

Terms and Conditions of Supply
(for Goods, Services, and Digital Services)

1. Introduction, definitions, and interpretation

- 1.1. These Terms and Conditions of Supply (the "ToS"): (a) apply to and govern: (i) all sales of Goods; (ii) the supply of Digital Services; and (iii) the supply of Services; and (b) form part of the Contract between Sandvik and the Purchaser.
- 1.2. The parties agree that: (a) in these ToS, words or phrases beginning with a capital letter shall have their respective meanings given under Clause 26 (*Definitions*); and (b) these ToS shall be construed and interpreted in accordance with Clause 3.5 (*The Contract*) and Clause 28 (*Interpretation*).

2. Quotes, Orders, and Order Acceptance

- 2.1. The Purchaser may submit an Order to Sandvik (which Order may follow a Quote).
- 2.2. Subject to Clause 3 (*The Contract*), the Order constitutes an offer (by the Purchaser) to purchase (from Sandvik) certain Goods, Services, or Digital Services subject to these ToS.
- 2.3. Sandvik may, at its sole discretion, either: (a) accept the Order by way of an Order Acceptance (at which time the parties shall be immediately bound by the Contract); or (b) reject the Order.

3. The Contract

- 3.1. The parties agree that: (a) the provision or supply of all Goods, Services, and Digital Services under, or in connection with, an Order is subject to these ToS and the other provisions of the Contract; (b) the Contract contains the entire agreement between the parties with respect to its subject matter and supersedes all prior communications and agreements between the parties; (c) in entering into the Contract, the Purchaser has not, and does not, rely on any communication or representation (other than fraudulent misrepresentation) that has not been expressly set out in the Contract; (d) the Contract applies to the exclusion of any other terms or conditions including those: (i) issued, or referred to, by the Purchaser (including in an Order); or (ii) which may be implied by statute, trade, custom, practice, or course of dealing.
- 3.2. Sandvik will not supply on, and expressly rejects: (a) the Purchaser's standard terms and conditions of purchase (or similar); and (b) to the fullest extent permissible under applicable Law, any terms and conditions other than those contained in the Contract.
- 3.3. The parties agree that the Contract is formed as described in Clause 2 (*Quotes, Orders, and Order Acceptance*).
- 3.4. The Purchaser agrees that, without limiting the Sandvik Warranty, by: (a) accepting possession of the Goods; or (b) receiving the benefit of the Services or Digital Services, the Purchaser irrevocably acknowledges and agrees that the Goods, Services, or Digital Services (as the case may be) have been supplied in accordance with the Contract.
- 3.5. If, and to the extent, there is any conflict, inconsistency, or ambiguity between the constituent parts of the Contract then such conflict, inconsistency, or ambiguity shall be resolved in accordance with the following order of precedence (with the document earlier in the list prevailing over a document later in the list): (a) the Order Acceptance (if documented); (b) any other document attached or referred to in the Order Acceptance (if documented); (c) these ToS; (d) any other document attached or referred to in the ToS; (e) the Quote; (f) any other document attached or referred to in the Quote; and (g) subject to Clause 3.2, the Order.

4. Facilities and Security Interests

- 4.1. Subject to Clause 4.2, if Sandvik has provided the Purchaser with a Facility then Sandvik may withdraw the Facility either: (a) as agreed in writing with Sandvik; or (b) otherwise, at any time and without prior notice to the Purchaser.
- 4.2. Sandvik reserves the right to review, at any time, the Facility (including the extent, nature, and duration of the Facility).
- 4.3. The Purchaser agrees that: (a) Sandvik may, from time to time, condition an Order Acceptance on Sandvik's timely receipt of a Security Interest; and (b) where Sandvik requires a Security Interest, Sandvik shall not be obliged to deliver, supply, or otherwise make available the related Goods, Services, or Digital Services unless and until the Security Interest has been established to Sandvik's satisfaction.
- 4.4. Sandvik shall be entitled to an equitable extension to any: (a) agreed Delivery Date; or (b) any other performance obligations, that may result from the Purchaser's failure to provide, or a delay in establishing, a Security Interest.

5. Goods - Delivery and Risk

- 5.1. The parties agree that: (a) Sandvik will deliver the Goods to the Sandvik address set out in the Order Acceptance; (b) risk in the Goods shall pass to the Purchaser in accordance with the Incoterm determined in accordance with Clause 9.1; (c) delivery of the Goods may be made in one or more instalments and at different times or by separate shipments or deliveries; (d) adherence to the Delivery Date is determined by the date of the POD; and (e) the Purchaser's obligation to take delivery of the Goods is a material obligation under the Contract.
- 5.2. The Purchaser agrees that, without prejudice to the Purchaser's obligations under the Contract or Sandvik's other rights or remedies available under the Contract, if

Sandvik is not able to deliver the Goods to the Purchaser on the Delivery Date due to the Purchaser's inability, unavailability, or unwillingness to accept delivery, then Sandvik may (at its option): (a) dispatch the Goods; or (b) put the Goods into storage at the expense and risk of the Purchaser (such expenses to be due and payable immediately on demand).

- 5.3. If the Purchaser fails to collect, or take delivery of, the Goods within three (3) months of the Delivery Date, Sandvik shall be entitled, without prejudice to its other rights and remedies under the Contract, to: (a) terminate all or part of the Contract; and (b) dispose of the Goods and, unless otherwise stated in the Order Acceptance, to charge the Purchaser compensation of: (i) for standard Goods, 15% of the Amount Payable for the Goods in question; or (ii) for non-standard Goods, 30% of the Amount Payable for the Goods in question or the cost of materials and labour incurred until the cancellation date, whichever is higher, which shall be paid by the Purchaser within ten (10) days of Sandvik issuing the corresponding invoice.
 - 5.4. The parties agree that the compensation described in Clause 5.3 is a genuine pre-estimate of the costs and losses which Sandvik would suffer from the Purchaser failing to take delivery of the Goods.
 - 5.5. Subject to Clause 6 (*Delay Payments*) and to the fullest extent permissible under applicable Law, the Purchaser agrees that: (a) the Delivery Date is estimated and not guaranteed; and (b) although Sandvik shall use reasonable endeavours to meet an estimated Delivery Date, Sandvik shall not be liable to the Purchaser for any loss or damage suffered or incurred by the Purchaser as a result of Sandvik's failure to deliver the Goods before the expiry of the Delivery Date.
- 6. Goods – Delay Payments**
- 6.1. The parties agree that, subject to Clause 22 (*Force Majeure and Specified Risks*), if: (a) the Contract (in the Order Acceptance) expressly provides for a Delay Payment; and (b) the Goods are not delivered before the expiry of the Delivery Date, then the Purchaser may, subject to Clause 6.2, claim the Delay Payment which Sandvik shall (at its option) either: (i) repay to the Purchaser; (ii) deduct from the purchase price for the Goods; or (iii) credit to the Purchaser.
 - 6.2. The Purchaser's right to claim a Delay Payment is subject to the Purchaser giving Sandvik written notice of the claim before the expiry of ninety (90) days from (and including) the original Delivery Date.
 - 6.3. To the fullest extent permissible under applicable Laws, if the Purchaser exercises its right to receive a Delay Payment then: (a) provided that the Purchaser receives the Goods in question; and (b) without prejudice to the Purchaser's remedies under the Sandvik Warranty, the Purchaser shall not be entitled to any additional remedy in respect of the late delivery of the Goods.
 - 6.4. The parties agree that: (a) the Delay Payment represents a genuine pre-estimate of loss and a price adjustment by way of a refund of charges for the value of Goods not delivered on time; (b) the Delay Payment has been negotiated by parties of similar bargaining strength and who have had the benefit of legal advice; and (c) if a court having competent jurisdiction determines that the Delay Payment is unenforceable under applicable Law, then the Purchaser may instead seek general damages (provided that Sandvik's liability for such general damages shall (subject to Clause 19.1 (*Liability*)) not exceed the Delay Payment that would have been payable had such Delay Payment been enforceable).
- 7. Goods - Cancellations**
- 7.1. The Purchaser agrees that: (a) except as expressly specified otherwise in the Contract, it is not entitled to cancel, terminate, change, or postpone a Contract without the prior written authorisation and agreement of Sandvik; and (b) it shall indemnify Sandvik for any loss, cost, or damage which arises as a consequence of a breach of this Clause 7.1 (less of any cancellation fee agreed in the Quote).
 - 7.2. The parties agree that: (a) the Purchaser must notify Sandvik of any damage or shortage to the Goods in writing within: (i) two (2) Days of the date of the POD in the case of chemical resins and resin capsules; and (ii) in all other cases, seven (7) Days of the date of the POD; and (b) if the Purchaser does not notify Sandvik within such time period, the Purchaser is deemed to have accepted the Goods unconditionally.
 - 7.3. The parties agree that: (a) the Purchaser must notify Sandvik of the incorrect supply of Goods in writing within twenty-one (21) days of the date of the POD; and (b) if the Purchaser does not notify Sandvik within such time period, the Purchaser is deemed to have accepted the Goods unconditionally.
 - 7.4. Sandvik agrees that, subject to Clause 7.3: (a) the purchase price for all Goods incorrectly supplied to the Purchaser under a Contract will be refunded or credited in full; and (b) where Clause 7.4(a) applies, the freight costs to the receiving Sandvik designated warehouse will be for Sandvik's account.
- 8. Goods – Return of Goods not affected by defects**
- 8.1. The Purchaser acknowledges and agrees that: (a) returns of Goods not affected by defects will only be accepted following Sandvik's prior written agreement; (b) all Goods accepted as returns will be subject to a handling charge; and (c) Goods affected by defects shall be handled subject to Clause 11 (*Sandvik Warranty*).
 - 8.2. Subject to Clauses 8.1 (above) and 19 (*Liability*) and except as set out in Clauses 7.2 and 7.3, the following conditions apply to all Goods that the Purchaser seeks to return: (a) the Purchaser must notify Sandvik of its intention to return the Goods

