies of the aforesaid conditions have in this case been enclosed.

9. Guarantee and guarantee conditions

9.1

- Warehouse- and forklift trucks: 6 months.
- Jungheinrich electric traction motors: 24 months.
- Traction batteries: 24 months.
- Battery chargers: 6 months.
- Lithium-ion- batteries*: see article 9.2.
- Racking and storage systems: 36 months on construction and load bearing capacity, with the proviso that the equipment is not damaged.
- Used trucks: 3 months, unless otherwise specified in the offer.
- On all repairs, maintenance and applied components: 3 months.

* Except AME 13/15, EJE M13/M15, EJC M10 ZT/b E; a warranty period of six (6) months applies to these types.

9.2 Guarantee for Jungheinrich lithium-ion batteries

Jungheinrich Nederland B.V. (hereinafter referred to as "Jungheinrich"), holding office at the H.A. Lorentzweg 3, 2408 AS, Alphen aan den Rijn (the Netherlands), offers the following warranty for certain Jungheinrich lithium-ion batteries, which are sold by Jungheinrich and/or accredited Jungheinrich dealers:

(9.2) 1. WARRANTY CONDITIONS

(9.2) 1.1. SCOPE

- 1.1.1. The warranty applies:
 - for all lithium-ion batteries (24-80V) with Jungheinrich-branding (hereinafter referred to as "Batteries"),
 - that were delivered on the basis of contracts concluded with Jungheinrich or accredited Jungheinrich dealers from 01.09.2021, and
 - that are located in the Netherlands at the time of the Warranty Case and the provision of the services based on the warranty.
- 1.1.2. Batteries in internal means of transport of the type EJE M respectively EJC M, or the product brand Ameise, are not covered by the warranty.
- 1.1.3. The rights from this warranty accrue to the person who, at the time of occurrence of the warranty case, is the owner of the Battery, or who is authorised by the owner of the Battery to enforce the rights from the warranty (hereinafter referred to as "Warranty holder").

(9.2) 1.2. WARRANTY PERIOD

- 1.2.1. The warranty applies for the period of eight (8) years from the time of the first delivery of the new Battery, by Jungheinrich or an accredited Jungheinrich dealer, to the first buyer (hereinafter referred to as "Warranty Period"); during the Warranty Period the scope of the warranty can be reduced, based on these warranty conditions.
- 1.2.2. The provision of services by Jungheinrich based on the warranty does not affect the Warranty Period. The provision of services based on the warranty, in particular, does not lead to a postponement or a new start of the Warranty Period.

(9.2) 1.3. WARRANTY CASE

- 1.3.1. There is a Warranty Case if the Battery deviates negatively from the specifications of its product information sheet during the Warranty Period or if the actual battery capacity falls below 65% of its nominal capacity (hereinafter referred to as "Warranty Case"). However, there is no Warranty Case if the actual battery capacity is at least 65% of the nominal capacity.
- 1.3.2. The nominal capacity of a battery is the capacity of the battery stated on the type plate.
- 1.3.3. The actual battery capacity is determined by means of a measurement agreed with the Warranty Holder at an ambient temperature between 20°C and 30°C with calibrated measuring equipment and a discharge at a maximum discharge rate of 0.2 C (i.e. full discharge of the Battery within 5 hours).

(9.2) 1.4. WARRANTY PERFORMANCE

- 1.4.1. In a Warranty Case, Jungheinrich, at its own discretion, may repair the Battery concerned or replace it with a Battery, which is at least equivalent regardless of the warranty (hereinafter referred to as "Warranty Performance"). The location of the Warranty Performance is the location in the Netherlands where the Battery is used at the time of the creation of the Warranty Case in accordance with the regulations.
- 1.4.2. If the Warranty Case occurs within the first three (3) years of the Warranty Period, Jungheinrich itself shall bear all costs incurred by Jungheinrich in connection with the Warranty Performance, including the material costs and the personnel and travel expenses incurred by Jungheinrich, arising from the Warranty Performance.
- 1.4.3. If the Warranty Case occurs within the Warranty Period and Jungheinrich is not obliged to fully assume the costs in accordance with point 1.4.2 then Jungheinrich shall only bear part of the material costs that arise in connection with the Warranty Performance by Jungheinrich. The share to be paid by Jungheinrich depends on the warranty year and the number of operating hours of the internal means of transport (see the following calculation matrix).

