

General Terms & Conditions.

Definitions:

Carrier: A2B-online Container B.V.

CMNI: Budapest Convention on the Contract for the Carriage of Goods by Inland Waterways.

CMR Convention: Provisions of the "Convention on the Contract for the International Carriage of Goods By Road" done at Geneva on the 19th of May 1956 as amended by the Protocol done at Geneva on the 5th of July 1978.

COTIF-CIM: Convention concerning International Carriage by Rail-Uniform Rules Concerning the Contract of International Carriage of Goods by Rail.

Contract: The contract between the Carrier and the Customer for the performance of Services in respect of the Goods (as manifested, among others, by an acceptance of offers and quotes issued by the Carrier and agreed to by the Customer). The Contract is considered to incorporate these General Terms & Conditions (as may be updated periodically) in their totality.

Customer: Shall include the owner, sender, receiver and their agents, subcontractors, or any other person or entity and their agents having an interest in the Goods in respect of which Services are carried out or provided by the Carrier.

Force Majeure: Circumstances that the Carrier and/or its Subcontractor could not avoid and the consequences of which he could not prevent. Force Majeure circumstances shall include – but shall not be limited to – heavy weather, perils of the sea, issued sea protests, war, war threat, riot, uproar, natural or nuclear disasters, terrorist activities or attacks, cybercrime or cyberattacks, fire, closures or blockades (temporary or permanently) of ports, roads, inland waterways or railway lines, shunting areas, yards or terminals, strikes or similar labor actions, epidemics, pandemics and any governmental measures relating thereto.

Goods: The cargo from the Customer that is the subject of the Services and includes the Unit entrusted by the Customer to the Carrier under this Contract.

General Terms & Conditions: The General Terms & Conditions as noted in this document.

HVR: (short for Hague-Visby Rules) Provisions of the "International Convention for the Unification of Certain Rules of Law relating to Bills of Lading" signed at Brussels on 25th August 1923, as amended by the Protocol signed at Brussels on 23rd February 1968 and by the SDR Protocol of 21st December 1979.

Montreal Convention: Convention for the Unification of Certain Rules for International Carriage by Air signed at Montreal on 28 May 1999.

Rates: The rates and prices as agreed by the Carrier and the Customer.

Services: All services provided by the Carrier under the Contract, including but not limited to receiving, administrating, transporting a Unit, transshipment, reporting, and documentation. Not all services will apply to every shipment.

Subcontractor: Any direct and indirect subcontractor of the Carrier, including – but not limited to – agents, servants, and independent contractors of the Carrier such as stevedores, terminal operators, and transport operators as well as their respective agents, servants, and independent contractors.

SDR: Special Drawing Rights as defined by the International Monetary Fund.

Unit: Any container, tank container, refrigerated or heated container, or other article of transport used to consolidate and to transport the Goods, including but not limited to containers equipped with temperature control systems for refrigeration or heating to maintain specific temperature ranges.

Warsaw Convention: Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed in Warsaw on 12 October 1929, and its subsequent amendments, including the Hague Protocol of 1955.

1. General Terms & Conditions

1.1 These General Terms & Conditions apply to all quotations, offers, booking confirmations, and contracts made by the Carrier and to all legal and factual acts performed in that connection, and remain in effect until superseded by new General Terms & Conditions.

These General Terms & Conditions are also applicable to all quotations, offers, booking confirmations, and Contracts made by foreign branch offices of the Carrier/or agents acting on behalf of the Carrier to all legal and factual acts performed by such a branch office or agent in that connection, in which case hereafter instead of the Carrier the name of the involved branch office or agent should be read.

1.1.1 The Carrier reserves the right to update and amend these General Terms and Conditions. Any change or update will become effective from the moment of its publication on the Carrier's website.

1.1.2 The Customer has accepted the amended General Terms and Conditions when the Customer continues to use the Carrier's Services following the amendment.

1.1.3 Every booking in itself shall constitute proof of the unconditional acceptance by the Customer of these General Terms and Conditions, whereby the Customer explicitly waives their own terms and conditions.

1.2 Unless expressly otherwise agreed in writing between the Carrier's sales department and the Customer, the applicability of the general conditions used by the Customer is explicitly rejected by the Carrier.

