



TRUMPF TR TERMS AND CONDITIONS OF SERVICES

1. These terms govern the provision of services (“**Services**”) in support of TRUMPF TR’s (“**Seller**” or “**TRUMPF TR**”) commercial products (“**Equipment**”). Seller makes all quotations and accepts orders for Services only on the terms and conditions stated herein (“**Terms of Service**”):
2. **ORDER ACCEPTANCE.** All orders are subject to acceptance only at Seller’s facility in Umraniye, Istanbul. These Terms of Service shall be deemed accepted by Customer upon Seller’s receipt of Purchase Order from Customer. No condition stated by Customer shall be binding upon Seller if in conflict with, inconsistent with or in addition to the Terms of Service, unless expressly accepted in a writing signed by Seller. In the event of conflict or differences in the terms or conditions of Customer’s Purchase Order and the Terms of Service herein, the Terms of Service shall govern.
3. **PRICES.** All prices are: (a) TRUMPF TR’s current prices and are subject to change without notice at any time prior to acceptance of Customer’s order; (b) subject to all applicable taxes for the Services sold hereunder, now or hereafter becoming effective, and if not included in the invoice, such amount may be invoiced later, and Customer shall pay all such taxes.
4. **PAYMENT.** All invoices shall be due and payable within the agreed payment terms of each customer after the invoice date. All payments shall be made in the currency of the invoice unless agreed otherwise between parties. Out of pocket expenses, if applicable will be charged as incurred. Unless expressly provided to the contrary, items designated as estimates are not binding commitments to sell at the estimated price or to deliver on the estimated schedule.
5. **TERM.** These Terms of Service will remain in effect for the period of time that services are delivered as set forth in Seller’s quotation.
6. **SERVICE WARRANTIES.**

(A) The Services shall be performed in a good, workmanlike, and professional manner by experienced and qualified TRUMPF TR technicians, according to the generally accepted standards of the industry to which the Services pertain in the location of the Customer’s facility under similar conditions. In the event the Services provided by TRUMPF TR are not in conformance with this warranty TRUMPF TR shall re-perform the services as necessary to correct the deficiency at no charge to Customer. **THIS IS CUSTOMER’S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY.**

(B) Services under this warranty are provided during normal business hours and using standard freight delivery. Services and delivery may be otherwise provided dependent upon availability and will be invoiced at TRUMPF TR’s then in effect Servicerrates.

(C) Warranty coverage hereunder is subject to the Equipment for which the Services were provided (i) remaining at the same location as when the service was provided; (ii) being maintained by authorized persons to preserve Equipment condition subject to wear and tear under reasonable use, and (iii) being operated within the limits of rated and normal usage as set forth in the TRUMPF TR documentation provided to Customer.

Further, TRUMPF TR shall not be liable under any warranty or other obligation if the alleged defect in the Equipment or Services does not exist or the defect or defective performance is caused in whole or in part by Customer's or any third party's misuse, neglect, modifications or additions, neglect of maintenance tasks as defined in the operator manual, the use of non-TRUMPF TR spare parts or consumables, unauthorized attempts to repair, or by accident or other hazards outside TRUMPF TR's control. Use of a non-TRUMPF TR spare part shall void the warranty or other obligation.

(D) DISCLAIMER OF WARRANTIES. THE LIMITED WARRANTY DESCRIBED ABOVE IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THIS SERVICE AGREEMENT IS FOR SERVICES ONLY, AND DOES NOT PROVIDE, ADD OR EXTEND ANY PRODUCT WARRANTIES. TRUMPF TR CLOUD CONNECT SERVICES, AND CERTAIN INTERACTIVE SERVICES REQUIRING A WRITTEN USE-AT-OWN-RISK DISCLAIMER, ARE OFFERED "AS IS" WITH NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY CONCERNING THE AVAILABILITY, ACCURACY OR CONTENT OF THE INFORMATION PROVIDED. AN "AS IS" WARRANTY SET FORTH IN AN OWN RISK DISCLAIMER SHALL TAKE PRECEDENCE OVER ANY WARRANTY PROVISION STATED HEREIN.

7. **DATA SERVICES.** Seller's Equipment is self-monitoring and software may collect certain equipment data recording performance metrics of the Equipment during Customer's use of the Equipment which can be transmitted to Seller in real time via Seller's secure Cloud Connect services portal as set forth in the technical documentation of the Equipment. Cloud Connect services are activated during installation.

Customers of Equipment utilizing Cloud Connect may receive expanded applications capabilities or enhanced Cloud Connect notification and technician scheduling throughout the Equipment warranty period and during any period in which the Customer maintains a Seller Service Agreement providing for such notification and reporting services. Seller uses the data collected for delivery of Goods and Services under warranty and service agreements, and in product research and development. Customer agrees that such data may be transmitted, processed, and used by TRUMPF TR as set forth herein.