Warranty year	Operating hours of the internal means of transport [hrs]	
	0 to 6,000	6,000 < h ≤ 12,000
Year 0-3	Full assumption of the costs (Art. 1.4.2.)	40%
Years 4-8		30%

Table 1: calculation matrix

"Operating hours of the internal means of transport" are the operating hours of the internal means of transport measured at the time of the Warranty Case in which the Battery installed; the operating hours meter installed in the internal means of transport is decisive. Insofar as Jungheinrich does not accept the costs of the Warranty Performance, the Warranty Holder must reimburse the Warranty Performance to Jungheinrich, in accordance with the service agreement between the Warranty Holder and Jungheinrich, and if there is no such agreement, in accordance with the standard service hours prices and catalogue prices for the materials at Jungheinrich.

1.4.4. Under this warranty, Jungheinrich is not liable for anything other than the aforementioned Warranty Performances.

(9.2) 1.5. WARRANTY TERMS AND CONDITIONS

- 1.5.1. Without prejudice to the other warranty terms and conditions, Jungheinrich is only obliged to provide Warranty Performance on the basis of point 1.4.2. if the internal means of transport in which the Battery was installed, at the time of the Warranty Case, counted by the operating hours meter built in to the internal means of transport, was not used for more than 6,000 hours of operation.
- 1.5.2. Without prejudice to the other warranty conditions, Jungheinrich is only obliged to provide Warranty Performance in accordance with point 1.4.3. if it can be shown, for the internal means of transport in which the Battery is installed at the time of the Warranty Case, based on the operating hours counted by operating hours meter built in to the internal means of transport, that it has been in use for a maximum of 12,000 operational hours.
- 1.5.3. Without prejudice to the other warranty conditions, Jungheinrich is only obliged to provide Warranty Performance in accordance with point 1.4. if from the start of the Warranty Period until the time of the Warranty Case for the Battery concerned, there is an existing service agreement (incl. battery service) with Jungheinrich and the data of the battery concerned has been read annually by Jungheinrich.
- 1.5.4. If during the Warranty Period the Battery was used at least temporarily in a cooled environment (e.g. cold room or freezer hall), without prejudice to the other guaranteed conditions, in accordance with point 1.4., Jungheinrich is only obliged to provide Warranty Performance if this temperature range is explicitly stated in the operating manual by Jungheinrich, possibly with an optional freezer/heating option.

1.5.5. Without prejudice to the other warranty conditions, Jungheinrich is only obliged to provide Warranty Performance in accordance with point 1.4 if upon request of Jungheinrich the Warranty Holder provides written evidence of the time of the first delivery of the new Battery to the first buyer by Jungheinrich or an accredited Jungheinrich dealer.

1.5.6. If the Warranty Holder rightly argues that the lack of one of the conditions of point 1.5.2. to point 1.5.4. is not the cause for the occurrence of the Warranty Case, Jungheinrich is obliged to provide Warranty Performance regardless of the absence of this condition, but without prejudice to the other warranty conditions.

(9.2) 2. WARRANTY EXCLUSION

If there is a Warranty Case, Jungheinrich's obligation for the Warranty Performance is void if one of the following reasons has at least partially caused the Warranty Case:

- the incorrect transportation, storage, installation, use or connection of the Battery by the customer;
- the modification, disassembly, repair or exchange of the Battery by persons other than certified employees of Jungheinrich or persons appointed by Jungheinrich;
- the non-compliance with the Jungheinrich user instructions concerned;
- use of a charging device that has not been approved by Jungheinrich;
- external influences, including exceptional physical or electrical stress (overvoltage, start-up current, lightning strike, flooding, fire, accidents, etc.);
- the operating, charging and storage temperature of the Batteries was more than once outside the temperature ranges stated in the instructions for use in the last twelve (12) months before the Warranty Case;
- the maximum energy throughput in Wh of the Battery of 200% of its nominal capacity per day of use has been exceeded on average since the commissioning of the Battery, or demonstrably, more than once over a period of at least four (4) weeks.