1.3 If any (part of a) provision of these General Terms & Conditions is void or voidable, such shall not affect the validity of the other (parts of the) provisions.

1.4 Regardless of the form in which they have been made, all offers of the Carrier are non-binding and can be revoked without any formality, even after acceptance thereof by the Customer. Revocation after acceptance by the Customer shall be effected immediately.

1.5 Alteration of or addition to the instruction given to the Carrier only binds the Carrier after it has accepted such in writing.

2. Performance of the Contract

2.1 The Carrier is free in the manner and method of performing the Services - which entails that with regard to carriage by sea, it has the option of carriage on deck or below deck - unless the Carrier has accepted specific instructions from the Customer in this respect in writing. Insofar as possible, account shall be taken of the wishes of the Customer with regard to the time or duration of the performance, but the Carrier does not give any guarantee in this respect.

2.2 If any document refers to the notice of arrival of the Goods to the Customer or consignee, failure to give such notice shall not result in any liability on the part of the Carrier, nor shall the Customer or any other party involved be released from any obligation under the Contract.

2.3 In the event of temporary Force Majeure as defined under 'Definitions', the Contract shall remain in effect, but the obligations of the Carrier shall be suspended for the term of the Force Majeure, without prejudice to the right of the Carrier, to terminate the Contract and to charge the Customer for the work already executed. All costs arising as a result of Force Majeure are at the Customer's expense.

2.4 If the party entitled to the Goods fails to take receipt of the Goods after arrival thereof, the Carrier is entitled, without further notice, to open the Unit, to unload the Goods at the risk of the entitled party and/or to store them on the quay in the open air or under cover. Such storage shall be deemed proper delivery under the contract of carriage and complete fulfillment of the Carrier's contractual obligations, in consequence of which and as of which time the responsibility of the Carrier shall be canceled in full. The costs of such storage are at the Customer's expense.

2.4.1 If the Goods are unclaimed within a reasonable time, or the Customer fails to provide the Carrier with instructions to mitigate any loss or damage to the Goods, or when in the Carrier's opinion the Goods are likely to deteriorate, decay, or become worthless, or incur charges whether for storage or otherwise in excess of their value, the Carrier may at its discretion and without prejudice to any other rights which it may have against the Customer, without notice and without any responsibility attaching to it, sell, abandon or otherwise dispose of the Goods at the sole risk and expense of the Customer and apply any proceeds of sale in reduction of the sums due to the Carrier from the Customer under or in connection with the carriage.

2.4.2 Refusal by the Customer to take delivery of the Goods or provide instructions in accordance with the terms of this article and/or to mitigate any loss of or damage to the Goods, shall constitute an absolute waiver and abandonment by the Customer to the Carrier of any claim whatsoever relating to the Goods or the carriage thereof. The Carrier shall be entitled to an indemnity from the Customer for all costs whatsoever incurred, including legal costs, for the cleaning and disposal of Goods refused and/or abandoned by the Customer.

2.5 Only after the Customer's explicit written order and acceptance thereof by the Carrier in writing, shall A2B arrange insurance for the benefit of the Customer. Such insurance shall be at the Customer's expense and risk.

2.6 In case customs clearance services are agreed upon between the Carrier and the Customer, the Carrier instructs a customs agent to perform and take care of these services on behalf of the Customer. The customs clearance services are performed on behalf of, and at the risk and expense of the Customer. The Carrier shall not be liable for any loss or damage caused howsoever during these activities, also in the event the Carrier performs (part of) the customs clearance activities itself.

3. Subcontracting and Himalaya clause

3.1 The Carrier shall be entitled to subcontract on any terms the whole or part of the Services, unless otherwise agreed in writing. The Customer accepts the (general) terms and conditions used by the Subcontractor and the Carrier shall, at its own discretion, be entitled to invoke those (general) terms and conditions towards the Customer.

3.2 The Customer undertakes that no claim whatsoever shall be made against any employee or Subcontractor of the Carrier. Every employee and Subcontractor shall have the benefit of all provisions of these General Terms & Conditions and the Contract as if such provisions were expressed to be for their benefit as well as for the Carrier. In entering into this Contract, the Carrier does so to the extent of those provisions, both on its own behalf and as agent and trustee for such employees and Subcontractors. If any such claims are made nevertheless, the Customer shall defend, indemnify and hold harmless the Carrier against all consequences thereof.