- before the expiry of seven (7) Days from (and including) the date of the POD (following which notice, Sandvik shall generate a Return Note); (b) the Purchaser must ensure that the Goods are received by Sandvik's designated warehouse before the expiry of fourteen (14) Days from (and including) the date of the Return Note; and (c) non-returnable items (regardless of other criteria) shall include: (i) gaskets; (ii) seals; (iii) belts; (iv) hoses; (v) opened kits; (vi) Goods made to order; (vii) non-Sandvik Goods; and (viii) glass.
- 8.3. The Purchaser acknowledges and agrees that, to the fullest extent permissible under applicable Law, Sandvik shall not: (a) be liable; or (b) accept any risk or responsibility, for returned Goods unless and until Sandvik has accepted the return through generation and delivery of the Return Note and in accordance with Clause 8.4.
- 8.4. The Purchaser acknowledges and agrees that: (a) the Return Note shall constitute Sandvik's preliminary approval for the return of the Goods; and (b) full and final acceptance of the return is at Sandvik's sole discretion and subject to the following conditions: (i) a copy of the Return Note must accompany the Goods; (ii) the returning Goods will be subject to a visual and technical inspection upon their receipt at Sandvik's designated warehouse; (iii) returned Goods must be: (A) undamaged; (B) in their original packaging (where applicable); and (C) re-saleable as new; and (iv) the Goods must not have been fitted or otherwise used in any manner.
- 8.5. The Purchaser acknowledges and agrees that: (a) Goods rejected by Sandvik's receiving warehouse due to a non-compliance with the conditions specified in Clause 8.4 will be held by Sandvik pending instructions from the Purchaser; and (b) Goods that have been rejected by Sandvik and which have not been collected by the Purchaser will be disposed of if not collected by the Purchaser before the expiry of three (3) months from (and including) the date that Sandvik received the Goods to its designated warehouse.
- 8.6. The parties agree that, where Sandvik accepts the return of Goods, if the Goods are returned: (a) before the expiry of fourteen (14) Days from (and including) the date of the Return Note, but not later than thirty (30) Days from (and including) the date of the POD, the Purchaser shall be entitled to receive full credit for the invoiced value of the Goods in question; or (b) later than thirty (30) Days from (and including) the date of the POD, the Purchaser shall not be entitled to receive credit for the invoiced value of the Goods in question.
- 8.7. The parties agree that, in all cases, freight costs to Sandvik's designated warehouse are for the Purchaser's account.
- 9. Price and payment**
- 9.1. **Incoterms:** Unless otherwise specified in the Contract, all prices are quoted "Ex Works" (as per Incoterms 2020) and do not include freight, insurance, VAT, other taxes, customs, or excise levies or duties (or similar).
- 9.2. **Variations to an Order prior to delivery:** The Purchaser acknowledges and agrees that: (a) if variations should occur prior to delivery, the price may be amended by Sandvik; (b) if the Purchaser requests a variation to the Order before: (i) delivery of the Goods; or (ii) performance of the Services or Digital Services, Sandvik may, at its discretion accept or reject such request; (c) where an Order is varied, the price of the Order will increase or decrease (as the case requires) by an amount agreed between the parties or, failing such agreement, by an amount determined by Sandvik acting reasonably; and (d) where the amount is to be determined by Sandvik, Sandvik will calculate the amount by reference to Sandvik's then current price list, costs, expenses, losses, and damages suffered, off-site overheads, profit and such other reasonable rates and charges in connection with the variation.
- 9.3. **Taxation:** The parties agree that, with respect to VAT or other applicable taxation: (a) prices are quoted on a VAT-exclusive basis; (b) if in any jurisdiction VAT is payable by Sandvik to a tax authority in relation to the supply of the Goods, Services, or Digital Services, an amount equal to such VAT will be calculated and charged to the Purchaser as an additional amount; (c) to the extent that a payment to a party under or in connection with the Contract is calculated by reference to, or as a specified percentage of, another amount or revenue stream, that payment shall be calculated by reference to, or as a specified percentage of, the amount or revenue stream exclusive of VAT; (d) in addition to and without limiting the above, where a sale of Goods is treated as not subject to VAT on the basis that the Purchaser or its freight forwarder will move the Goods from one country to another country, the Purchaser will provide to Sandvik, upon request, all transport related documentation and (if applicable) customs documentation to demonstrate the cross-border movement of the Goods; (e) if the Purchaser fails to provide the requested documentation within the period of time requested, or the documentation is not of the standard required by the relevant tax authority, or the documentation indicates that: (i) the Goods were not moved cross-border and/or (ii) the Goods were not moved cross-border within the period of time required by law or tax authority practice; and/or (iii) the Goods were moved by a party other than the Purchaser or its freight forwarder without the written approval of Sandvik, the Purchaser will pay to Sandvik an amount equal to any VAT for which Sandvik is required to account to a tax authority in accordance with the operation of Clause 9.3(b) together with any penalties and interest imposed on Sandvik by a tax authority in relation to that supply of Goods; and (f) this Clause 9.3 will continue to apply after expiry or termination of the Contract.
- 9.4. **Invoicing and payment:** The Purchaser agrees that: (a) unless otherwise specified in the Contract, Sandvik will invoice the Purchaser for the Amount Payable upon delivery of the Goods, Services, or Digital Services (as the case may be); (b) the Purchaser will pay the Amount Payable (in full and without set off, withholding, or deduction) on or before the expiry of the Due Date; (c) if any Amount Payable is not paid by the Due Date, Sandvik shall be entitled to charge and recover interest at the rate of 1.5% per month or part thereof on the Amount Payable overdue for the period between the Due Date until payment is made in full; (d) payment received from the Purchaser is valid once honoured or funds are cleared; (e) it shall indemnify (and keep indemnified) Sandvik against any costs incurred by Sandvik in connection with the Purchaser's failure to pay the Amount Payable before the expiry of the Due Date (including legal fees on an attorney and own client scale, collection charges, and debt collection agency fees) on a full indemnity basis.
- 9.5. **Failure to pay the Amounts Payable:** Without prejudice to Sandvik's other rights or remedies available under the Contract (including under Clause 9.4), Sandvik: (a) may without prior notice to the Purchaser suspend or terminate: (i) the supply of Goods, Services, or Digital Services; and (ii) the grant of any rights or licences with respect to the Goods, Services, or Digital Services, where any Amount Payable is or remain(s) unpaid after the Due Date; and (b) shall be entitled to recover from the Purchaser all reasonably incurred costs and losses arising from suspension or termination.
- 10. Goods - Retention of Title**
- 10.1. The title in any Goods sold and delivered by Sandvik to the Purchaser shall not pass to the Purchaser until the total Amount Payable for the Goods under the Contract (plus all accrued interest (if any) payable under Clause 9) has been paid in full.
- 10.2. Until title in any Goods sold and delivered by Sandvik has passed to the Purchaser in accordance with Clause 10.1, the Purchaser shall: (a) keep those Goods separated and non-affixed from any other goods of the Purchaser so that they remain readily identifiable as Sandvik's property; (b) maintain the Goods in satisfactory condition; (c) not remove, deface, or obscure any identifying mark or packaging on or relating to the Goods; and (d) notify any landlord of any premises leased by the Purchaser where the Goods are stored that the Goods are Sandvik's property.
- 10.3. In addition to all other rights which Sandvik has under the Contract or applicable Laws, Sandvik will be entitled to enter the premises of the Purchaser (including leased premises) at any time (to the extent permissible by Law) to recover possession of the Goods that are subject to Clause 10.1.
- 10.4. The parties agree that, where Sandvik enters the premises of the Purchaser to take possession of the Goods and it is not possible to identify which goods are Goods owned by Sandvik but are in the possession of the Purchaser, the Goods will be deemed sold to the Purchaser in the same sequence that the Purchaser took delivery of the Goods.
- 10.5. If the quantity of the Goods exceeds the amount owing, Sandvik will be entitled to determine which of the Goods it claims ownership in.
- 10.6. The Purchaser shall: (a) keep the Goods adequately insured against all risks (for goods of that kind) from the point in time that risk in the Goods passes to the Purchaser under Clause 5.1 and until the point in time in which legal title to the Goods passes to the Purchaser under Clause 10.1; and (b) if requested by Sandvik, provide Sandvik with a copy of the relevant insurance policies promptly and without delay.
- 10.7. Without limiting any other of Sandvik's rights or remedies, if, before title to the Goods passes to the Purchaser under Clause 10.1, the Purchaser becomes subject to an Insolvency Event then: (a) the Purchaser's right to re-sell the Goods or use them in the ordinary course of the Purchaser's business shall cease immediately; and (b) Sandvik may at any time: (i) require the Purchaser to deliver up all Goods in its possession that have not been re-sold or irrevocably incorporated into another product; and (ii) if the Purchaser fails to comply with Clause 10.7(b)(i), enter any premises of the Purchaser (or of any third party where the Goods are stored) in order to recover them.
- 11. Goods - Sandvik Warranty**
- 11.1. The parties agree that the Sandvik Warranty applicable at the date of Order Acceptance shall: (a) if within the scope of the Sandvik Warranty, apply to the Goods supplied by Sandvik; and (b) at the Purchaser's request, be provided or made available to the Purchaser at the time of the Contract.
- 11.2. To the extent that the Sandvik Warranty does not apply to the Goods and subject to Clause 11.4, Sandvik warrants that the Goods supplied (which, for the avoidance of doubt, excludes commissioning of the Goods) shall, under proper use, be free from defects in materials and workmanship and substantially conform to the Contract for a period of three (3) months (or two (2) months in the case of chemical resins and resin capsules) from (and including) the Delivery Date.
- 11.3. For the purposes of Clause 11.2: (a) "**proper use**" means installation, commissioning, operation and maintenance in accordance with Sandvik's relevant documentation; and (b) "**defects**" means any defect or omission in materials or workmanship and any nonconformity with the specifications for the Goods agreed in the Contract (excluding trivial or immaterial defects not affecting functionality or use).

