

GENERAL TERMS AND CONDITIONS OF GROUP CEYSSENS NV - B2B AND B2C

ARTICLE 1 – APPLICABILITY

1.1. GROUP CEYSSENS NV, with company number 0415.037.165 and registered office at 3550 Heusden-Zolder, Mijnwerkerslaan 35 (info@groupceyssens.com or 011/57.01.00) (hereinafter: "GROUP CEYSSENS") is a company specialising in the production, processing, treatment, supply and installation of glass and/or related services.

1.2. These general terms and conditions apply to all offers, orders, order confirmations, order forms and agreements concluded between GROUP CEYSSENS and the customer, as well as to their execution. The general terms and conditions are an integral part of the agreement and the overall legal relationship between the parties. Unless explicitly agreed otherwise, they cannot be deviated from. In case of a deviating agreement or special terms and conditions, the latter shall prevail over the general terms and conditions, which shall continue to apply for what is not covered by the deviating agreement or special terms and conditions. The general terms and conditions of GROUP CEYSSENS apply to the exclusion of the customer's general terms and conditions.

1.3. The customer shall be able to peruse these general terms and conditions before entering into the agreement. Upon perusal and acceptance, these general terms and conditions shall apply to the customer.

1.4. All annexes attached to the offers, order confirmations, order forms, agreements or invoices are an integral part of the contractual relationship between the parties and may supplement or amend the general terms and conditions.

1.5. If a situation arises that is not covered by these general terms and conditions, it must be interpreted in accordance with common law, taking into account the spirit of these general terms and conditions.

1.6. GROUP CEYSSENS reserves the right to amend the general terms and conditions at any time. Any changes shall become applicable to any new agreement. For ongoing agreements, the general terms and conditions continue to apply as they exist during the conclusion of the agreement, unless the amended general terms and conditions are accepted by the customer during the term of the agreement.

1.7. Undertakings made by employees of GROUP CEYSSENS are only valid after confirmation by a director or authorised representative of GROUP CEYSSENS. Acceptance of an order by GROUP CEYSSENS is subject to its suppliers and subcontractors being contracted to execute the order. If a (supplier) refuses the order, the parties undertake to negotiate an alternative deemed adequate for both parties. In case an incorrect order has been placed with the (supplier) due to the customer's error, GROUP CEYSSENS shall not be held liable for this.

ARTICLE 2 – OFFER, AGREEMENT AND ADDITIONAL WORKS

2.1. All quotations and offers by GROUP CEYSSENS are without obligation and are always made subject to all reservations. In the case of temporary offers to which a limited validity period or special terms and conditions are attached, GROUP CEYSSENS shall expressly mention this in the offer.

2.2. Prices are based on the properties, quantities and dimensions indicated in the customer's request. Each glass composition must be chosen (ordered and applied) by the customer in accordance with the new standard NBN S23-002. Advice by GROUP CEYSSENS in this respect is purely indicative and can never lead to it being held liable.

2.3. Unless otherwise stated in the offer, an offer is valid for a period of 14 calendar days (B2C) or 30 calendar days (B2B). If the customer accepts the offer after the period of validity has expired, GROUP CEYSSENS shall not be bound by the prices and terms stated in the offer. In that case, GROUP CEYSSENS shall communicate the prices and modalities applicable at that time to the customer in a new quotation. The customer then has the choice to respond to it or not.

2.4. GROUP CEYSSENS shall ensure accurate product and service descriptions. GROUP CEYSSENS is only bound by an obligation of means as regards the correctness and/or completeness of the information provided in offers, agreements, order confirmations or on the website, and GROUP CEYSSENS accepts no liability for material errors such as typing mistakes.

2.5. The offer of goods and products as included in price lists, catalogues or offers is valid for as long as stocks last. In case of (temporary) stock exhaustion, GROUP CEYSSENS reserves the right not to accept the order or to provide similar goods and products subject to the customer's approval.

2.6. If the customer requests a price indication online, the customer acknowledges that the price displayed is purely indicative and subject to change by GROUP CEYSSENS in the event of a concrete implementation of the service desired by the customer, and this taking into account any surpluses or customised services. In such cases, only an offer submitted by GROUP CEYSSENS (possibly after a site visit) shall be regarded as a binding offer.

2.7. Acceptance of an order by GROUP CEYSSENS is always subject to acceptance by its suppliers and any subcontractors whom it must call upon to execute the order. If a (supplier) refuses the order, the parties undertake to negotiate an alternative deemed adequate for both parties. GROUP CEYSSENS shall not be held liable in case an incorrect order is placed with the supplier due to a customer error.

2.8. Changes to the quotation, order form or agreement, and thus to the order, must be requested by the customer as follows:

- Glass division: before receipt of order confirmation
- Aluminium/framework: up to approval of execution drawing(s)

The customer must request changes immediately in writing (by registered letter or e-mail) to GROUP CEYSSENS, and are only possible after written acceptance by GROUP CEYSSENS. Changes passed on when the order is already in execution cannot be processed, unless approved by GROUP CEYSSENS. In the event of a timely request accepted by GROUP CEYSSENS, GROUP CEYSSENS reserves the right to amend the quotation, order form or order confirmation accordingly. If a request is made verbally, the risk of whether or not the changes are executed falls on the customer.

2.9. Additional assignments/multiple works applied to the offer or agreement shall entitle GROUP CEYSSENS to additional remuneration in accordance with the provisions of article 8.2. An increase in the contracting order may additionally lead to an adjustment of the agreed rate.

2.10. GROUP CEYSSENS reserves the right to refuse an order if it violates applicable regulations or the good name or values for which GROUP CEYSSENS stands.

ARTICLE 3 – REPRESENTATION

3.1. By signing the quotation, order confirmation, order form or other agreement, the customer commits himself definitively.

3.2. Any person or company placing orders on behalf of third parties or requesting them to be invoiced to third parties shall make a representation to these third parties and shall be personally liable for payment, even if GROUP CEYSSENS agreed to a different method of invoicing.

ARTICLE 4 – MEASUREMENT

4.1. Once the agreement has been concluded, GROUP CEYSSENS must be able to take the necessary measurements on site. All sizes, directions of rotation, handles, glass, colours and other features are finalised at the time of measurement. If this shows that the quotation was based on incorrect and/or incomplete data, GROUP CEYSSENS reserves the right to draw up a revision of the agreed price and execution period.