Customer can opt out of active machine monitoring by following the procedures set forth in the Software and Operator Manuals. Should Customer exercise this opt out option, it may not receive Cloud Connect enhanced services, may experience limitations on machine functions or systems integrations that rely on information processed through Cloud Connect or automated data communications, or may be subject to surcharges and increased costs.

Data collected via Cloud Connect may include metadata, logs or other information generated by the operation of the Equipment or Embedded Software, Customer in automated logs or similar records through the normal operation of the Equipment. In some cases, within additional services, NC programs, technology tables, environmental, technology and operational data may also be collected. All data is secured with the same level of care Seller provides for its own confidential information, but in no event less than reasonable care. Some features in Seller software may enable collection of data from users of Customer's applications that access or use the software. If Customer uses these features to enable data collection in its application, Customer is solely responsible for compliance with any applicable law, including obtaining any requisite user consent and maintaining a prominent privacy policy that accurately informs users about how it uses, collects, and shares data.

Seller reserves the right to add and remove services from Cloud Connect offerings at Seller's sole discretion. CLOUD CONNECT SERVICES ARE PROVIDED 'AS IS' WITH NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION: 1) ANY WARRANTY CONCERNING THE AVAILABILITY, ACCURACY OR CONTENT OF THE INFORMATION, OR 2) ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

- 8. CUSTOMER'S DILIGENT ATTENTION REQUIRED.** Customer shall restrict the use of services support and information to Customer's qualified service employees having the skills and exercising the care ordinarily used by professionals performing maintenance and repair services in the location of the Customer's facility. Customer shall exercise care to protect itself and its employees by informing itself of the condition of TRUMPF TR's products in its possession, including those facts that are reported to, known to or within the diligent attention and observation of the Customer or its employees. Information provided by TRUMPF TR is not a substitute for Company's independent duty to evaluate Services and maintenance to be performed on the products and to determine that such tasks are within the skill set of on-site maintenance/service personnel.
- 9. LIMITATION OF LIABILITY. NEITHER PARTY'S LIABILITY ON ANY INDEMNIFICATION OR ANY CLAIM OF ANY KIND, UNDER ANY THEORY, AT LAW OR IN EQUITY, INCLUDING NEGLIGENCE OR STRICT LIABILITY, FOR ANY LOSS OR DAMAGE ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM THE SERVICES OR BREACH OF THE TERMS HEREOF, OR FROM THE DESIGN, MANUFACTURE, SALE, DELIVERY, RESALE, INSTALLATION, TECHNICAL DIRECTION OF INSTALLATION, INSPECTION, MODIFICATION, REPAIR, OPERATION OR USE OF ANY SERVICE, GOOD OR PART THEREOF SHALL IN ANY CASE EXCEED THE PRICE ALLOCABLE TO THE SERVICE, GOOD OR PART THEREOF WHICH GIVES RISE TO THE CLAIM. IN NO EVENT SHALL EITHER PARTY HAVE ANY LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH A BREACH OF THE CONTRACT SALE OR ANY OTHER DUTY OF THAT PARTY WITH RESPECT TO THE GOODS OR SERVICES OR THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOST PROFITS, LOST SALES OR INJURY TO PERSONS OR PROPERTY EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES.**

- 10. INSURANCE.** Each Party shall maintain comprehensive general liability insurance coverage in an amount not less than one million euros per occurrence. Upon request, a Party shall provide the other Party with a certificate of insurance evidencing this coverage.
- 11. FORCE MAJEURE.** Except with respect to payment obligations under this Agreement, neither Party shall be liable for or will be considered to be in breach of or default under this Terms of Sale on account of any delay or failure to perform as a result of any causes or conditions that are beyond the Party's reasonable control and that the Party is unable to overcome through the exercise of commercially reasonable diligence, including but not limited to pandemics, fire, explosion, flood, storm or other acts of God, disruptions in transportation networks, failures of carriers, war, embargo, strike, riot, or the intervention of any government authority (collectively "Force Majeure Event"). If any Force Majeure Event occurs, the affected Party shall give prompt written notice to the other Party and use commercially reasonable efforts to minimize the impact of the event.
- 12. LIMITATION OF ACTIONS.** No action for breach of any term of this Service Agreement or any other duty of TRUMPF TR with respect to the Services may be commenced more than one (1) year after delivery of the Services.
- 13. GOVERNING LAW.** The validity, interpretation and performance of these Terms of Service shall be governed by the laws of the Republic of Turkey, excluding conflict of law rules.
- 14. NONPAYMENT OF PURCHASE PRICE.** When the invoices are not paid on the due date, invoices will be charged with 3% financing cost (can be updated and revised by TRUMPF TR when necessary) plus VAT per month regardless of currency.
- 15. ENTIRE AGREEMENT.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes all prior agreements, understandings, negotiations, and discussions, whether oral or written, of the Parties pertaining to the subject matter hereof.