- 11.4. In no event does Sandvik give any warranty to parts or components manufactured and/or supplied by any third party, unless otherwise agreed in the Contract.
- 11.5. To the fullest extent permissible under applicable Law: (a) the warranties given in the Sandvik Warranty and in Clause 11.2 are in lieu of all other warranties or conditions express, implied or statutory, including warranties of satisfactory quality and fitness for a particular purpose and any remedies for consequential or other loss against a manufacturer of the Goods; and (b) no other warranties express or implied are given unless they are expressly given by Sandvik in writing.
- 11.6. Subject to Clause 19.1 (*Liability*), Sandvik's obligations under this Clause 11 shall be limited (at Sandvik's option): (a) as described in the Sandvik Warranty; and (b) in all other cases, to making good by repair, replacement, or refund of any Goods in which any defect appears.
- 11.7. Any warranty claim must be notified in writing by the Purchaser to Sandvik within the applicable warranty period.
- 12. Services**
- 12.1. Subject to Clause 12.4, Sandvik shall perform the Services: (a) using reasonable skill and care; (b) substantially in accordance with the Service descriptions (if any) specified in the Contract; (c) in accordance with all applicable Laws that bind Sandvik as a provider of the Services; and (d) using reasonable endeavours to meet the performance dates specified in the Contract provided that the Purchaser acknowledges and agrees that, unless expressly agreed otherwise in the Contract: (i) any such dates will be estimates only; and (ii) time shall not be of the essence of the Contract.
- 12.2. The Purchaser shall, in connection with the Services: (a) perform its obligations under the Contract (including, in particular, Clause 22.4 (*Unsafe conditions and applicable Laws*)); (b) obtain and maintain all necessary licences, consents, and permissions necessary for it to provide or make available the Purchaser's materials and facilities to Sandvik; (c) provide, for Sandvik, its agents, subcontractors, consultants and employees, in a timely manner and at no charge, access to the Purchaser's premises, office accommodation, and other facilities as reasonably requested by Sandvik from time to time; (d) provide Sandvik with, in a timely manner, all reasonably requested assistance and materials requested by Sandvik in connection with the Services; (e) inform Sandvik of all health and safety and security requirements that apply to the Purchaser's premises; (f) use the latest end-point security and versions of anti-virus definitions and software available from an industry accepted anti-virus software provider in respect of its computer systems, technology and network infrastructure that Sandvik is required to use in connection with the Services or which connect to Sandvik's own systems; (g) perform any other responsibilities (as specified in the Quote, Order Acceptance, or elsewhere in the Contract); and (h) use the Goods and any outputs or deliverables arising from the Services in accordance with Sandvik's documented instructions, together, the "**Purchaser Obligations**".
- 12.3. To the fullest extent permitted by applicable Law and except to the extent expressly set out in Clause 12.1: (a) Sandvik does not give any warranties, representations, or other commitments to the Purchaser with respect to the Services; and (b) all other warranties, conditions, representations, and terms (whether written or oral, express or implied by statute, common law, custom, trade usage, course of dealing or otherwise, including as to satisfactory quality, fitness for a particular purpose or use, accuracy, adequacy, completeness or timeliness) are expressly excluded.
- 12.4. Sandvik will not be in breach of the Contract and, subject to Clause 19.1 (*Liability*), will have no liability to the Purchaser (whether in contract (including under any indemnity or warranty), in tort (including negligence), for breach of statutory duty, or otherwise) arising under or in connection with the Contract for any loss or damage arising from any failure by Sandvik (or its personnel) to perform any obligations under the Contract if, and to the extent, such failure: (a) results from a failure by the Purchaser (or its personnel) to perform a Purchaser Obligation; (b) is caused by any other act, omission, or default of the Purchaser (or its personnel) in the performance of a Purchaser Obligation; or (c) Sandvik following the Purchaser's designs, specifications, or instructions.
- 12.5. In the event of any failure by the Purchaser (or its personnel) to perform a Purchaser Obligation, Sandvik may, and without prejudice to any other right or remedy available to it, equitably adjust: (a) the estimated due date for the delivery of the Services (including any deliverable) or Goods; and (b) any other timetable for delivery agreed between the parties from time to time.
- 13. Intellectual Property Rights**
- 13.1. Sandvik (or its licensors): (a) is and will remain the owner of the Sandvik IPR; and (b) may freely incorporate into the Sandvik IPR any feedback or suggested improvements provided by, or on behalf of, the Purchaser.
- 13.2. Except as expressly stated in the Contract, the Purchaser shall have no right or interest in the Sandvik IPR.
- Licence to use Project IPR
- 13.3. Upon Order Acceptance and, subject to the full payment of the Amount Payable for the relevant Goods or Services, Sandvik grants the Purchaser a non-exclusive, non-transferable, non-assignable, non-sub-licensable licence to use the Project IPR (which shall exclude the Digital Services), strictly limited to the extent necessary for installing, and operating the Goods originally delivered by Sandvik, in accordance with manuals and use instructions supplied by Sandvik, and for receiving the Services and for no other purposes whatsoever.
- 13.4. Unless expressly agreed otherwise between the parties in writing, the limited licence described in Clause 13.3 shall continue unless terminated in accordance with these ToS.
- 13.5. Nothing in the Contract permits the Purchaser to copy, reproduce, modify, adapt, alter, translate, reverse engineer, 3D copy/print, or create derivative works from any Goods or Services or of the Sandvik IPR, in whole or in part, without Sandvik's prior written consent.
- 13.6. If the Purchaser uses any of the Sandvik IPR in breach of the Contract, Sandvik may immediately terminate or revoke such rights, in whole or in part in its sole discretion.
- Licence to use the Digital Service
- 13.7. The Purchaser shall be permitted to use the Digital Service and Software as described in Clause 17 (*Software*) or otherwise as described in the separate terms of use applicable to the relevant Digital Services provided or made available to the Purchaser by Sandvik in advance of the Digital Services.
- General
- 13.8. The Purchaser acknowledges and agrees that the Goods, Services, and Digital Services comprise commercially valuable, proprietary assets and trade secrets of Sandvik or its licensors, the design and development of which reflect the effort of skilled developers and the investment of considerable time and money by or on behalf of Sandvik.
- 13.9. If (at any time): (a) through use of the Goods, Services, or Digital Services; (b) by operation of applicable Law; or (c) otherwise, the Purchaser comes to own Intellectual Property Rights in the Sandvik IPR then the Purchaser shall (promptly on Sandvik's request and without delay) assign (or procure the assignment of) such Intellectual Property Rights to Sandvik and, to the extent permitted by applicable Law, waive (or procure the waiver of) all moral rights (and analogous rights) worldwide in connection with such Intellectual Property Rights.
- 14. IPR Indemnity**
- 14.1. Subject to Clauses 14.2, 14.3, 14.4, 14.5 and 19 Sandvik shall indemnify the Purchaser against any claim made against the Purchaser by a third party to the extent that such claim alleges that the Purchaser's use of the Goods, Digital Services, or Services (excluding, in each case, any third party products or components) in accordance with the Contract infringes any Intellectual Property Rights belonging to that third party (the "**Sandvik Indemnity**").
- 14.2. The Sandvik Indemnity: (a) applies only to loss or damage that is: (i) awarded to the third party and against the Purchaser by a court or other body having competent jurisdiction over the indemnified claim; or (ii) agreed by Sandvik to be paid to the third party in settlement of the indemnified claim; (b) is subject to: (i) the Purchaser giving Sandvik prompt notice of the indemnified claim (and in any event ensuring that notice is given within five (5) Days of the Purchaser becoming aware of, or being notified of, the indemnified claim); (ii) the Purchaser providing reasonable co-operation to Sandvik in the defence and settlement of the indemnified claim; (iii) the Purchaser taking all reasonable and timely action necessary to mitigate all loss, damage, costs, and expenses incurred by the Purchaser as a result of the indemnified claim (including taking such reasonable actions as Sandvik may request to avoid, dispute, resist, appeal, compromise, or defend any such indemnified claim); and (iv) Sandvik being given sole authority to defend and settle the indemnified claim.
- 14.3. In the defence or settlement of any claim to which the Sandvik Indemnity applies, Sandvik may: (a) procure a right for the Purchaser to continue using the infringing material or service; (b) replace or modify the infringing materials or service so that it becomes non-infringing; or (c) if such remedies are not reasonably available, terminate or suspend the Contract on notice to the Purchaser without any additional liability to the Purchaser.
- 14.4. Where Clause 14.3 applies, Sandvik shall provide the Purchaser with a refund of the Amount Payable for the infringing material or service to the extent not delivered or received by the Purchaser.
- 14.5. In no event shall Sandvik, its Affiliates, or their employees, agents, or subcontractors be liable to the Purchaser to the extent that the indemnified claim is based on any one (or more) of the following: (a) a modification of the Goods, Services, or Digital Service (or their outputs) by anyone other than Sandvik or its representatives; (b) an infringing third party component or product; (c) use of materials, documentation, or data provided or made available by the Purchaser; (d) compliance with the Purchaser's instructions, specifications, or other requirements; (e) the Purchaser's use of the Goods, Services, or Digital Service in breach of the Contract; or (f) a breach of a Purchaser Obligation.
- 14.6. The Purchaser shall have no rights or remedies in respect of infringement of any third party Intellectual Property Rights except as expressly set out in this Clause 14.
- 15. Confidential Information**
- 15.1. The Purchaser agrees: (a) to only use Sandvik's Confidential Information to exercise its rights and perform its obligations under or in connection with the Contract; and (b)