ARTICLE 5 – GENERAL OBLIGATIONS OF GROUP CEYSSENS

5.1. In principle, work is executed exclusively on working days. However, in the event of exceptional and special circumstances requiring urgent and additional work by GROUP CEYSSENS at weekends and/or on public holidays, this may be deviated from by mutual agreement. If necessary, GROUP CEYSSENS reserves the right to charge additional fees.

5.2. GROUP CEYSSENS shall execute its assignment to the best of its knowledge and ability in accordance with the requirements of good workmanship within a reasonable period of time. The parties expressly agree that GROUP CEYSSENS' obligations are in the nature of a best-efforts obligation, unless otherwise stipulated. Minor changes by GROUP CEYSSENS to the order that do not compromise the quality of the work are permitted.

5.3. Unless otherwise agreed, GROUP CEYSSENS retains complete freedom in the use of materials.

5.4. GROUP CEYSSENS shall be entitled to subcontract its rights or obligations under the contract to third parties in order to meet the requirements of good workmanship.

ARTICLE 6 – GENERAL OBLIGATIONS OF THE CUSTOMER

6.1. The customer undertakes to provide all information deemed necessary in good time to enable the order to be executed effectively. The customer warrants the accuracy, completeness and reliability of the information provided, and indemnifies GROUP CEYSSENS against all claims (by third parties) for damage resulting from incorrect or incomplete information and data. If the correct information is not provided on time, GROUP CEYSSENS shall be entitled to suspend execution of the agreement, to charge the additional costs resulting from the delay, or to dissolve the agreement at the customer's expense for contractual default on the customer's part. The customer shall indemnify GROUP CEYSSENS against third-party claims for damage resulting from incorrect or incomplete information and data provided.

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6.2. The customer acknowledges the importance of providing the necessary information as GROUP CEYSSENS bases its services on it. The information to be supplied by the customer includes: measurement or surface plans of the building or execution site, technical data sheets, planning sheets, urban development permits, EPB report, approval of the execution drawing, floor transitions, exact dimensions, information relating to ceiling finishes, electricity and pipig plan, whether or not to use wall tiles near the execution site, choice of colour, information relating to accessibility of the site, etc.

6.3. The customer shall indicate the place where the works must be executed and undertakes to provide easy access, all under his responsibility. This includes clearing the yard. For adequate execution of the order, the customer shall provide water, gas and electricity free of charge to GROUP CEYSSENS, and this for both indoor and outdoor work.

6.4. If the work on site takes several days, the customer shall if necessary provide sufficient lockable rooms which may only be used by GROUP CEYSSENS for storing materials, and this free of charge. The customer shall ensure the yard is adequately insured against theft and shall manage the storage area, including the materials, machinery and resources stored therein, as a prudent and reasonable person. The customer shall take all necessary measures to properly secure the premises. The stored material, machines and resources remain the sole property of GROUP CEYSSENS and must be made available again upon first request. GROUP CEYSSENS shall be entitled to obtain compensation if the materials, machines and/or resources in custody in the storage area are damaged or stolen.

6.5. Insofar as certain permits or authorisations have to be obtained and/or inspections and examinations have to be executed for the execution of the order as a result of a legal obligation, rule or regulation, the customer must immediately take the necessary steps for this. Documentation to this effect shall be submitted at the first request of GROUP CEYSSENS. GROUP CEYSSENS bears no responsibility for whether or not these licences or authorisations are obtained. Any penalties and damages shall be borne in full by the customer.

6.6. The customer has the right to request an update on the state of affairs at any time during the execution of the works.

6.7. The customer must strictly comply with applicable safety regulations and applicable legislation.

6.8. The customer shall ensure the yard is adequately insured before the start of the works.

ARTICLE 7 – DEADLINES

7.1. The starting date and execution period shall always be determined by mutual agreement, taking into account the scope and complexity of the assignment. If no execution period has been agreed, the order shall be executed within a reasonable time. The customer acknowledges that GROUP CEYSSENS is entitled to execution in stages in the event of new construction or renovation, depending on the services involved.

7.2. The order shall only be executed or the products delivered once the customer pays the advance payment requested by GROUP CEYSSENS.

7.3. The stated and agreed deadline is always to be regarded as indicative. If exceeded, it cannot constitute grounds for dissolution of the agreement or any form of compensation, nor does it constitute a valid reason for refusal of payment by the customer, except in the event of significant overrun of more than 3 months with a maximum of 5% on the agreed price, and only if the significant overrun is not due to force majeure or events on the customer's part.

7.4. If the customer modifies the order or issues additional orders, which are accepted by GROUP CEYSSENS, the execution period shall be extended by the time reasonably necessary to carry out these modifications or additional orders.

7.5. A temporary interruption of the works due to force majeure or on the orders or actions of the customer shall automatically entail an extension of the originally determined execution period for a period equal to the duration of the interruption.

7.6. In case of additional work, GROUP CEYSSENS reserves the right to extend any agreed deadlines in accordance with the duration of this additional work.

ARTICLE 8 – PRICES AND PAYMENTS

8.1. The prices listed are shown in Euros (€) and are always exclusive of VAT for customer-companies and inclusive of VAT for customer-consumers. Cleaning and protection of the glass are not included in the price. GROUP CEYSSENS bears no responsibility in terms of determining the correct VAT rate. If, based on the information com-

municated to GROUP CEYSSENS, an incorrect VAT rate is applied and GROUP CEYSSENS suffers loss as a result, GROUP CEYSSENS shall be entitled to hold the customer liable for this loss.

8.2. In the following cases, among others, GROUP CEYSSENS is entitled to charge an additional price compared to the offer:

- Additional materials;
- Clearing the yard of obstacles;
- Unforeseen and necessary work;
- When the yard is obstructed and difficult to access e.g. by scaffolding(s);
- Laying road plates;
- Depannage, maintenance and intervention after installation, including relocation costs;
- Parking expenses and/or the request and provision of additional parking space on public roads, where the customer is responsible for the request and provision of such additional parking space;
- Executing work after provisional acceptance which does not involve imputable liability;
- Any loss of time, extras and/or additional work associated with the non-fulfilment of the delivery terms and conditions in accordance with article 10.5. This includes lost time due to incomplete, unfinished and unplaced window profiles, the absence of glazing bars or other accessories or necessary fittings;
- All necessary additional work, including adjustments and additional relocation costs, resulting from incorrect or erroneous information provided by the customer, such as an additional loading or unloading bay;
- Other services or assignments not included in the initial offer.