4. Obligations of the Customer

4.1 Without prejudice to any provisions laid down in law or Convention, the Customer is, in any event, obliged to:

(a) ensure that the Goods in respect of which the Carrier has some instruction, are available at the agreed place and time and that the Goods, taking into consideration the nature of the Goods and the intended method of transport and/or handling, are properly and adequately stuffed and packed;

(b) guarantee that the Goods (including the Unit):

- will not contain any (controlled) drugs (unless the Customer is licensed or otherwise lawfully authorised in respect of such controlled drugs), contraband, pornographic or other illegal matter;
- will not contain stowaway;

(c) guarantee that the Customer will refrain from any illegal practices or ship any illegal Goods;

(d) give the Carrier timely notice of all the information which he must give to the Carrier of which the Customer knows or should know that such is important for the performance of the Services; the Customer guarantees the completeness, correctness and accuracy of the information provided by him. Where the information is provided by other means than digitally documented, the Customer will confirm the information in writing;

(e) guarantee the timely presence of the documents required for the execution of the instruction, except insofar as it was agreed in writing that the Carrier would take care of such documents;

(f) give timely written notice to the Carrier of the rules which must be followed in accordance with the applicable legislation and/or other government schemes with regard to dangerous goods.

4.2 The Carrier can at any time and any place, at the expense and risk of the Customer, unload, destroy, or make harmless in some other way Goods entrusted to the Carrier for whatever reason, which the Carrier, would not have wished to receive, if it had known at the time of taking receipt thereof that they could be dangerous. The Customer is liable for any damage or loss incurred by the Carrier, its employees, or Subcontractors caused by the Goods or any other materials that the Customer made available to the Carrier unless the Customer proves that such damage or loss is the direct result of the fault or negligence of the Carrier.

4.3 Quay/Quay Transportation of Temperature-Sensitive Goods. In the case of Quay/Quay transportation involving goods requiring refrigeration or heating, the Customer must promptly provide the Carrier with all the necessary instructions and documentation, such as the specific temperature range to be maintained. The Customer must ensure that the goods are properly packed and preconditioned to the correct temperature and that the thermostatic controls of the container are properly set before the goods are handed over to the Carrier.

The Customer is also responsible for delivering the unit in a sound and serviceable condition, including but not limited to ensuring the cooling unit is operational, cables are intact, and the container is free of any damage that may compromise its functionality.

4.3.1 Door/Door Transportation of Temperature-Sensitive Goods. For Door/Door transportation involving goods requiring refrigeration or heating, the Customer must provide the Carrier with clear and written instructions specifying the temperature range to be maintained throughout the transportation process.

The Carrier will not be held liable for any temperature deviations if such instructions are incomplete, unclear, or not provided in advance.

4.3.2 Customer-Provided Refrigerated or Heated Containers for Door/Door Transportation.

In cases where the Customer provides their own refrigerated or heated container for Door/Door transportation and the Carrier's responsibility is limited to loading and/or unloading the goods, the Customer shall ensure:

1. That the goods are properly packed and preconditioned to the correct temperature.
2. That the thermostatic controls of the container are correctly set before the container is handed over to the Carrier.
3. That the offered unit is in a sound and serviceable condition, including but not limited to ensuring the cooling unit is operational, cables are intact, and the container is free of any damage that may compromise its functionality.

Failure by the Customer to meet these requirements will release the Carrier from liability for any temperature-related damage to the goods.

4.3.3 Documentation Requirements For the above clauses (4.3, 4.3.1, and 4.3.2), the Customer is required to provide the Carrier with fully completed and accurate shipping documents. These documents must include specific instructions regarding handling, temperature, and ventilation. Any incomplete or inaccurate documentation will relieve the Carrier of liability for damage resulting from improper handling or temperature control.

4.4 Carrier Responsibility Regarding Plugging and Monitoring. The Carrier shall only plug in or activate the refrigerated or heated unit at the terminal and/or onboard the vessel upon explicit and written instructions from the Customer. The Carrier shall not be responsible for monitoring temperatures during sea crossings or while docked, as such activities may compromise crew safety.