- that any information disclosed by or on behalf of Sandvik is, and remains, Sandvik's property at all times.
- 15.2. Each party undertakes to the other that it shall: (a) not, at any time and except as permitted by Clause 15.3, disclose any Confidential Information belonging to the other to a third party (including information concerning technical solutions or problems or the results of testing, which information shall be construed as Sandvik's Confidential Information); and (b) hold the other party's Confidential Information in confidence using at least the same degree of care (but not less than a reasonable degree of care) to safeguard and prevent disclosure to third parties as it applies to its own information of a similar nature.
- 15.3. Subject to Clause 20 (*Sanctions, Export Laws, End-User assurance etc.*), each party may disclose the other party's Confidential Information: (a) to its Affiliates or Representatives who need to know the Confidential Information for the purposes of exercising that party's rights or carrying out that party's obligations under or in connection with the Contract, provided that: (i) an Affiliate or Representative receiving Sandvik's Confidential Information may not be a direct competitor of Sandvik without Sandvik's express prior written consent; and (ii) the party making the onward disclosure: (A) takes all steps necessary to ensure that its Affiliates or Representatives are aware of, and comply with, the confidentiality obligations contained in this Clause 15 as though they were a party to the Contract; and (B) shall be responsible for its Affiliates' or Representatives' acts or omissions and compliance with the confidentiality obligations set out in this Clause 15; and (b) as may be required by Law, a court of competent jurisdiction, or any governmental or regulatory authority.
- 15.4. The obligations imposed by this Clause 15 shall not apply to any Confidential Information which is or becomes: (a) in the public domain other than as a result of the breach of an obligation under the Contract; (b) lawfully acquired from a third party who owes no obligation of confidence in respect of the information; (c) independently developed by the recipient without reference to the Confidential Information; (d) in the recipient's lawful possession prior to receipt; or (e) required to be disclosed by mandatory Law or by order of a judicial or governmental or regulatory authority.
- 15.5. Each party reserves all rights in its Confidential Information and no rights or obligations in respect of a party's Confidential Information other than those expressly stated in the Contract are granted to the other party or shall be implied from the Contract.
- 16. Data**
- Input Data and Output Data
- 16.1. The Purchaser acknowledges and agrees that Sandvik may: (a) collect, store, analyse, and process any Input Data, Output Data, and other metrics and logs (*i.e.*, use data) collected by the Goods in order for Sandvik to: (i) provide the Purchaser with the Digital Services (including the Equipment Monitoring Services and any services in relation or in connection thereto provided by Sandvik or its Representatives); and (ii) develop Sandvik Data to use for the Purpose; and (b) permit its Distributors permission to access and process Output Data solely in connection with the Contract and for the purpose of enabling such Sandvik Distributors perform services in connection with the Contract.
- 16.2. The Digital Services (including the Equipment Monitoring Service) may include monitoring: (a) equipment hours; and (b) equipment productivity, or assisting or conducting aftermarket services or similar.
- 16.3. The Purchaser may use Input Data and Output Data for its own internal business purposes provided that the Purchaser shall not, without obtaining Sandvik's prior written consent, disclose or otherwise make available any Input Data or Output Data (in whole or in part and regardless of format) to any third party (excluding its Affiliates); provided, however, that the Purchaser may disclose Input Data or Output Data to its third party service providers who: (a) have need to know the Input Data or Output Data in order to service the Goods for and on behalf of the Purchaser; and (b) have entered into written confidentiality undertakings with the Purchaser that are no less protective of the Input Data and Output Data as those contained in the Contract and prevent further onward disclosure.
- 16.4. Sandvik shall: (a) in connection with, and during the term of, the Equipment Monitoring Service; and (b) following the Purchaser's written request, provide or otherwise make available to the Purchaser a copy of any Purchaser-specific Input Data or Output Data stored by Sandvik from time to time.
- 16.5. Except as may be permitted in separate terms of use applicable to the Digital Services, the Purchaser will not install any third party hardware or software in, or onto, the Goods, nor shall it connect the Goods to any third party computer or automation system without obtaining Sandvik's prior written consent.
- 16.6. Sandvik shall apply the same security and confidentiality standards to the Input Data and Output Data as it applies to its own commercially sensitive data.
- Equipment Monitoring Service
- 16.7. The Purchaser acknowledges and agrees that: (a) the Equipment Monitoring Service is a Digital Service provided by Sandvik based on Input Data received by Sandvik; and (b) Sandvik does not warrant (and cannot guarantee) that the Equipment Monitoring Service completely and accurately reflects the factual condition of the Connected Equipment; and (c) it is the Purchaser's sole responsibility to: (i) review the information in relation to the Equipment Monitoring Service; and (ii) confirm the actual condition of the Connected Equipment.
- 16.8. If, and to the extent, Input Data and/or Output Data contains any Personal Data, both parties agree to comply with all applicable requirements of the Data Protection Legislation.
- 16.9. For the purposes of the Data Protection Legislation, the Purchaser is the data controller and Sandvik is the data processor for such Personal Data.
- 16.10. For the avoidance of doubt, the Purchaser is solely responsible for ensuring that: (a) it has provided all necessary notices to all relevant data subjects; and (b) if deemed necessary by the Purchaser, all appropriate consents have been obtained to enable the lawful transfer to, and processing of, Input Data and/or Output Data by Sandvik and its Representatives (including Distributors) as described in the Contract.
- 16.11. The Purchaser hereby agrees that Sandvik, at its discretion and subject to Clause 16.8, may engage any subcontractor inside or outside the EU/EEA as a sub-processor for the processing of Personal Data hereunder; provided that Sandvik shall remain responsible in relation to the Purchaser for the acts and omissions of such subcontractors.
- 16.12. Except as expressly set out in the Contract, Sandvik: (a) makes no separate representation, warranty, or statement concerning the Digital Service, Equipment Monitoring Service, or software, their use, performance, results obtained, integration, satisfactory quality, suitability for any Purchaser requirements or given or intended purpose or situation, or information technology systems or its virus-free, error free or uninterrupted operation, or that the Digital Service, Equipment Monitoring Service, or software will not affect or disrupt any information technology systems; (b) does not provide any representation or warranty as to the accuracy of any Input Data and/or Output Data and makes no statement about the suitability of the Digital Service or Equipment Monitoring Service for a given situation; and (c) shall be under no obligation to store any Purchaser-specific data except for the Input Data.
- 16.13. The Purchaser agrees to indemnify (and keep indemnified) and fully reimburse Sandvik from and against any and all actions, claims (including counterclaims), proceedings, costs (including all reasonable legal costs), losses, damages, fines, penalties (including punitive or exemplary damages) and all other liabilities resulting from any obligations, acts and/or omissions by the Purchaser under this Clause 16 except where and to the extent that such violation is due to Sandvik's breach of its obligations under Clause 16.6.
- 17. Privacy Authority**
- 17.1. Where the Purchaser applies for credit with Sandvik, the Purchaser agrees and authorises Sandvik to make such enquiries as Sandvik deems necessary to assess the Purchaser's application for credit. The Purchaser further agrees and authorises Sandvik to the extent permitted by law to provide any items of Personal Data described in the Data Protection Legislation to a credit reporting agency inside or outside the United Kingdom and give credit worthiness information about the Purchaser to a person for considering whether to act as a guarantor or to a guarantor.
- 17.2. The parties must each comply with Sandvik's policies in relation to Personal Data (including such policies as may be changed from time to time) and the Data Protection Legislation. Sandvik's policies may be published on any medium (including online) and will otherwise be made available by Sandvik to the Purchaser upon receipt of a reasonable request. The Purchaser has read and understood Sandvik's Privacy Notice and consent to the processing of its Personal Data according to the Privacy Notice.
- 18. Software**
- 18.1. Where the sale of any Goods, Services, Digital Services, or Connected Equipment also comprises the provision of software or systems ("**Software**") then, subject to any alternative licence specified in any separate terms of use applicable to the Digital Services, the Purchaser is granted, during the term of the Contract, a non-exclusive, non-transferable, non-sublicensable, and revocable right to use the relevant Software in accordance with the terms set forth in the Contract (while title to and any and all rights relating to the Software shall always remain vested in Sandvik).
- 18.2. The Purchaser shall not: without the prior written consent of Sandvik; or except to the extent expressly permitted under applicable Law: (a) format, convert, adapt, modify, reverse engineer, decompile, or disassemble the Digital Service or any Software or remove any Software from the Goods or Connected Equipment; (b) make copies of the relevant Digital Service or Software; (c) sell, licence, transfer, or otherwise dispose of, or distribute, the Digital Service or Software; or (d) use the Digital Service or Software for any other purpose than to the extent necessary for installing, operating and maintaining the Goods.
- 18.3. The Purchaser shall procure and ensure that its Representatives comply with Clause 18.2.
- 18.4. The Purchaser acknowledges and agrees that, as between the parties, the Digital Service (including the Equipment Monitoring Service) is provided to the Purchaser only and cannot be assigned by the Purchaser without Sandvik's prior written consent.