The additional price is determined by mutual agreement with the customer. If no explicit agreements are made between the customer and GROUP CEYSSENS, the applicable material prices, and the hourly wage rate of €55.00/hour excluding VAT (€66.55/hour including VAT) shall apply. In addition, travel costs will be charged as follows: €0.80 km/h (excluding VAT) (€0.97 (including VAT)), with a minimum of 10 km (there and back).

8.3. The parties agree that a price review may be implemented by GROUP CEYSSENS as follows. GROUP CEYSSENS reserves the right, taking into account objectively measurable fluctuations in raw material prices, (material) prices, wages and social charges, to adjust the agreed price according to the following formula: $P1 = P0 \times (0.2 + (L1/L0) \times 0.4 + (M1/M0) \times 0.4)$, where $P1$ = price level in a given year, $P0$ = price level in year 1 (base year), $L1$ = wage cost in a given year, $L0$ = wage cost in year 1 (base year – wages in effect 10 calendar days before quotation), $M1$ = equipment cost in a given year, $M0$ = equipment cost in year 1 (base year – prices in effect 10 calendar days before quotation). This clause is applicable only up to a maximum of 80% of the final price, the clause refers to parameters representing real costs, and each parameter applies only to that part of the price corresponding to the costs it represents. However, in the event of a price increase of more than 15% in relation to the contract, GROUP CEYSSENS undertakes to revise the contract by mutual agreement with the customer, and before the new price comes into force, the customer shall in that case be entitled to terminate the contract, insofar as work has not yet started or goods have not been ordered. If this has occurred, a settlement must be made or the incurred costs shall be invoiced. GROUP CEYSSENS shall state on its invoices whether it is applying the formula and the detailed calculation.

8.4. The cost price for goods or services provided by third parties in execution of the agreement shall be included in GROUP CEYSSENS invoices and charged to the customer by GROUP CEYSSENS.

8.5. From the moment the order form, quotation or order confirmation is approved by GROUP CEYSSENS, the customer has an obligation to pay (as the agreement is concluded between the parties), which may only be suspended in the event of wilful default on the part of GROUP CEYSSENS and limited to the part of the order concerned by the alleged default. In such a case, the customer must provide proof of this deficiency by written notice before the payment deadline expires.

8.6. Any stamp duty or taxes of any kind shall be borne by the customer.

8.7. Supplies and services are payable in cash, by bank transfer, electronic payment or bank cheque depending on the order or service. All payments must be made to the registered address of the GROUP CEYSSENS office.

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8.8. GROUP CEYSSENS reserves the right to request an advance payment/advance payments, depending on the scope and characteristics of the assignment. If the Breyne Act applies to the work executed by GROUP CEYSSENS, the advance payment shall be limited to 5% of the total quotation price. In all other cases, the advance payment shall be at least 30% of the total price. For orders worth more than €1,000.00, the advance payment shall be 50% of the total price, with a minimum of €500.00. Depending on the size of the assignment or site concerned, GROUP CEYSSENS also reserves the right to work with interim invoices.

8.9. All invoices must be paid within 14 calendar days (B2C) or within 30 calendar days (B2B) from the invoice date stated and without any discount or deduction of any kind.

For the customer-company

If the customer-company fails to pay on time, GROUP CEYSSENS shall be entitled from the due date, ipso jure and without prior notice of default, to default interest at a rate equal to the legal interest rate in accordance with the Law of 02.08.2002 concerning combating late payment in commercial transactions. In case of non-payment on the due date, the invoice amount shall be increased by 10% by way of lump-sum compensation with a minimum of €150.00 and an amount of €75.00 to cover the extrajudicial collection costs incurred. This applies as flat-rate compensation for costs other than loss of interest and court costs proper, and this without prejudice to the right of GROUP CEYSSENS to claim multiple damages. Moreover, in case of late payment, the remaining balance shall become due in full immediately. The same applies to other invoices not yet due, which also become payable immediately. Partial payments by the customer shall first be used to cover costs, damages and interest, to be subsequently deducted from the principal sums.

For the customer-consumer

If the customer-consumer fails to pay on time, GROUP CEYSSENS will first send a reminder, free of charge, to the customer-consumer concerned. GROUP CEYSSENS acknowledges that this first reminder must take the form of a notice of default, containing at least the information stipulated in Article XIX.2, § 3 WER. GROUP CEYSSENS shall hereafter respect a legal waiting period of at least fourteen calendar days, starting from the third working day after the reminder was sent to the customer-consumer by post, or from the calendar day following the day on which the reminder was electronically transmitted to the customer-consumer. GROUP CEYSSENS reserves the right to claim default interest after the expiry of this period in accordance with Article XIX.4, first paragraph, 1° WER. Moreover, for the customer-consumer, it shall only be possible to increase the invoice amount by way of lump-sum compensation after the above formalities have been completed, taking into account the limits set out in Article XIX. 4, first paragraph 2° WER. This applies as flat-rate compensation for costs other than loss of interest and court costs proper, and this without prejudice to the right of GROUP CEYSSENS to claim multiple damages.

8.10. GROUP CEYSSENS reserves the right, in the event of late payment of the advance payment or the invoice, to suspend or terminate the agreement with immediate effect, without notice of default or judicial intervention, subject to simple notification by registered letter, without any right to compensation on the part of the customer.

8.11. Comments concerning the invoice must be notified to GROUP CEYSSENS in writing (by registered letter or e-mail) within 5 calendar days of the invoice date.

8.12. GROUP CEYSSENS reserves the right to offset claims against the customer against any financial claims the customer may have against GROUP CEYSSENS.

ARTICLE 9 – RIGHT OF WITHDRAWAL

9.1. This article applies exclusively to distance contracts concluded by private customers (consumers – B2C, within the meaning of Article I.1, 2° WER) outside GROUP CEYSSENS' premises. This article does not apply to companies within the meaning of Article I.1, 1° WER.

9.2. In principle, the customer has a statutory cooling-off period of 14 days from the day following the conclusion of the distance contract, without giving reasons. The customer validly exercises his right of withdrawal by informing GROUP CEYSSENS in writing of his decision within this period. In case of revocation, the associated administrative handling costs shall be borne in full by the customer.