4.5 The Customer is obliged to defend, indemnify, and hold harmless the Carrier, its employees, and its Subcontractors upon first request in the event the Carrier or said employees or Subcontractors are held liable by third parties for any damage or loss in connection with the performance of the Services.

4.6 The Customer is at all times obliged to compensate, indemnify and hold harmless the Carrier against any costs, fines and/or penalties, port charges, expenses, duties, taxes, customs debts or excises, including interests, incurred by or levied upon the Carrier or any Subcontractor by any government or other authority in connection with the performance of the Services, regardless of whether or not such claim is the result of a fault or negligence in the performance on the part of the Carrier or its Subcontractor of its obligations under the Contract. The Customer is obliged to provide security upon the Carrier's first demand for the amounts that the Carrier owes or may owe in relation to the aforementioned.

4.7 The Customer is responsible for the loading, unloading, and stowing of the Goods into the Unit unless the Carrier has in advance expressly confirmed otherwise in writing. Assistance given by the driver in loading and/or stowing does not in any way affect the fact that the Customer has exclusive responsibility in this respect.

4.8 When the driver assists the Customer, whether with or without equipment (e.g. a forklift, pallet/pump truck, etc.) the driver acts under the custody, care, and liability of the Customer. The Customer shall be liable and shall indemnify the Carrier for any personal injury and any other type of damage or loss caused by this assistance.

4.9 The Carrier does not accept any responsibility for the accuracy of the quantity indicated by the Customer and all other statements regarding the Goods. In the event of receipt of a pre-loaded and sealed container, neither the Carrier nor its Subcontractor shall be deemed

to have received the Goods contained therein in a good and complete condition, even if no reservation has been made in this respect.

4.10 The Customer shall be liable towards the Carrier at all times for damages which are caused by it or by third parties acting on behalf of the Customer to Units, chassis, trailers and/or containers which have been made available at the request of the Customer for loading or unloading.

4.11 The Customer will:

(a) comply with all Anti-Corruption and Anti-Bribery laws in force in the applicable countries, including but not limited to, the countries where the goods depart, where these are in transit and the country of arrival;

(b) have their own Anti-Corruption and Anti-Bribery policies and procedures in place, and will safeguard their compliance;

(c) upon request of the Carrier, provide supporting evidence of compliance to the applicable legislation and internal policies and procedures;

(d) comply with the above-mentioned list. Failure thereof will constitute a justifiable reason for immediate termination of the performance of the said Contract and for any additional civil or criminal action deemed appropriate by the Carrier.

4.12 If the Customer fails in the proper performance of any of its obligations as set out in these General Terms & Conditions, the Customer shall be fully liable towards the Carrier and shall be obliged to defend, indemnify, and hold harmless the Carrier against all costs, claims, damages, losses or liabilities resulting thereof.

5. Liability of the Carrier

5.1 The period of liability of the Carrier commences at the time when all of the Goods are loaded into the means of transport for the performance of the Services and the Carrier, its employee or Subcontractor has become in effective control of all of the Goods. The period of liability of the Carrier ends at the time when all Goods are discharged from the means of transport. The period of liability commences again at the time when all Goods are loaded into another means of transport in order to be transported further. The parts in between, including – but not limited to – the parts during which the Goods and/or Units are subject to storage or terminal activities – are not included in the period of liability of the Carrier.

5.2 The Carrier shall not be liable whatsoever for loss of or damage to the Goods or the Unit, and howsoever occurring, when such loss or damage arises outside the period of liability as defined in Article 5.1 of these General Terms & Conditions.

5.3 If the Carrier undertakes to carry Goods by road alone and the place of taking over the Goods or Unit and the place of delivery of the Goods or Unit is situated in two different countries, the provisions of the CMR Convention shall apply, as if set out herein. If the Carrier undertakes to carry Goods purely domestic by road, the provisions of the General Transport Conditions 2002 (*Algemene Vervoercondities 2002*; AVC) shall apply.