- 18.5. The Purchaser shall notify: (a) Sandvik if it sells, leases, rents, or otherwise assigns or transfers the Connected Equipment; and (b) the new customer and/or user that the Connected Equipment is connected to Sandvik's systems.
- 18.6. Other than the Connected Equipment, the Purchaser must have computer and network infrastructure that meets the requirements specified by Sandvik at Order Effective Date (the "Minimum Technical Requirements").
- 18.7. The Purchaser acknowledges and agrees that: (a) the performance of the Digital Service (including Equipment Monitoring Service) is dependent upon the Purchaser's information technology equipment meeting the Minimum Technical Requirements; (b) the Purchaser must throughout the term of the Contract ensure that its computing systems (including the network infrastructure) meets the Minimum Technical Requirements.
- 18.8. The Purchaser acknowledges and agrees that Connected Equipment and Digital Services may contain: (a) third party software; and (b) software that is subject to open-source licences, and that such third party software and open-source software is provided "as is" and "as available" and without any representation or warranty of any kind.
- 18.9. The Purchaser shall comply with any licence terms applicable to third party software and open-source software made known to it by Sandvik from time to time and agrees that such licence terms shall, unless otherwise expressly stated in the Contract, apply in lieu of these ToS as regards the Purchaser's use of such third party software and open-source software.
- 18.10. Any licence granted or implied under the Contract can be revoked at any time.
- 18.11. The Purchaser agrees to indemnify, defend, and hold harmless (and keep indemnified) Sandvik and its Representatives from and against all liabilities, costs and expenses suffered or incurred by Sandvik or its Representatives (including, without limitation, against all reasonable legal fees, arising out of or in connection with the delivery of or use of the Software by the Purchaser) except to the extent that any liability, loss or damage is solely and directly caused by negligence of Sandvik.
- 19. Liability**
- 19.1. Nothing in the Contract shall limit or exclude (or seeks to limit or exclude):
- 19.1.1. either party's liability to the other (to a greater extent than is permitted by applicable Laws) for any loss or damage resulting from: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; or (c) any other matter in respect of which loss or damage may not be limited or excluded under applicable Laws;
- 19.1.2. Sandvik's liability to the Purchaser for breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (*title and quiet possession*) and section 12 of the Sale of Goods Act 1979;
- 19.1.3. the Purchaser's liability to Sandvik: (a) to pay the Amounts Payable (including the price, freight, insurance, VAT, other taxes, customs or excise levies or duties (or similar)); or (b) for loss or damage arising: (i) under an indemnity given in the Contract; (ii) from a breach of applicable Laws (including arising from Unsafe facilities or activities, or in contravention of Export Laws, Sanctions, or Data Protection Legislation); or (iii) from any breach of Clause 15 (*Confidential Information*).
- 19.2. Subject to Clause 19.1, neither party shall be liable to the other (or to any third party claiming under or through the other) under any cause of action (whether such cause of action arises in contract (including under an indemnity or warranty), in tort or delict (including negligence or under statutory duty), for breach of statutory duty, or otherwise) for any loss or damage to the extent comprising: indirect, incidental, special, or consequential loss or damage; or 18.2.1 punitive or pure economic loss or cost; 18.2.2 loss of anticipated savings; 18.2.3 loss of contract or business opportunity; 18.2.4 loss of production or use; 18.2.5 loss or depletion of goodwill; 18.2.6 loss of profit, sales, revenue, or anticipated profit, sales, or revenue; 18.2.7 loss, damage, or corruption of data, in each case, whether arising directly or indirectly under or in connection with the Contract and whether or not reasonably foreseeable, reasonably contemplatable, actually foreseen, or actually contemplated by a party at the Order Effective Date.
- 19.3. **Goods:** Subject to Clauses 6.4, 19.1, and 19.2, Sandvik's total aggregate liability to the Purchaser (and to any third party claiming under or through the Purchaser) shall not, with respect to liability arising from or caused by the supply and sale of Goods in breach of the Contract, exceed one hundred percent (100%) of the Amounts Payable that have been paid by the Purchaser for the Goods giving rise to the claim.
- 19.4. For the purpose of Clause 19.3, the Amounts Payable shall be calculated: (a) less any paid Delay Payments and reduction or reduced market value for replaced or terminated Goods claimed by the Purchaser; and (b) inclusive of all Amounts Payable for the initial commissioning of the Goods except in cases where the commissioning of the Goods is provided by Sandvik as a Service under a separate Contract.
- 19.5. **Services and Digital Services:** Subject to Clauses 19.1 and 19.2, Sandvik's total aggregate liability to the Purchaser (and to any third party claiming under or through the Purchaser) shall not, with respect to liability arising from or caused by the provision of Services or Digital Services in breach of the Contract, in each successive period of twelve (12) months from (and including) the Order Effective Date (each a "Contract Year") and in respect of all causes of action arising in that Contract Year (as determined by the date on which the liability giving rise to the cause of action arose), exceed one hundred percent (100%) of the Amounts Payable that have been paid by the Purchaser for the Services or Digital Services giving rise to the claim under the Contract for the Contract Year in question.
- 19.6. The parties agree that the provisions of this Clause 19 (*Liability*) are considered by them to be reasonable in all the circumstances, having taken into account section 11 and the guidelines in schedule 2 of the Unfair Contract Terms Act 1977 (as applicable) and the nature of the Goods, Services, Digital Services, and the Amounts Payable.
- 20. Sanctions, Export Laws, End-User Assurance etc.**
- 20.1. The Purchaser represents and warrants that neither it nor any Related Entity or Representative (including its Related Entities) is currently (or is otherwise controlled by) a Sanctioned Person or otherwise the subject or the target of any Sanctions.
- 20.2. The Purchaser represents and warrants, from the Order Effective Date and on an ongoing basis, that it shall: (a) strictly comply with, and adhere to, all Sanctions; (b) not engage in any activity, practice or conduct involving a Sanctioned Person or a Prohibited Country; (c) not engage in activity, practice, or conduct in any manner that would breach Sanctions, cause Sandvik or its Related Entities to breach Sanctions, or that could expose it, Sandvik or their Related Entities to the risk of adverse measures pursuant to any Sanctions (including being designated as a Sanctioned Person); (d) not directly or indirectly (even when under threat of deterring financial liability) sell, re-sell, circumvent, transfer, retransfer, provide, export, re-export, divert, loan, lease, consign, or otherwise release or dispose of any Goods or Confidential Information to military (or military intelligence) end-users or for military (or military intelligence) end use; to, via or for the benefit of a Sanctioned Person; or to a Prohibited Country; (e) ensure that the Goods and Confidential Information will not be used, re-exported, transferred, or retransferred for any purpose connected with chemical, biological, or nuclear weapons, or missiles capable of delivering such weapons; and the Goods, or any replica of them, will not be used in any nuclear explosive activity or unsafeguarded nuclear fuel cycle. The Purchaser understands and acknowledges that Sandvik is not responsible for any Goods or Confidential Information that are subsequently exported or re-exported by the Purchaser or sold to another person and/or representative, domestic, or foreign. In the event of such a post-sale re-export, transfer or re-transfer of the Goods or Confidential Information, the Purchaser is responsible for complying with (and warrants and represents that it shall comply with) all Sanctions and Export Laws, including by obtaining all export licenses or authorisations where required under law (including the Sanctions) and imposing obligations equivalent to those contained in this clause 20 on its customers with respect to all subsequent transactions involving the Goods; and (f) maintain its own policies and procedures to ensure compliance with Sanctions and Export Laws (and the Sanctions-related / Export Laws-related provisions in the Contract).
- 20.3. The Purchaser: (a) represents and warrants that it will take all reasonable measures to ensure that its employees, subcontractors, agents, intermediaries, and Representatives will comply with the terms of the Contract; (b) shall cause all subcontractors to give and enter into representations, warranties, and undertakings substantially equivalent to those set out in Clause 20.2. For the purposes of this Clause 20.3, reasonable measures includes (but is not limited to) policies, procedures, and training relating to compliance with Sanctions, Export Laws, and the Sanctions-related provisions of these ToS and (c) shall establish and maintain adequate internal controls and mechanisms to: (i) detect conduct by third parties in its downstream commercial chain, including possible resellers, that violates, or frustrates the purpose of, Sanctions; and (ii) ensure it obtains sufficient knowledge about the end-user to determine whether, for each contract, the Goods could be destined for an end-use which is not permitted under this Agreement.
- 20.4. Nothing in the Contract requires either party to take any action, or refrain from taking any action, where doing so would be prohibited by, or subject to penalty under any Sanctions, or where doing so would expose the party or its Related Entities to the risk of adverse measures pursuant to any Sanctions.
- 20.5. Each party agrees to take advantage of any general licence to lawfully allow for the performance of the terms of the Contract if such performance is affected by Sanctions. For the avoidance of doubt, nothing in the Contract, or otherwise, requires Sandvik to apply for any specific licence or authorisation in the event that performance of the terms of the Contract becomes unlawful pursuant to Sanctions.
- 20.6. If the Purchaser breaches any representation or warranty set out in this Clause 20 or, in Sandvik's reasonable opinion, any such breach is likely to occur, the parties agree that Sandvik may terminate or suspend (at its own discretion) its relationship with the Purchaser immediately, and that Sandvik shall not be liable toward the Purchaser or any third party for any subsequent non-performance by Sandvik under the Contract, and that the Purchaser shall indemnify and hold Sandvik harmless from any claims, losses, damages, fines, or penalties relating to such non-performance or otherwise arising from a breach of representation or warranty.
- 20.7. The Purchaser shall notify Sandvik immediately (and no later than within seventy two (72) hours of knowing or suspecting the breach) of any known or suspected breach or any activities that could frustrate or breach this clause 20 (whether by the Purchaser or any other entity or person) of any representation or warranty set out in