9.3. However, the right of withdrawal does not apply to distance contracts concluded by private customers outside GROUP CEYSSENS' premises concerning (i) custom-made works manufactured or supplied (ii) goods already incorporated or ordered by the

customer in a professional capacity and/or for professional purposes, (iii) as soon as the services have been fully executed by GROUP CEYSSENS. In any case, the customer loses the right of withdrawal as soon as the entire agreement has been executed by GROUP CEYSSENS. The customer hereby expressly and in advance confirms consent to this and acknowledges the loss to the right of withdrawal as soon as GROUP CEYSSENS has fully executed the contract, (iv) other statutory exceptions as stipulated in Art. VI.47 WER are applicable

9.4. If the revoked agreement with GROUP CEYSSENS consists of supplying goods, the goods to be returned must be in impeccable condition and will only be accepted if unused, unassembled, with all accessories and in original packaging accompanied by the proof of purchase. In case of use, assembly, damage or absence of proof of purchase and packaging, the right of withdrawal lapses. The customer is liable for any decrease in the value of the goods resulting from handling of the goods beyond what was necessary to establish proper functioning of the goods.

9.5. In the event of withdrawal from the agreement once GROUP CEYSSENS has already started providing services, GROUP CEYSSENS shall be entitled to compensation for the part already executed and costs already incurred.

9.6. The amounts paid by the customer will be refunded within 14 days of receipt of the request in the event of a timely and valid invocation of the right of withdrawal. Any services or costs already rendered will be deducted from the amount to be refunded.

ARTICLE 10 – COLLECTION, DELIVERY, STORAGE, WORKS ON SITE, OWNERSHIP & RISKS

10.1. Unless expressly agreed otherwise in writing, delivery/removal shall take place at the registered office of GROUP CEYSSENS in 3550 Heusden-Zolder, Mijnwerkerslaan 35.

10.2. The customer shall collect the goods within 7 working days of being notified by GROUP CEYSSENS that the goods are ready for collection. If the goods have not been collected after the expiry of the aforementioned period, they shall be stored at the customer's expense with a minimum of €75.00 excl. VAT (€90.75 incl. VAT) per day, and at the customer's risk.

10.3. Unless expressly agreed otherwise in writing between the parties, delivery times are indicative only and are in no way binding.

10.4. Deliveries and the execution of work by GROUP CEYSSENS are made in accordance with the customer's instructions, who is held responsible for the information provided.

10.5. If it has been explicitly agreed between the parties that GROUP CEYSSENS shall guarantee delivery, this shall include the following:

- Delivery is provided to the front door, on the ground floor, of the delivery address provided by the customer;
- The customer is responsible for providing parking facilities for the truck and crane truck in the immediate vicinity of window frames with sufficient space for unloading;
- The customer is responsible for ensuring good accessibility, reachability and drivability of the delivery site/yard for glass trucks and crane trucks with sufficient space for unloading;
- The customer shall be responsible for unloading the delivered materials, bearing the risk and liability for any damage caused during unloading by the customer;
- The customer shall be responsible for vertical transport on site.

10.6. If necessary, delivery can be made using glass racks or transport racks. These will be made available to the customer free of charge for a period of 30 days. However, the glass racks and/or transport racks remain the property of GROUP CEYSSENS. After a period of 30 days, a rental fee per day shall be charged, which can only amount to the maximum value of the relevant glass rack and/or transport rack. Registration of glass racks or transport racks for collection must be made via transport@groupceyssens.com. If the glass racks or transport racks are not emptied at the time of collection, a fee of at least €50.00 shall be payable to cover unnecessary moving costs. During the period for which the glass racks or transport racks are made available to the customer, the latter shall be responsible for all costs arising from loss and/or damage. The customer is prohibited from using the glass racks and/or transport racks for internal transport during this period.

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10.7. Upon collection/delivery, the customer shall himself check the conformity of the goods delivered and ordered. The signing of the delivery note, by the customer himself or his de facto appointee, constitutes confirmation of the conformity between the goods ordered and the goods delivered/placed. The signature of the delivery note also covers all visible defects, being all defects that the customer could have identified at the time of delivery after carrying out an attentive and careful inspection, and in particular defects concerning the characteristics of the products.

10.8. The goods are deemed accepted by the customer by signing the delivery note, unless the customer notifies GROUP CEYSSENS in accordance with the provisions under Articles 12.6. and 12.7.

10.9. The risks associated with the goods (to be delivered), including theft, damage or loss, shall be borne entirely by the customer from the time of delivery. The goods shall always be transported at the customer's risk, even if the goods are damaged during transport or dispatch.

10.10. When goods are handed over to the carrier for storage, GROUP CEYSSENS shall not be liable in the event of, and not limited to, theft by breaking and entering and/or violence, fire, explosion, lightning, impact of aircraft, water damage and force majeure.

10.11. Without prejudice to Article 10.2, GROUP CEYSSENS remains the owner of all goods and materials used or delivered within the framework of the provision of services until paid for in full by the customer, including compensation and interest charged in accordance with Article 8.9. GROUP CEYSSENS reserves the right, upon simple notification, to take back the goods if the customer does not fulfil (in a timely manner) his payment obligation, even if incorporation, mixing or processing with other goods has already taken place. The customer is not allowed to alienate or pledge the goods as long as the full price has not been paid under penalty of violation of Article 491 of the Penal Code.

10.12. GROUP CEYSSENS reserves the right of retention in the event of unpaid previous and/or partial deliveries and/or compound orders, and this on goods yet to be delivered.

10.13. The customer agrees to the possible registration of the retention of title in the pledge register in respect of goods exceeding a value of €500.00. In this case, GROUP CEYSSENS shall remove the retention of title from the pledge register within one month of the customer's payment in full.

ARTICLE 11 – ACCEPTANCE OF WORKS

11.1. The parties expressly agree that as soon as the works are completed section by section, the customer must proceed with the acceptance of the works. Minor imperfections, the value of which is less than 10% of the total amount of the works, can under no circumstances be invoked to refuse acceptance. Where applicable, the customer must pay at least the portion of the accepted works and GROUP CEYSSENS has a reasonable period of 60 days to rectify any imperfections.