5.4.1 If the Carrier undertakes to carry Goods by sea alone (quay-quay), the provisions of the HVR shall apply, as if set out herein, but with the following deviations:

(a) in derogation from Article IV, Section 5(a) of the HVR, the liability of the Carrier is in any event limited to 666.67 SDRs per package or unit, with the exclusion of the right of the entitled party to claim compensation of 2 SDRs per gross kilo of lost or damaged goods;

(b) in derogation from Article IV, Section 5(c) of the HVR, every container or other transportation equipment together with the eventual contents thereof is deemed to form one package or unit;

(c) the Carrier shall never be liable for damage resulting from late delivery;

(d) Article III, Sections 3, 4, 5, 7, and 8 of the HVR do not apply.

5.4.2 Any liability of the Carrier is excluded in respect of damage to or loss of Goods arising before loading and after discharge from the ship, in accordance with Article 5.1 of these General Terms & Conditions.

5.5 If it is agreed or it ensues from the nature of the carriage route that the carriage shall take place partly by road and partly by sea, the provisions of the CMR Convention or the HVR shall apply, with due observance of the provisions in these General Terms & Conditions, including – but not limited to – Articles 5.4.1 and 5.4.2, depending on the stage of the carriage where the loss, damage or delay arose. If it cannot be established at what stage of the carriage the loss, damage or delay arose, the liability of the Carrier shall be determined in accordance with the rules of law which apply to carriage by road or sea and from which the highest amount in compensation shall ensue, with the understanding that the Carrier will never have to pay more than what it could recover from its Subcontractor. The foregoing does not affect the fact that the CMR Convention applies if the conditions of Article 2 of the CMR Convention have been met.

5.6 If the Carrier undertakes to carry Goods by air, rail, or inland waterways, or opts for such carriage without having explicitly undertaken it, whether or not it forms part of combined transport, the applicable rules and conventions are as follows:

- Air Transport: If the carriage involves air transport the Carrier's liability in respect of any one Shipment transported by air (including ancillary road transport or stops en route) is limited by the Montreal Convention or the Warsaw Convention as applicable.
- Inland Waterways Transport: If the carriage involves transport by inland waterways alone, the CMNI rules shall apply, including the rights, obligations, and liabilities of the parties involved in such transport. If the transport over inland waterways is strictly domestic, then the respective national laws shall apply, including but not limited to the Dutch Civil Code, the Belgian Maritime Code, and the German Inland Navigation Act (Binnenschiffahrtsgesetz).
- Rail Transport: If the carriage involves transport by rail alone, the COTIF-CIM rules shall apply, including the rights, obligations, and liabilities of the parties involved in such transport.

5.7 The Carrier's liability is explicitly excluded for:

(a) any lost profit, consequential and/or indirect damage (including – but not limited to – lost profit, loss as a result of delay, return transport costs, product recalls, demurrage and detention costs);

(b) any immaterial damage;

(c) import duties, excise duty, turnover tax, restitutions and/or other levies or related fines which are imposed by any government or any other authority charged with such duties, which are demanded in connection with the performance of the Services;

(d) any damage or loss resulting from Force Majeure circumstances;

And in case of loss of or damage to Units:

(e) for any damages of EUR 250.- or less; and

(f) for wear and tear (various dents and scratches).

5.8 The Carrier shall not be required to carry out a seal check or note seal numbers on any document at any time whatsoever (unless when required by applicable law and regulations). Where seal numbers are noted for whatever reason by the Carrier, no guarantee is made to the accuracy of the number noted nor to the condition of the seal.

5.9 In the event of any alleged damage to or loss of the Goods due to any failure or non-compliance by the Carrier, its employees, or Subcontractors, for example with the Customer's temperature instructions, the Carrier shall only be liable – subject to the other liability provisions in these General Terms & Conditions and/or any other regime as referred to herein – in case the Customer proves that there is a substantial change in the physical

condition of the Goods and that such damage or loss actually results from the failure or non-compliance by the Carrier, its employees or its Subcontractors.

5.10 The Carrier shall not be liable for claims in respect of or relating to general average (as within the meaning of the York-Antwerp Rules 2016), including – but not limited to – recovery claims from the Customer or any third party. If for any reason a liability for general average arises in connection with the Goods, the Customer shall promptly provide security to the Carrier or to any other party designated by the Carrier. The Customer shall ensure that it has and maintains sufficient insurance for the general average.