- the Clauses above or it becomes aware that performance of the Contract, or any actions taken in relation to or pursuant to the Contract have, or may lead to, a breach of this Clause 20. Further, the Purchaser shall provide all information relating to requests for any Goods, that the Purchaser suspects could violate or circumvent Sanctions, or where the provision of Goods would breach the Purchaser's commitments under the obligations above in these Clauses, including requests from or on behalf of a Sanctioned Persons or attempts to acquire any Goods in violation of Sanctions.
- 20.8. If Sandvik elects to suspend the Contract pursuant to Clause 20.76: (a) Sandvik shall cease performance under the Contract with immediate effect upon serving written notice to the Purchaser; (b) the Purchaser shall make available to Sandvik information concerning compliance with the obligations under clause 20 within two weeks of the request for such information; (c) any suspension will last for a period of up to one hundred and twenty (120) Days. If, after this period, Sandvik is unable to confirm that the Purchaser is in compliance with this Clause 20, Sandvik may elect to terminate the Contract with immediate effect; and (d) for the suspension to cease having effect, Sandvik must serve the Purchaser with a written notice confirming that the suspension period has come to an end.
- 21. Termination**
- 21.1. If: the Purchaser breaches any provision of the Contract (including a provision relating to the payment of money); or the Purchaser suffers or becomes subject to an Insolvency Event; or an event giving rise to a termination right described in the Contract occurs, then Sandvik may, at its sole discretion, upon written notice to the Purchaser: (a) immediately withdraw any Facility which may have been extended to the Purchaser and require the immediate payment of all moneys owed to Sandvik by the Purchaser, whether or not they were due for payment at that time or due for payment in the future; (b) immediately suspend the performance of the Contract (including any licence granted under the Contract); (c) immediately terminate (without penalty) the Contract; (d) immediately take all possible action to protect its interest in the Goods and the Sandvik IPR; and/or (e) recover all costs and losses associated with such termination action.
- 21.2. Termination of the Contract (howsoever arising) shall be without prejudice to the accrued rights and liabilities of either party as at the termination date.
- 21.3. Sandvik agrees to store and to allow the Purchaser to download or otherwise retrieve, Purchaser-specific Input Data and/or Output Data provided that such request has been made to Sandvik in writing and within a maximum of thirty (30) days from (and including) the date on the Contract terminated or expired.
- 21.4. The Purchaser may terminate the Contract with immediate effect by giving written notice to Sandvik if Sandvik commits a material breach of the Contract that is not so remedied within forty five (45) Days from written notice requiring remedy of the material breach.
- 21.5. For the purposes of Clause 21.4, the Supply of defective Goods shall not in and of itself be construed as a material breach of the Contract and, in such cases, the Purchaser's rights and remedies available under the Sandvik Warranty and the provisions of Clause 11 (*Sandvik Warranty*) apply.
- 22. Force Majeure and Specified Risks**
- Force Majeure
- 22.1. The Parties acknowledge and agree that neither party shall be: (a) in breach of the Contract; or (b) liable under the Contract (or otherwise) for any default or delay in the performance of their obligations under the Contract if, and to the extent, the breach, default, or delay is caused or contributed to by an event of Force Majeure.
- 22.2. Where an event of Force Majeure occurs, the affected Party shall (a) be excused from further performance or observance of the obligations in the Contract impacted by the event of Force Majeure for so long as the circumstances causing the event of Force Majeure prevail; (b) be entitled to receive an equitable adjustment to any milestones or delivery dates impacted by the event of Force Majeure; and (c) where the affected party is Sandvik, Sandvik shall, as soon as is reasonably practicable: (i) notify the Purchaser of any known consequences to the supply of the Goods, Services, and/or Digital Services (including transport and logistics and their costs) impacted by the event of Force Majeure; and (ii) give the Purchaser reasonable details of the likely consequences of the event of Force Majeure, and, with respect to the foregoing, Sandvik (acting reasonably) reserves the right to pass through such cost to the Purchaser provided that any increase in costs will be calculated in accordance with any rates specified in the Contract, or if there are no rates, by a reasonable amount.
- 22.3. If a Force Majeure event prevents, hinders, or delays a Party's performance of its obligations for a continuous period of one hundred and eighty (180) Days or more, then either party may terminate the Contract impacted by the event of Force Majeure by giving two (2) weeks' written notice to the other party.
- Specified Risks
- 22.4. The Purchaser agrees that: (a) given the nature of the Specified Risks; and (b) without prejudice or limitation to the generality of Clauses 22.1 to 22.3 (inclusive), Sandvik's performance or observance of its obligations under the Contract may be impacted by Specified Risks.
- 22.5. The Purchaser agrees that, where Sandvik notifies the Purchaser of the occurrence of Specified Risks that are affecting the normal business activities of Sandvik and the costs of and capacity to perform the Contract thereof, Sandvik and the Purchaser agree, acting reasonably, to work together in good faith to agree equitable changes to the Contract (including to milestones, delivery dates, and prices) to the extent necessary to address the adverse consequences of Specified Risks.
- 23. Unsafe conditions and applicable Laws**
- 23.1. The Purchaser shall ensure that it complies with all applicable Laws relating to or concerning: (a) the environment and emissions; (b) occupational health and safety; (c) sustainability; (d) the operation of plant and machinery; and (e) hazards and hazardous substances, and shall have and maintain all appropriate procedures and policies required by applicable Law.
- 23.2. Notwithstanding the generality of Clause 23.1, the Purchaser shall: (a) take all steps necessary to prevent the occurrence of Unsafe conditions or activities; and (b) notify Sandvik if it observes, reasonably suspects, or becomes aware of an Unsafe condition or activity.
- 23.3. If Sandvik identifies an Unsafe condition as described in Clause 23.2, Sandvik may require the Purchaser to remove or, to the extent reasonably possible, mitigate the effect of the Unsafe condition, and the Purchaser must comply with that request promptly and without delay.
- 23.4. Sandvik reserves the right to suspend the delivery of Goods or performance of Services or Digital Services to the Purchaser where any Unsafe condition exists until such time as the Unsafe condition has been rectified to Sandvik's satisfaction.
- 23.5. The Purchaser shall ensure that: (a) it notifies Sandvik of all Unsafe conditions or activities of which it becomes aware (including those within its control) promptly and without delay (and immediately where the Unsafe condition or activity may risk the health or safety of Sandvik's Representatives); and (b) all relevant personnel are informed of, and comply with: (i) all relevant Laws; and (ii) any Sandvik protocols, codes of conduct, policies, or procedures notified to the Purchaser (which may include health and safety requirements, machine operation instructions or manuals, security policies, employee conduct requirements, sustainability and environment policies) from time to time in connection with the Contract.
- 24. Applicable Laws Indemnity**
- 24.1. The Purchaser shall indemnify Sandvik, its Affiliates, and their Representatives and Related Entities (and keep such persons indemnified) for itself and on behalf of its Related Entities and Representatives from and against all and any Liabilities suffered or incurred in any jurisdiction by Sandvik or its Affiliates or any of its Related Entities or Representatives in relation to: (a) any failure by the Purchaser to comply with Clause 20 (*Sanctions, Export Laws, and End-User Assurances etc.*), or Clauses 25.3 (*Anti-bribery*), 25.4 (*Modern Slavery*), or 25.5 (*Anti-facilitation of tax avoidance*), including Liabilities relating to any steps or actions which are required to be taken by Sandvik to remedy any such failures; or (b) a breach of the applicable Laws described therein.
- 24.2. For the purposes of this Clause 24: (a) "**Liabilities**" means all Claims which may be alleged, threatened, made or brought by or against Sandvik and/or its Affiliates (or any of its Related Entities or Representatives) and all Losses which may be suffered or incurred by Sandvik and/or its Affiliates (or any of its Related Entities or Representatives); (b) "**Claims**" means any actual or potential claims, suits, actions, proceedings or investigations (whether by any investigative body, Sanctions Authority or otherwise), demands, judgments or awards; and (c) "**Losses**" means any losses, liabilities, damages, costs, charges or expenses (including reasonable professional fees incurred in investigating or defending any claim or proceeding whether such claim or proceeding is successfully defended or not), fines or penalties; and including all Losses which it may incur in investigating, considering, responding to, disputing, defending or settling any Claim (whether or not Sandvik and/or its Affiliates or any Related Entity or Representative is an actual or potential party to such Claim) or in establishing its right to be indemnified pursuant to the Contract.
- 25. Miscellaneous provisions**
- 25.1. Severability: If any provision of the Contract is found by a court or administrative body having competent jurisdiction over the Contract to be wholly or partly illegal, invalid, or unenforceable then that provision (or the part that is illegal, invalid, or unenforceable) shall be: (a) modified to the extent necessary to give effect to the commercial intention of the parties; or (b) where the above is not possible, treated as deleted from the Contract, provided that a deletion made under Clause 25.1(b) shall not affect the validity or enforceability of the remaining provisions (or part provisions) of the Contract.
- 25.2. Exclusive and cumulative remedies: Except as otherwise expressly provided in the Contract (including as a sole or exclusive remedy): (a) no right, power, privilege, or remedy conferred is intended to be exclusive of any other right, power, privilege, or remedy; and (b) remedies provided under the Contract shall be cumulative and in addition to, and not in lieu of, any other remedies available to either party at Law, in equity, or otherwise.