11.2. If the customer fails to conduct acceptance activities (express or tacit), acceptance shall be deemed to have been effected after 15 calendar days have elapsed since the written request for the acceptance activities from GROUP CEYSSENS. Works found ready for acceptance are presumed, until proven otherwise, to have been so on the date set for their completion or on the date of actual completion stated by GROUP CEYSSENS in its request to conduct an acceptance activity.

11.3. Subject to the obligations that only apply in the case of acceptance in the case of buildings to be erected in accordance with the Breyne Law or in the case of public contracts, the parties acknowledge that acceptance may be either express or tacit. Occupation of the building or the executed work shall be deemed tacit acceptance, at least after expiry of a period of 15 calendar days following the written request to carry out acceptance activities from GROUP CEYSSENS. Payments or partial payments without reservation of invoices relating to the relevant works may be considered as tacit adoption of acceptance.

ARTICLE 12 – WARRANTY, DEFECTS AND CIVIL LIABILITY

Warranty

Material and manufacturing defects

12.1. For material and manufacturing defects that arise or become apparent during normal use, GROUP CEYSSENS grants a warranty period of 2 years, unless GROUP CEYSSENS can prove the customer caused the defect itself.

12.2. In case of non-conformity or (hidden) defects for material and manufacturing faults, GROUP CEYSSENS shall rely in the main on the warranty in accordance with what is stipulated by the manufacturer or supplier (B2B), or on the statutory warranty period of 2 years (B2C). This warranty period depends on the product in question and must be raised within 24 hours of the discovery of the defect in the case of non-conformity or visible defects and 15 calendar days after knowledge in the case of hidden defects, respectively. In any event, GROUP CEYSSENS shall invoke the statutory regulations on warranty and hidden defects insofar as these are not validly departed from in these general terms and conditions. The customer acknowledges and accepts that GROUP CEYSSENS may also assert against the customer the exceptions and exonerations that a manufacturer, supplier or subcontractor may invoke to refuse to intervene in warranty waivers. GROUP CEYSSENS cannot be held responsible for changes in the manufacturer's or supplier's warranty policy.

Double glazing

12.3. For double glazing (Cygla-Cylite-Cystar), a warranty period of 10 years from the date of delivery applies, subject to the following terms and conditions:

For the first 2 years after delivery, GROUP CEYSSENS guarantees that the glazing (Cygla-Cylite-Cystar) shall comply with the product specifications for double glazing according to CE standards.

- In the event of a warranty claim, the customer must notify GROUP CEYSSENS at the latest within two months from the day of discovery of the defect;
- In the event of a dispute, the customer must bring his claim before the competent court within one year from the day he discovered the defect.
- After any defect has been thoroughly recognised by GROUP CEYSSENS' technical services, GROUP CEYSSENS undertakes to make the legal interventions as they see fit.

For years 3 to 10 after delivery, GROUP CEYSSENS guarantees that there shall be no reduction in transparency due to condensation or dust formation on the cavity sides of the double glazing (Cygla-Cylite-Cystar):

- Any defects must be notified to GROUP CEYSSENS by the customer within 15 calendar days of the defect being detected;
- In the event of a dispute, the customer must bring his claim before the competent court within one year from the day he discovered the defect;
- After identifying any defect, and said defect has been fully recognised by GROUP CEYSSENS' technical services, GROUP CEYSSENS undertakes to supply free of charge an insulating glazing Cygla-Cylite-Cystar from a new production and to intervene in the dismantling and relocation costs up to a maximum amount of €20.00/m², for glazing located on a floor lower than the second floor; for glazing located on the 2nd floor or higher, the amount of €30.00/m² is granted. The place of delivery shall be that of the original order.

12.4. The ten-year guarantee cf. article 12.3. is only valid if the glazing is specified, transported, stored, cleaned and used in accordance with T.V.214 – T.V. 221 of the Scientific and Technical Centre of the Construction Industry, ed NBN S 23-002 06/89 issue 22, and the special installation and maintenance instructions of GROUP CEYSSENS.

General

12.5. A (ten-year) warranty cannot be granted by GROUP CEYSSENS in the following cases:

- For single glazing;
- For work executed by third parties, whether or not subcontractors of GROUP CEYSSENS;
- In case of manipulation (or attempts to) by the customer or by third parties;
- In case of misuse of the materials and/or products;
- In case of normal wear and tear, damage due to poor maintenance, user error, abuse and misuse;
- Damage caused by fire, frost or moisture, floods, lightning, accidents, war or natural disasters;
- For glass breaks and cracks not caused by manufacturing
- For small errors not visible in diffuse daylight from 3 metres away, viewed at eye level;
- Damage due to structural or mechanical causes, including stress in the glazing due to subsidence or external impact;
- For thermal breaks caused by uneven heating;

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- Damage due to extreme chemical influences affecting the edge seal;
- Damage caused by changes made to the surface structure of the glass, such as film placements, posters, painting and cross frames;
- In case of insufficient maintenance or failing rebate seals that do not protect against water or moisture penetration;
- Damage due to applications such as in sliding doors, in non-vertical installation, in swimming pools, industrial use, or when the edge seal is exposed to UV rays without the express prior written consent of GROUP CEYSSENS;
- Colour bands or patterns due to interference, distortions caused by glass properties or atmospheric conditions;
- In case of traces of suction cups, labels or other visible elements in case of condensation along the inside or outside of the structure;
- Corrosion of aluminium joinery due to exposure to aggressive chemicals

Defects

12.6. After acceptance, non-conformity or visible defects must be notified within 24 hours. Non-conformities and defects in execution, which were visible at the time of the completion of the order and of which the customer is deemed to be aware, are in any case covered by the acceptance of the order and do not qualify for any form of compensation by GROUP CEYSSENS. The parties acknowledge that the aforementioned acceptance may be either express or tacit. In any case, acceptance is deemed to have taken place if no notification is given to GROUP CEYSSENS within 24 hours of acceptance. Notification of non-conformity or visible defects must be made by means of a reasoned letter (by e-mail or registered mail), including photographs. In the absence of a (timely) response, the customer is deemed to have agreed to the work provided, and the customer cannot claim compensation. For defects reported on time and which GROUP CEYSSENS believes to be justified, it shall have a period of 60 working days to remedy the alleged defect before the customer can invoke its other rights (rescission, compensation, etc.).