5.11 Any party who enters any premises of the Carrier or of its Subcontractor, in sheds, transport vehicles or any other place where work is executed, shall be there, with all goods he has with him, at his own risk, and he must strictly adhere to any regulations and/or instructions established by the government and by the Carrier. The Customer shall indemnify the Carrier in this respect against claims from third parties that are on-site in connection with the performance of the Services.

5.12 Insofar as such is not contrary to provisions of mandatory law and without prejudice to the liability rules set out above in this Article, the liability of the Carrier shall never exceed an amount greater than 7,500 SDRs per event or series of events with the same cause of damage, on the understanding that in the event of damage, reduction in value or loss of

Goods the liability shall never exceed 4 SDRs per kilo of damaged or lost weight with a maximum of 2,000 SDRs per shipment, except insofar as the damage arose from acts or omissions of the Carrier itself (which means the management or supervisory personnel within the Carrier's business) with the intention to cause damage or recklessly with the knowledge that such damage would probably ensue therefrom.

5.13 The Customer is obliged to hold harmless and indemnify the Carrier, its employees, and its Subcontractors for any claim from a third party in connection with the Services, in so far as the claim exceeds the liability of the Carrier under these General Terms & Conditions, including the applicable conventions as referred to therein.

5.14 No liability will be accepted by the Carrier for damages to parts that cannot be seen through the available inspection methods present at the ports, such as visual manual checks or photo gates.

6. Reporting claims, time limits, and lapsing of rights

6.1 To report a claim, the Customer must adhere to the most recent claims procedure and the rules described therein.

6.1.1 Damage must initially be reported to the Carriers Claim Department within the period stated in the Claims Procedure mentioned in Article 6.1 of these General Terms & Conditions. The initial report must contain: the unit number, pictures of the damage, and the countersigned interchange from the relevant port(s).

6.1.2 In addition to Article 6.1.1, full documentation must be provided to the Carrier's Claim Department within the period stated in the Claims Procedure mentioned in Article 6.1 of these General Terms & Conditions and must contain: the nature, extent, and exact location of the damage, evidence of the condition of the Unit prior to receipt for shipment and a repair estimate with the costs of labour and material both specified.

6.2 Without prejudice to the relevant provisions of the HVR and the CMR Convention, if applicable, the Carrier shall, in any event, be released of all liability whatsoever and howsoever arising in respect of any claim under or in connection to the Services and/or

these General Terms & Conditions and/or the Contract after twelve (12) months, unless suit is brought before the competent court within the meaning of Article 12 of these General Terms & Conditions and written notice of these proceedings are given to the Carrier, unless the Carrier and the Customer have agreed in writing on an extension of the time limit, and in the event of customs clearance services within eight (8) months. The aforementioned period(s) commences on the day on which the Unit and/or the Goods were delivered or should have been delivered, or – if no day of delivery can be established or is not relevant for the claim at hand – on the day on which the Customer became aware of the claim or loss or should have become aware of the claim or loss. A request for a time extension must be made at least three (3) months prior to the expiry of the time limit and must be done in writing and addressed to the Carrier's Claims Department.

6.3 The Carrier shall not be liable unless reasonable opportunity has been given to the Carrier to investigate the circumstances of the loss including, but not limited to, inspection of the alleged damage.

6.4 In case the Carrier is not given the opportunity to inspect damages this will result in non-admissibility of the claim.

6.5 Except when the damaged Unit is less than three (3) months of age, all claim estimates shall be subject to a reduction of 25% of the total amount to reflect wear and tear and depreciation.

7. The Rates

7.1 The Rates of the Carrier are based on the Services agreed at the time the Contract is made with the understanding that these are based on flexible loading and unloading times. In the event of substantial or significant increases of cost price factors and/or currency rates, the Carrier is entitled to increase the original Rate accordingly.

7.2 Unless the Carrier expressly accepted in writing, the Rates do not encompass the completion of customs documents and assumes that the Goods are not held or carried under customs seal.