- 25.3. **Code of conduct and compliance with anti-bribery Laws:** The Purchaser shall at all times comply with: (a) the Sandvik Code of Conduct (a copy of which is available on request); and (b) all applicable Laws relating to anti-bribery and anti-corruption (including anti-money laundering) including the UK Bribery Act 2010, the US Foreign Corrupt Practices Act and the Malaysian Anti-Corruption Commission Act 2009, as amended from time to time).
- 25.4. **Modern slavery:** Without prejudice to any other provision within the Contract, the Purchaser shall, at all relevant times: (a) comply with the provisions of the Modern Slavery Act 2015, all applicable Laws made under it or relating to it and all other applicable Laws relating to anti-slavery practices and labour protection, and ensure that all of its personnel have received appropriate training on the same; (b) comply with the Sandvik Code of Conduct relating to modern slavery or human trafficking as is notified to the Purchaser by Sandvik from time to time; (c) immediately notify Sandvik in writing if it has reason to believe that it, or any member of its supply chain, is in breach of, or is likely to breach, the Modern Slavery Act 2015 or any provisions of this Clause 25.4 (or would do so if it were a party to the Contract), or if it receives a communication from any person alleging breach of the Modern Slavery Act 2015; (d) retain detailed, accurate, and continuously maintained records setting out: (i) its staff hiring procedures; (ii) its supplier and sub-contractor selection processes; and (iii) the steps it takes to ensure that it, and each member of its supply chain, is not engaged in any activity prohibited by the Modern Slavery Act 2015 and any other applicable Laws relating to anti-slavery practices and labour protection, and shall promptly provide copies of such records to Sandvik at Sandvik's request.
- 25.5. **Anti-facilitation of tax evasion:** The Purchaser shall (and shall ensure that its supply chain shall): (a) not engage in any activity, practice, or conduct which will or may constitute: (i) a tax evasion facilitation offence under applicable tax laws, including the UK Criminal Finances Act 2017 and the Malaysian Income Tax Act 1967, as amended from time to time, together, the "Tax Legislation"; or (ii) a foreign tax evasion facilitation offence under the Tax Legislation, where applicable; (b) have (and maintain in place) throughout the term of the Contract, a reasonable prevention procedure to ensure: (i) the prevention of the facilitation of tax evasion by another person (including without limitation employees of the Provider); and (ii) compliance with this Clause 25.5; (c) promptly report to Sandvik any request or demand from a third party made in connection with the Contract to facilitate the evasion of tax without undue delay; and (d) within twelve (12) months of Order Effective Date, and annually thereafter, certify to Sandvik in writing signed by an officer of the Purchaser, its compliance with this Clause by the Purchaser and all persons associated with it. For the purposes of this Clause, the meaning of reasonable prevention procedure shall be determined in accordance with any guidance issued under the Tax Legislation, where applicable.
- 25.6. **Assignment and novation:** The parties agree that: (a) Sandvik may assign, novate, or otherwise deal with the Contract pursuant to these ToS without the consent of the Purchaser, to the extent permissible by Law; and (b) the Purchaser agrees to provide all assistance reasonably required by Sandvik to give effect to its rights under this Clause.
- 25.7. **Subrogation rights:** Except where prohibited by Law, the Purchaser shall require its insurer (if any) to waive all rights of subrogation against Sandvik or Sandvik's insurers.
- 25.8. **No waiver:** No delay, neglect, or forbearance on the part of either party in enforcing against the other party any term or condition of the Contract shall be, or shall be deemed to be, a waiver or in any way prejudice any right of that party under the Contract.
- 25.9. **Notices:** Any notice or demand under the Contract shall be: (a) given in writing; and (b) delivered by registered mail, courier, or by hand to the address set out in the Order or, with the exception of the service of legal proceedings, sent by email to the address specified in the Order. A notice given in accordance with this Clause 25.9 shall be deemed to have been received: (a) if delivered by hand or courier on a business day (for the recipient) before 17:00 p.m. recipient's time, on the date of delivery; (b) if delivered by hand or courier on a business day (for the recipient) on or after 17:00 p.m. recipient's time, the business day (for the recipient) following the date of delivery; (c) if delivered by registered mail, seven (7) Days after the date of posting; or (d) email, at 9.00 a.m. (recipient's time) on the business day (for the recipient) immediately following transmission.
- 25.10. **Third party rights:** A person who is not a party to the Contract may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999 or otherwise.
- 25.11. **No partnership or agency:** The parties agree that nothing in the Contract is intended to create: (a) a partnership; (b) the relationship of principal and agent; or (c) the relationship of employer and employee, between the parties.
- 25.12. **Survival:** Those provisions of the Contract that, by their nature, are intended to survive the termination or expiry of the Contract, shall so survive.
- 25.13. **Governing law and jurisdiction:** The parties agree that the governing law of the Contract shall be the laws of Malaysia (without giving effect to its conflict of laws provisions). The parties irrevocably submit to the non-exclusive jurisdiction of the courts of Malaysia. The submission to the jurisdiction of the Malaysian courts shall not, however, limit the right of Sandvik to take proceedings against the Purchaser in any court which may otherwise exercise jurisdiction over the Purchaser or any of its assets. If either party determines there is any dispute or difference between them arising out of or in connection with this Contract (including interpretation of this Contract and conduct of the parties prior to this Contract) (in this clause called "dispute") then the party identifying the dispute must give written notice to the other party, detailing the dispute ("**Dispute Notice**"). Within fourteen (14) Days of the Dispute Notice, each party must nominate a representative (with authority to resolve the dispute) and the representatives must meet at least once to attempt to resolve the dispute. If the parties have not resolved the dispute within fourteen (14) Days of the Dispute Notice, then within twenty-eight (28) Days of the Dispute Notice, Sandvik may refer the dispute to binding arbitration, by notice to the Purchaser. The Purchaser has agreed to be bound to such arbitration, which shall be in accordance with the AIAC Rules, and shall be conducted in English. Where the dispute is referred to arbitration in accordance with this clause, the seat of the arbitration shall be Kuala Lumpur, unless Sandvik and the Purchaser mutually agree to another location, and the arbitration shall be conducted by a single arbitrator jointly selected by the parties, and in the event the parties cannot agree on the selection of the arbitrator within thirty-five (35) Days from the Dispute Notice, an arbitrator shall be appointed pursuant to the AIAC Rules. If Sandvik does not refer the dispute to arbitration within the time contemplated in accordance with this clause, then either party may refer the dispute to litigation. Despite the existence of a dispute under this clause, the parties must continue to perform their obligations under this Contract and (a) a party is not prevented from commencing a court proceeding relating to any dispute where that party seeks urgent interlocutory or declaratory relief; and (b) Sandvik is not prevented from commencing a court proceeding to recover any payment due under this Contract.
26. **Definitions**
In these ToS words or phrases beginning with a capital letter shall have their respective meanings given below:
- 26.1. **Affiliate:** any entity which: (a) is controlled by a party; (b) controls a party; or (c) is under common control with a party, where **control** means the direct or indirect ownership of more than fifty per cent (50%) of the shares or interests entitled to vote for the directors of such entity or equivalent power over the management of such entity, for so long as such entitlement or power exists.
- 26.2. **AIAC:** Asian International Arbitration Centre.
- 26.3. **AIAC Rules:** the Arbitration Rules of the Asian International Arbitration Centre, in effect on the date of the Contract
- 26.4. **Amount Payable:** the amount of any debit balance shown on an invoice.
- 26.5. **Confidential Information:** any information or data, in respect of a party or its Affiliates or Representatives or their respective operations, including but not limited to reports, brochures, technical documents, specifications, part-numbers, service manuals, drawings, information, interpretations, production methods, records, operations, processes, plans, product information, price lists, market opportunities and customers containing or otherwise reflecting any information that is or may be proprietary and includes, but is not limited to, trade secrets, concepts, know-how, designs, patent applications, inventions, Software, (cross) references, processes, business plans, and financial information, that a party discloses to the other party or its Affiliates or Representatives in writing, orally or otherwise.
- 26.6. **Connected Equipment:** equipment, including Goods, which have remote monitoring hardware or software installed, connected, and activated by Sandvik.
- 26.7. **Contract:** means: (a) the Order Acceptance; (b) these ToS; (c) the separate terms of use applicable to the Digital Services provided or made available to the Purchaser by Sandvik in advance of the provision of the Digital Services (if any); (d) the Quote; (e) the Order (subject to Clause 3.2) or contract to which these ToS have been attached or incorporated by reference; and (f) any other document which is attached to or incorporated by reference in the Order Acceptance, these ToS, the terms of use for the Digital Services (if any), or the Quote.
- 26.8. **Data Protection Legislation:** means: (a) if directly applicable, the General Data Protection Regulation ((EU 2016/679) ("**GDPR**") or the UK retained version of GDPR (as the case may be); and/or (b) any national laws, regulations and legislation in relation to data privacy, including the Malaysia Personal Data Protection Act 2010, as amended or updated from time to time.
- 26.9. **Day(s):** all calendar days, including weekends and holidays.
- 26.10. **Delay Payment(s):** the liquidated damages (if any): (a) expressly specified in the Contract; and (b) payable, subject to the performance relief mechanisms set out in these ToS, where specified Goods are not delivered on or before the expiry of the Delivery Date, provided that, under no circumstances, shall the Delay Payment payable for a relevant Good exceed 5% (five percent) of the total fees payable for that Good (ex VAT).
- 26.11. **Delivery Date:** the date (or period) for delivery of the Goods or Services as specified and agreed in the Contract.
- 26.12. **Digital Services:** the Sandvik digital services: (a) specified in the Contract; or (b) otherwise provided in connection with Connected Equipment (including the Equipment Monitoring Service).
- 26.13. **Distributor:** Sandvik Representatives (including agents, distributors, dealers, or other intermediaries) who: (a) sell or resell Goods, Services, or Digital Services; or (b) provide Sandvik with equipment or services.