12.7. In case of hidden defects that manifest themselves from the acceptance in accordance with Article 11, they must be raised within 15 calendar days of becoming aware of the hidden defect. GROUP CEYSSENS is only liable for minor hidden defects after acceptance (not covered by articles 1792 and 2270 of the Civil Code) for a period of 3 years. GROUP CEYSSENS shall not be held liable for execution defects that were invisible at the time the order was completed, unless they fall under the cases mentioned in article 12.9. The customer is obliged to notify GROUP CEYSSENS within 15 calendar days from the moment a shortcoming or defect is detected or they should have been aware of it. This by means of a reasoned letter (by e-mail or registered mail), including photos. In the absence of a (timely) response, the customer is deemed to have agreed to the work provided, and the customer cannot claim compensation. For defects reported on time and which GROUP CEYSSENS believes to be justified, it shall have a period of 60 working days to remedy the alleged defect before the customer can invoke its other rights (rescission, compensation, etc.).

12.8. The right to any guarantees and/or warranties shall lapse if the customer has not taken care of the services and materials used thereby as a prudent and reasonable person in accordance with the normal purpose for which they are intended, including periodic maintenance or if any manipulation of the services and/or goods by the customer or by a third party has taken place.

Civil liability

12.9. GROUP CEYSSENS can only be held liable for intent, gross negligence or that of its appointees or agents, fraud or deceit, as well as for failure to execute the essential obligations that are the subject of the agreement. In addition and for the record: (i) GROUP CEYSSENS bears no liability whatsoever for damage to (water) pipes or cables if this is the result of the customer's failure to comply with his obligation to provide information, or in the event of providing incorrect, incomplete or outdated information; (ii) insofar as GROUP CEYSSENS only supplies materials and goods or they are picked up by the customer from GROUP CEYSSENS, without providing for placement and installation, GROUP CEYSSENS cannot bear any responsibility for costs or damage arising from installation work executed by the customer or third parties not supervised by GROUP CEYSSENS, (iii) GROUP

CEYSSENS cannot bear any responsibility for conceptual errors in plans, studies or advice from technical consultants or the architect on which GROUP CEYSSENS bases its services.

12.10. In accordance with Articles 1792 and 2270 of the Civil Code, as well as the Law of 31 May 2017 on the compulsory insurance of the ten-year civil liability of contractors, architects and other service providers in the construction sector of works in immovable state, GROUP CEYSSENS is liable for a ten-year professional liability for defects as referred to in the aforementioned regulations, which are, however, limited to defects affecting the solidity, stability and watertightness, when the latter affect the solidity or stability of the property. The ten-year period shall commence from the time of final acceptance.

12.11. The customer shall indemnify GROUP CEYSSENS against any claims by third parties who (claim to) have suffered damage in connection with the execution of the contract, in particular in application of Article 544 of the Old Civil Code/Article 3.101 of the New Civil Code/Article 1382 of the Old Civil Code on neighbourhood nuisance.

12.12. Insofar as GROUP CEYSSENS depends on the assistance, services or deliveries of third parties for the execution of the order, including auxiliary persons, suppliers or subcontractors (who are not appointed by it), it cannot be held liable in any way for any damage resulting from possible delays by this auxiliary person, supplier or subcontractor. The same applies to the purchase of third-party products.

12.13. In the event of liability on the part of GROUP CEYSSENS, compensable damage shall be limited to direct material damage and personal injury resulting directly from fault in the sense of a culpable shortcoming, and compensation shall be limited to the amount covered by the insurance taken out by GROUP CEYSSENS, or to 20% of the quotation price, up to a maximum of €10,000.00 if the insurance does not provide cover. GROUP CEYSSENS has taken out civil liability insurance with an insurer based in Belgium. An insurance certificate can be provided to the customer upon simple request. This certificate contains general information regarding the civil liability policy taken out by GROUP CEYSSENS. Furthermore, GROUP CEYSSENS shall not be liable for property damage, personal injury, indirect damage or consequential damage.

12.14. For damage that both GROUP CEYSSENS and third parties and/or the customer are (jointly) liable for, GROUP CEYSSENS shall only be liable to the extent that its fault(s) contributed to the damage. Any form of joint and several or in solidum liability of GROUP CEYSSENS is excluded. If the share of the fault of GROUP CEYSSENS in certain damage cannot be determined, GROUP CEYSSENS shall at most be liable for that part of the damage which is proportional to the number of those liable for the damage.

12.15. Any claim by the customer for damages must be brought within a period of 3 months after the facts on which this claim is based were known by the customer or could reasonably have been known. If the claim is not brought within this period, it will lapse by statute of limitation.

ARTICLE 13 – ADDITIONAL PROVISIONS SPECIFICALLY APPLICABLE TO THE GROUP CEYSSENS ONLINE CALCULATION TOOL

13.1. The provisions of this article 13 shall additionally apply specifically to the use of the online calculation tool on the GROUP CEYSSENS website (www.groupceyssens.com). In particular, the customer uses GROUP CEYSSENS' online calculation tool to obtain an indicative quotation (quote) for the renovation or purchase and installation of glass.

13.2. The online calculation tool is designed to give an indication of the potential cost of the project in question. Quotes generated via the online calculation tool are non-binding and in no way constitute a binding offer. A binding contract is only concluded after the customer receives an order confirmation from GROUP CEYSSENS. That order confirmation includes the final price, excluding any additional works that would come up later in the project.

13.3. The customer is responsible for providing complete and accurate information when using the online calculation tool. This includes, but is not limited to, information related to exact numbers, specific requirements for cranes and other project details. The customer shall indemnify GROUP CEYSSENS against any damage arising from the provision of incorrect or incomplete information regarding the project.

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13.4. After the customer submits a price request via GROUP CEYSSENS' online calculation tool, the customer will receive an indicative quotation. This quotation is subject to confirmation and adjustment based on the final project assessment, after any site visit, and the accuracy and completeness of the information provided by the customer.

13.5. The customer shall check the indicative quotation immediately upon receipt in order to verify that it contains the complete information. If the quotation is incomplete, the customer must inform GROUP CEYSSENS by e-mail within 24 hours so GROUP CEYSSENS can adjust the quotation correctly.

13.6. To use GROUP CEYSSENS' online calculation tool, customers must create an account according to the method indicated. The customer himself is responsible for i) the correctness and completeness of the data he provides for the creation of an account, and ii) for changing the data if no longer correct. The data provided by the customer during the registration process shall be stored in a database and processed in accordance with GROUP CEYSSENS' privacy policy.