(9.2) 3. WARRANTY PROCESSING

3.1. If the circumstances that have led to the Warranty Case are clearly known to the Warranty Holder, the Warranty Holder must submit its claim against Jungheinrich in writing, within an expiry period of eight (8) calendar days after the occurrence of the Warranty Case. If the circumstances that led to the occurrence of the Warranty Case are not clear to the Warranty Holder, the Warranty Holder must submit its warranty claim to Jungheinrich in writing, within an expiry period of two (2) months after it became aware of the occurrence of the Warranty Case.

3.2. If the Warranty Holder submits (a) warranty claim(s) to Jungheinrich and it appears during the inspection of the respective Battery by Jungheinrich that there is no Warranty Case or that Jungheinrich is not obliged to proceed with Warranty Performance based on one of the reasons stated in point 2., Jungheinrich is entitled to charge the Warranty Holder a service rate of EUR 250 (excl. VAT), unless otherwise agreed between the Warranty Holder and Jungheinrich in a service agreement. This does not apply if the Warranty Holder under the circumstances could not know that: (i) there was no Warranty case or (ii) the obligation of Jungheinrich to provide Warranty Performance is excluded based on one of the reasons mentioned under point 2.

(9.2) 4. WARRANTY RIGHTS

This warranty does not affect any contractual and legal warranty rights for the Batteries. In particular, this warranty does not affect the expiry of contractual or legal rights of defects.

(9.2) 5. APPLICABLE LAW; COMPETENT COURT

5.1. This warranty is governed by Dutch law, with the exclusion of the Vienna Sales Convention of 11 April 1980, which entered into force for the Netherlands on 1 January 1992.

5.2. The Court of the Hague has exclusive jurisdiction for all disputes arising from or in connection with the warranty. Jungheinrich has the right to take legal action against the Warranty Holder at its competent court or at another competent court.

10. Rights of Use – Logistic Interface

For the Logistic Interface, Jungheinrich will grant the customer a non-transferrable, non-exclusive licence of use for an indefinite period of time which is limited to the location(s) specified in the specifications. The customer shall be entitled to work on and/or make other changes to the program codes and/or other parts of the program or materials only after a separate agreement between Jungheinrich and the customer has been concluded and signed on their behalf. The Logistic Interface delivered to the customer including documentation will remain the property of Jungheinrich. Jungheinrich will continue to hold all rights to the software delivered to the customer including the appertaining materials, particularly the copyright, even if the customer modifies same to the extent permitted hereunder or connects same with its own program or those of third parties. The customer shall appropriately inform its employees of our rights as referred to in this article.

11. Data Protection / Telematics Box

11.1. Each party is independently responsible for complying with applicable data protection laws and regulations. Jungheinrich has established a privacy policy that meets the requirements of the General Data Protection Regulation (GDPR). This privacy policy is (partially) available on Jungheinrich's website and can be requested from Jungheinrich.

11.2. Jungheinrich trucks are by default equipped with a so-called telematics box. During use of the truck, the telematics box continuously generates truck data ("telematics data"), and the data are automatically transmitted to Jungheinrich. The generated data include information about the truck's usage, such as lifting and lowering of the forks, driving behaviour, speed, position, operational status (on or off) and for instance the temperature of various truck components, operating hours and error messages.

Jungheinrich uses the generated data amongst others for billing per hour employed, the development of new models, remote service, technical development and optimization of the trucks, as well as similar objectives. The customer agrees to the use of the generated data by Jungheinrich or by third parties cooperating with Jungheinrich. Upon the customer's request and after explicit written agreement, the telematics box can be deactivated.

The data generated by the telematics box are not collected for the customer. If the customer wishes to access the data, this must be explicitly agreed upon in writing.

11.3. The telematics box does not generate personal data or data that can be traced to a natural person. If the customer combines the data generated by the telematics box with other data in such a way that it qualifies as personal data or data traceable to a natural person, the customer will be responsible for the proper use of the data in accordance with paragraph 1 of this article.