7.3 If additional Services are provided, it is agreed that the Carrier may invoice separately for these Services.

8. Payment

8.1 Payment must be made within 30 calendar days after the invoice date, in the agreed currency by deposit on a bank account designated by the Carrier.

8.2 In the event of late payment, the Customer is legally in default without any need for a notice of default to be sent by or on behalf of the Carrier. As of the day following the due date, the Customer owes an interest of 1% per month on the outstanding amount owed by him, including part of a month, as well as a compensation for extrajudicial collection costs and legal costs actually incurred by the Carrier. The extrajudicial collection costs shall be fixed at 15% of the principal amount with a minimum of EUR 150.-.

8.3 The Carrier is at all times entitled to demand payment in advance from the Customer, or satisfactory security, for the performance of his obligations. If the Customer does not immediately comply with a request to this effect, the Carrier is entitled to terminate or suspend its work.

8.4 The Customer is not permitted to suspend, make any deduction in relation to, or to set off any payments.

8.5 If, upon payment, a dispute arises about the amount due or if for the determination of this amount, a calculation is necessary which cannot be made on short notice, the Customer is

obliged at the Carrier's request to pay without delay the part of the amount being due and payable that is undisputed or on which the parties have reached agreement and furthermore, to provide security for the payment of the contested part or of that part of the amount which has not been determined yet, all this at the Carrier's option.

9. Right of retention and pledge

9.1 The Carrier is entitled to refuse to hand over any Goods, objects, documents and monies of the Customer and/or owner, which the Carrier holds or will hold for whatever reason and with whatever destination, in respect of any party or person.

9.2 The Carrier has a right of retention in respect of any and all Goods, objects, documents, and monies, which the Carrier holds or will hold for whatever reason and with whatever destination, for all claims the Carrier has or might have in the future against the Customer and/or the owner, also in respect of claims that do not relate to the Goods, objects, documents or monies.

9.3 The Carrier has a right of pledge on all Goods, objects, documents, and monies, which the Carrier holds or will hold for whatever reason and with whatever destination, for all claims which the Carrier has or might have in the future against the Customer and/or the owner.

9.4 The Carrier may also exercise the right of retention and the right of pledge referred to in this Article for the amount the Customer still owes to the Carrier in relation to previous orders or agreements.

9.5 The sale of Goods, objects, or documents in respect of which the Carrier exercises a right of retention or a right of pledge will take place at the Customer's expense in the manner prescribed by law or privately if there is consensus.

9.6 The Customer shall not be entitled to exercise a right of retention or pledge.

10. Confidentiality

10.1 The Customer agrees not to share any data and/or information with any third party about the Carrier (including regarding their personnel, subcontractors, and others working for the Carrier), their principals, or customers, that is acquired during the Contract unless acceptance in writing has been provided, or where the sharing of information is imperative for the operation, to be able to carry out the given assignment in accordance with European legislation.

10.2 If the Customer shares any confidential data and/or information, in breach of article 10.1, a penalty of EUR 25.000,- per breach will be immediately due and payable, without prejudice to any other rights, including the right to claim specific performance and/or damages.

11. Hardship clause

11.1 In case of unforeseeable exceptional circumstances, unknown at the time of closing the contract of carriage, which would lead to an economical imbalance to the disadvantage of the Carrier, the Carrier will have the right to propose (partly) new General Terms and Conditions to the Customer with the aim to restore the balance between the parties. If the Customer and Carrier do not reach an agreement within a period of 30 days after the Carrier's proposal, the latter may terminate the contract of carriage with the Customer with immediate effect.

12. Applicable law and competent court

12.1 All legal relationships between the Carrier and the Customer, as well as these General Terms & Conditions and the Contract, and all other contracts which might ensue therefrom, are governed by the laws of the Netherlands.

12.2 Any dispute between the Customer and the Carrier, howsoever arising under, in relation to, or in connection with the Contract, the General Terms & Conditions, or the Services performed by the Carrier, shall exclusively be brought before the competent court in Rotterdam, the Netherlands.

12.3 If mandatory law should preclude the exclusive nature of the jurisdiction clause of Article 12.2 of these General Terms & Conditions, this jurisdiction clause will confer additional jurisdiction on the court referred to hereinabove to the extent allowed by such mandatory law.