13.7. The customer may not disclose his login details to third parties. GROUP CEYSSENS may therefore assume that the customer is actually the person who has created an account and makes use of the online calculation tool, except in cases where the customer has expressly authorised (one of) its employees, subcontractors or third parties to use the account or to log in to the online calculation tool as a user using the login details provided.

13.8. The user profile is strictly individual, personal and confidential. The customer himself is responsible for keeping his login data, i.e. his user name and password, confidential. The customer may not disclose his login details to third parties. GROUP CEYSSENS may therefore assume that the customer is actually the person who created an account and makes use of the online calculation tool. As soon as the customer knows or has reason to suspect that his login details have come into the hands of unauthorised persons, the customer must inform GROUP CEYSSENS immediately.

13.9. The customer undertakes to use the online calculation tool to the best of his ability, as a prudent and reasonable person would do.

13.10. GROUP CEYSSENS reserves the right to monitor the customer's use in order to verify that this use is reasonable and in accordance with what has been set out in previous clauses. Any abuse may result in termination of the customer's right to access the online calculation tool and a right to compensation for GROUP CEYSSENS.

13.11. All intellectual property rights relating to the online calculation tool, including but not limited to copyright, trademark rights, etc., belong exclusively to GROUP CEYSSENS. Customers are not allowed to copy, modify, distribute or in any other way use or exploit content or anything else without the prior written consent of GROUP CEYSSENS.

13.12. GROUP CEYSSENS is entitled at any time, without prior notice and without being liable to compensate the customer, to change, interrupt, stop, (temporarily) disable or limit the content and functioning of the online calculation tool if it deems this necessary.

13.13. The customer must have adequate and recent anti-virus, anti-spyware and firewall protection on their computer systems. If the systems of GROUP CEYSSENS or its other customers suffer damage as a result of exchanging viruses or other harmful files, the customer causing the damage shall be liable to GROUP CEYSSENS in full and without limitation. The customer shall indemnify GROUP CEYSSENS in principal, costs and interests against any claims by third parties who (claim to) have suffered loss as a result.

13.14. GROUP CEYSSENS is entitled, unilaterally and without prior notice, to deny the customer access to the online calculation tool and/or suspend or permanently delete the customer's account, whether temporarily or not, especially in cases where the customer does not comply with these general terms and conditions in any way.

ARTICLE 14 – FORCE MAJEURE

14.1. In the event of temporary force majeure, GROUP CEYSSENS' obligations under this agreement shall be suspended or limited during the period of force majeure without any liability on the part of GROUP CEYSSENS.

14.2. Force majeure is to be understood as any unforeseeable and unavoidable event independent of the will of GROUP CEYSSENS and which constitutes an insurmountable impediment to the fulfilment of its commitment or would make the execution of the contract financially or otherwise more burdensome or difficult than normally foreseen, such as, but not limited to, pandemic, prolonged illness, death, wildcat strike or lockdown, delay in delivery or exhaustion of materials, failure of other contractors on whom GROUP CEYSSENS depends to deliver works on time, delay in delivery of necessary plans by the customer,

delay in obtaining permits, extreme weather conditions, fire, supplier bankruptcy, unavailability of water or electricity, technical failure, embargoes, legal obligations, terrorism or war.

14.3. If the agreement cannot be executed for more than six months due to force majeure and the force majeure can therefore no longer be considered temporary, both GROUP CEYSSENS and the customer have the right to revise or terminate the agreement by registered letter, without having to pay damages to the other party. The customer is obliged to pay for all services delivered by GROUP CEYSSENS up to that time. In the event that force majeure is due to the exhaustion of materials or the bankruptcy of suppliers, GROUP CEYSSENS is entitled, notwithstanding this provision, to provide a replacement by equivalent materials. GROUP CEYSSENS shall inform the customer, who in turn has the right to object, after which a solution shall be found by mutual agreement.

ARTICLE 15 – TERMINATION OF AGREEMENT

15.1. In accordance with article 1794 of the Civil Code, the customer has the right to terminate the agreement at any time. If the agreement is terminated unilaterally by the customer, in whole or in part, expressly or implicitly, GROUP CEYSSENS shall be entitled by operation of law and without prior notice of default to 1) payment by the customer for work already executed and materials already ordered, and 2) payment of a termination indemnity by the customer for loss of profit fixed at 20% of the quoted price of the order with a minimum of €250.00 in accordance with Article 1794 of the Belgian Civil Code. This flat-rate compensation shall not affect GROUP CEYSSENS' right to claim payment of demonstrably higher actual damage suffered. GROUP CEYSSENS is entitled to terminate the contract, without notice and without owing the customer any compensation or indemnity, if the customer fails to pay the requested advance on time.

15.2. The customer may terminate the contract with GROUP CEYSSENS with immediate effect, without prior judicial intervention, and without compensation or observance of a notice period in the event of a serious contractual breach by GROUP CEYSSENS.

15.3. GROUP CEYSSENS may terminate the agreement with the customer with immediate effect, without prior judicial intervention and without compensation or observance of a notice period in the event of 1) a serious contractual breach by the customer, whereby the parties expressly agree that both the non-payment of the advance payment and/or GROUP CEYSSENS' invoices, as well as a failure to provide the necessary information for the execution of the order in due time, constitute a serious contractual breach, 2) fraud, embezzlement, misappropriation of GROUP CEYSSENS by the customer, or 3) bankruptcy, liquidation, manifest insolvency or presumption of insolvency of the customer, without the customer being entitled to any form of compensation. GROUP CEYSSENS' right to cancel the agreement in this case shall not affect its right to compensation for work already executed and materials supplied.

15.4. In case of dissolution of the agreement, the customer undertakes to return the delivered materials and goods within respectively 24 hours. In case of non-return within this period, GROUP CEYSSENS shall be allowed to take back the goods without any judicial formality or intervention. The customer expressly agrees to this.

ARTICLE 16 – SECURITY AND PLEDGE

16.1. As security for payment of the sums owed by the customer to GROUP CEYSSENS in principal, interest and costs, the customer pledges these sums in favour of GROUP CEYSSENS:

16.2. All current and future claims vis-à-vis GROUP CEYSSENS (As debtor of the claim(s)), GROUP CEYSSENS expressly acknowledges being aware of the pledge.

16.3. All current and future claims against third parties, on whatever grounds. These include customer claims from commercial contracts, customer claims in respect of performance and services, customer claims in respect of income from movable or immovable property, customer claims in respect of pensions, customer claims arising from the customer's professional and commercial activity, customer claims against banking or other financial institutions, customer claims in contractual and non-contractual liability, customer claims in respect of insurance, customer claims against the government and other legal entities governed by public law, customer claims in respect of social security. The aforementioned enumeration is exemplary.

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16.4. The lien on receivables renders the customer collection-impaired.

16.5. GROUP CEYSSENS shall be entitled to notify the debtor of its customer's pledged debt(s), and to do everything possible to make this pledge enforceable against third parties, at the expense of the customer who pledged the debt(s).

16.6. At GROUP CEYSSENS' first request, the customer shall provide all useful information enabling GROUP CEYSSENS to proceed with the collection of the pledged claim(s).

16.7. GROUP CEYSSENS shall be able to collect the sums due under the pledged claim(s) directly from the debtor of the pledged claim(s), without prior notice from the latter.

16.8. If the customer fails to provide all useful information regarding the identity of the debtor of the pledged claim(s) within 14 calendar days from the first request of GROUP CEYSSENS, this shall constitute a culpable breach of contract by the customer, which may give rise, without prior notice, to the automatic termination of the agreement at the customer's expense, without prejudice to GROUP CEYSSENS' right to claim liquidated damages of two hundred and fifty Euros (€250.00).

16.9. Agreeing to these general terms and conditions implies authorisation and mandate to GROUP CEYSSENS, in the absence of notification within 14 calendar days of the first request by GROUP CEYSSENS, to request the relevant information about the customer's claims from the VAT collector.

ARTICLE 17 – INTELLECTUAL PROPERTY RIGHTS

17.1. GROUP CEYSSENS retains the copyright and all intellectual property rights to, but not limited to, the images, goods, plans and other protected works published by GROUP CEYSSENS. All documents transmitted by GROUP CEYSSENS in connection with studies, analyses, etc. are and remain the exclusive property of GROUP CEYSSENS.

17.2. Nothing in these terms and conditions is intended to transfer any intellectual property rights to the customer. The customer is prohibited from copying elements protected by intellectual property rights and applying them for his own use or reproducing them.

ARTICLE 18 – PRIVACY AND DATA PROTECTION

18.1. GROUP CEYSSENS recognises the importance of secure processing of personal data (including name, address, mail address, location data and other personal data of natural persons) in accordance with the prevailing national regulations, including the law of 30 July 2018, as well as Regulation (EU) 2016/679, and endeavours to comply with them.

18.2. The personal data collected by GROUP CEYSSENS shall only be used to execute the order, or when there is a legitimate interest, consisting of the situation where the person concerned is a customer of GROUP CEYSSENS as a result of placing an order. GROUP CEYSSENS acknowledges that it shall always process personal data confidentially for the benefit of or on behalf of the customer.

18.3. GROUP CEYSSENS guarantees that personal data is collected and processed transparently and only for specified, explicit and legitimate purposes. Any processing shall be limited to what is necessary for the purposes for which the processing is carried out. GROUP CEYSSENS processes personal data for the following purposes: execution of services, accounting purposes and legal obligations. GROUP CEYSSENS sees to it that personal data is recorded correctly and updated when necessary. By using GROUP CEYSSENS' services, the customer accepts that this data may be processed. GROUP CEYSSENS uses sub-processors who process personal data on behalf of and under the supervision of GROUP CEYSSENS. Such processing shall at all times be limited to what is strictly necessary to execute the respective assignment. Except in relation to the employees and sub-processors involved in the provision of services, GROUP CEYSSENS shall not exchange personal data with third parties unless this is a) necessary for the execution of the agreement, b) arising from legal provisions, judicial or governmental orders or c) in cases of extreme necessity. GROUP CEYSSENS ensures that these third parties comply with the relevant legislation.

18.4. GROUP CEYSSENS shall undertake to implement the necessary technical and organisational measures to prevent the loss or any other form of unlawful processing of personal data, taking into account the state of the art, the practices in the sector concerned, and the nature of the processing.

18.5. The customer has the right to request access to, correction and/or deletion of his collected personal data free of charge, as well as the right to withdraw his consent or request the portability of his data. The data collected by GROUP CEYSSENS can be consulted upon written request to GROUP CEYSSENS (info@groupceyssens.com or 3550 Heusden-Zolder, Mijnwerkerslaan 35).

18.6. Personal data requested for the preparation of the quotation or execution of the order shall not be kept longer than necessary for the performance of the relevant service. If GROUP CEYSSENS retains data for a longer period, it will at all times base this on the necessary justifications, including legal obligations regarding accounting, liability and warranty.

18.7. Questions and/or complaints regarding the processing of your personal data can be addressed to the central contact point at GROUP CEYSSENS (info@groupceyssens.com or 011/57.01.00). For more information, you can always consult the privacy policy or the website of the Data Protection Authority (www.gegevensbeschermingsautoriteit.be).

ARTICLE 19 – NO IMBALANCE BETWEEN RIGHTS AND OBLIGATIONS OF PARTIES – RISK ALLOCATION DISCOUNTED IN COMPENSATION

19.1. The parties expressly confirm that the rights and obligations contained in these general terms and conditions represent the consensus between the parties and therefore the true will of the parties. Therefore, these general terms and conditions do not create an imbalance in this. The risk allocation stipulated in these general terms and conditions was factored into the agreed price.

ARTICLE 20 – NULLITY

20.1. Each article of these general terms and conditions must be interpreted in a manner consistent with applicable law. Any nullity of a clause shall not entail nullity of the entire agreement. The agreement in this case shall be reformed and enforced as if the void clause had never been included. In that case, the parties shall try to reach a new agreement that, as much as possible, achieves the same objective or economic balance between the parties as the unenforceable provision achieved.

ARTICLE 21 – JURISDICTION AND APPLICABLE LAW

21.1. The agreement between the parties and all acts resulting from it are governed exclusively by Belgian law and must be interpreted in accordance with Belgian law.

21.2. Only the courts belonging to the judicial district where GROUP CEYSSENS has its registered office shall have jurisdiction to hear disputes between the customer and GROUP CEYSSENS arising from the agreement or the application of the general terms and conditions or having any connection with them.