- 26.14. **Due Date:** means, with respect to: (a) the sale of Goods comprising equipment, seven (7) Days from (and including) the issue date of the relevant invoice; (b) the sale of Goods comprising parts or consumables, chemical resins, or resin capsules, thirty (30) Days from (and including) the issue date of the relevant invoice; and (c) the supply of Services or Digital Services, thirty (30) Days from (and including) the issue date of the relevant invoice.
- 26.15. **Equipment Monitoring Service:** the services provided by Sandvik in connection with receiving Input Data as may be further detailed in the Contract which may include, but is not limited to, availability to Connected Equipment data via a web managed (or similar) subscription service received following online acceptance of any relevant web portal terms and conditions.
- 26.16. **Export Laws:** the: (a) UK Export Control Act 2002; (b) retained EU law version of the Dual-Use Regulation (428/2009/EC); (c) retained EU law version of the Anti-Torture Regulation ((EU 2019/125); (d) retained EU law version of the Firearms Regulation (258/2012/EU); (e) the Malaysian Customs Act 1967 and all subsidiary legislations, orders and regulations made under it; and (f) all other applicable import and export control laws of a Sanctions Authority.
- 26.17. **Facility:** a purchase or credit facility.
27. **Force Majeure:** any acts, events, omissions, or circumstances beyond a Party's reasonable control including (but not limited to): (a) any shortage of electricity, water, or other utilities; (b) lack of production or capacity; (c) a failure in public or third-party controlled telecommunications networks (including the Internet); (d) strikes, civil riots, civil rebellion, lock outs, labour disputes, fires, floods, storms, epidemics or pandemics, acts of God or public enemy, malicious or accidental damage, delays in transport or delays by a carrier service (including shipping, docking, unloading transfer, customs and removal of Goods at or from a port), breakdowns in plant, machinery, non-performance or failure by any bank in relation to sending or receiving money under the Contract due to applicable Laws; (e) compliance with Law, governmental order, rule, regulation or direction; or (f) acts or omissions of the Purchaser or a third party that would, or is likely to, result in Sandvik being in breach (or in the reasonable opinion of Sandvik is likely to become in breach) of any Law (including extraterritorial laws), any financing arrangements, including any loan facilities or issued notes of Sandvik AB (publ.) or any of its Affiliates, or the Contract. The parties agree that a breach of the Sanctions and Export Laws does not fall within the definition of "Force Majeure" except, with respect to Sandvik, for Sanctions and/or embargoes that relate directly or indirectly to Sandvik's supply chain.
- 27.1. **Goods:** the Sandvik equipment and/or other components supplied to the Purchaser under, and in accordance with, the Contract.
- 27.2. **Input Data:** data that is generated, collected, recorded, or uploaded either by, from or in connection with, the Connected Equipment, including utilisation information regarding the Connected Equipment and the standard industry data SAE J1939 but excluding any data or information regarding Sandvik's equipment control systems including how to achieve functional performance.
- 27.3. **Insolvency Event:** the Purchaser is or becomes subject to one or more of the following events: (a) it suspends or threatens to suspend payment of its debts or becomes unable to pay its debts when they are due; (b) its financial position deteriorates to such an extent that, in Sandvik's opinion, the Purchaser's ability to fulfil its obligations under the Contract has been placed in jeopardy; (c) it commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors; (d) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Purchaser; (e) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Purchaser; (f) a person becomes entitled to appoint a receiver over the assets of the Purchaser or a receiver is appointed over the assets of the Purchaser; (g) the holder of a qualifying floating charge over the assets of the Purchaser over the assets of the Purchaser has become entitled to appoint or has appointed an administrative receiver; (h) a creditor or encumbrancer of the Purchaser attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Purchaser's assets and such attachment or process is not discharged within fourteen (14) Days; (i) it informs any person that it is, presumed to be, insolvent; (j) it ceases or threatens to cease to carry on business; or (k) any guarantee or security given to Sandvik (including the Security Interest) in relation to the Purchaser is revoked or becomes unenforceable.
- 27.4. **Intellectual Property Rights or IPR:** (a) patents, any extensions of the exclusivity granted in connection with patents, petty patents, utility models, registered designs, plant variety rights, applications for any of the foregoing (including, but not limited to, continuations, continuations-in-part and divisional applications), the right to apply for and be granted any of the foregoing, rights in inventions; (b) copyrights, design rights, semiconductor topography rights, moral rights, publication rights, database rights; (c) trade marks and service marks, applications for any of the foregoing, the right to apply for any of the foregoing, rights in trade names, business names, brand names, get-up, logos, domain names and URLs; (d) rights in know-how, trade secrets and Confidential Information, data exclusivity rights; and (e) all other forms of intellectual property right having equivalent or similar effect to any of the foregoing which may exist anywhere in the world.
- 27.5. **Law(s):** (a) statutes, statutory instruments, regulations, by-laws, rules, ordinances, guidance, or subordinate legislation; (b) the common law and the law of equity; (c) a binding court order, judgment, or decree; (d) any industry code, guidance, policy or standard which, in each case, is enforceable by law or a regulator; and (e) any direction, policy, rule or order that is legally binding and that is made or given by a regulator.
- 27.6. **Minimum Technical Requirements:** has the meaning given in Clause 18.6.
- 27.7. **Order:** the purchase order or request issued by the Purchaser to Sandvik for the Goods, Services, or Digital Services.
- 27.8. **Order Acceptance:** Sandvik's acceptance of the Order and consequent agreement to the Contract by either: (a) delivering the Goods, Services, or Digital Services; or (b) issuing the Purchaser with a document named 'Order Acceptance' (or similar).
- 27.9. **Order Effective Date:** the date on which the Order Acceptance occurs.
- 27.10. **Output Data:** Input Data that has been processed by Sandvik in order to provide deliverables to the Purchaser as part of the Equipment Monitoring Service which always excludes any data or information regarding Sandvik's equipment control systems including how to achieve functional performance.
- 27.11. **party:** Sandvik or the Purchaser (as the case may be).
- 27.12. **parties:** Sandvik and the Purchaser.
- 27.13. **Personal Data:** has the meaning given in the Data Protection Legislation.
- 27.14. **POD:** proof of delivery (as issued by Sandvik to the Purchaser).
- 27.15. **Prohibited Country(ies):** Afghanistan, Belarus, Crimea, Iran, North Korea, Syria, Russia, non-government controlled areas of the Donetsk, Kherson, Luhansk and Zaporizhzhia oblasts of Ukraine or other Ukrainian territories claimed to be Annexed by Russia or any country or region which is, or whose government is, or becomes, a target of comprehensive, country-wide or territory-wide Sanctions. Sandvik reserves the right to amend the list of Prohibited Countries by written notice to the Purchaser.
- 27.16. **Project IPR:** the Intellectual Property Rights in any and all outputs, work products, or deliverables arising from, under, or in connection with the sale of the Goods or the provision or receipt of the Services or Digital Services.
- 27.17. **Purchaser:** the person or entity who Orders the Goods, Services, or Digital Services from Sandvik.
- 27.18. **Purchaser Obligations:** has the meaning given in Clause 12.2.
- 27.19. **Purpose:** Sandvik's business purposes including: development, optimisation, improvement, marketing, analysing market trends, evaluation of adoption rates, scheduling, and support of Sandvik's other current and future goods and services offerings, parts deliveries, software and hardware, product support, product development and other business improvements or offerings, including aggregating Sandvik Data with other data for the purpose of providing performance comparisons or benchmarking to Sandvik's other customers.
- 27.20. **Quote:** the quote or proposal document issued by Sandvik to the Purchaser for the Goods, Services, or Digital Services.
- 27.21. **Related Entity:** in respect of any entity, any of its representatives, contractors, subcontractors, intermediaries, joint venture and consortium partners, officers and directors and that entity's subsidiaries, parent companies (whether direct or indirect) and subsidiaries of a parent company, provided that such entity/person: (a) is receiving or performing services hereunder, or (b) is in any other way (directly or indirectly) associated with the Contract or linked to the Purchaser.
- 27.22. **Representatives:** any director, employee, officer, adviser, auditor, agent, consultant, distributor, or subcontractor of a party or its Affiliate.
- 27.23. **Return Note:** a written note from Sandvik instructing the Purchaser to return the Goods to a warehouse designated by Sandvik.
- 27.24. **Sanctioned Person:** any person, individual, entity, vessel, or aircraft: (a) specially designated, blocked, or otherwise individually listed or targeted by a Sanction or a Sanctions List; (b) that is resident or located in, operating from, or incorporated under the laws of a Prohibited Country; (c) that is, or is part of, the government of a Prohibited Country or any political subdivision, body, agency or instrumentality thereof, or fully or partially owned (directly or indirectly): or (d) fully or partially controlled by, or acting on behalf or at the direction of, or for the benefit of, any individual or entity on a Sanctions List (including but not limited to where the level of direct or indirect ownership amounts to 45% or more on aggregate).
- 27.25. **Sanctions:** any laws, regulations and orders enacted, administered, implemented, imposed, or enforced from time to time by any Sanctions Authority in relation to economic, financial, customs or trade sanctions or export controls, or similar restrictive measures, including Council Regulation (EU) No 833/2014, as amended.
- 27.26. **Sanctions Authority:** (a) the United Nations Security Council; (b) the United States of America; (c) the United Kingdom; (d) Canada; (e) Australia; (f) the European Union (and/or its individual member states); and (g) the respective governmental institutions and agencies of any of the foregoing, or any other jurisdiction that may be relevant to the performance of the Contract, or rights and obligations pursuant to the Contract (including jurisdictions relevant to any Related Entities or Affiliates, and/or to the end use of the Goods), including the Office of Foreign Assets Control of the US Department of Treasury (**OFAC**), the US Department of State, the Bureau of Industry and Security of the US Department of Commerce, the Office of Financial Sanctions Implementation, part of His Majesty's Treasury (**OFSI**), the European

- Commission and the relevant national competent authorities (**NCA**s) within an EU member state.
- 27.27. **Sanctions List:** any list of Sanctions targets maintained by a Sanctions Authority, including without limitation: (a) the Consolidated United Nations Security Council Sanctions List; (b) any list maintained by the OFAC or included in the International Trade Administration's "*Consolidated Screening List*", including the Specially Designated Nationals (**SDN**) and Blocked Persons List; (c) the Consolidated List of Financial Sanctions Targets or List of persons subject to restrictive measures in view of Russia's actions destabilising the situation in Ukraine, maintained by the UK Treasury; (d) the Consolidated List of Persons, Groups and Entities subject to EU Financial Sanctions; or (e) any similar list maintained by, or public announcement of sanctions made by, any other Sanctions Authority.
- 27.28. **Sandvik:** the Sandvik Group entity specified in, or relevant to, the Order Acceptance.
- 27.29. **Sandvik Code of Conduct:** Sandvik's code of conduct, available on request.
- 27.30. **Sandvik Data:** aggregated and/or anonymous data which is created, generated, derived or produced by Sandvik based on: (a) Input Data and/or Output Data; or (b) otherwise created through the use of the Digital Service (including the Equipment Monitoring Service), such data never to contain any Personal Data.
- 27.31. **Sandvik Group:** Sandvik and the Affiliates of Sandvik AB (publ.).
- 27.32. **Sandvik Indemnity:** has the meaning given in Clause 14.1.
- 27.33. **Sandvik IPR:** (a) all Intellectual Property Rights comprised in, relating to, or created as a result of, the sale of the Goods or the provision of the Services or Digital Services (including in the Sandvik Data); (b) all IPR in adaptations, add-ons, modifications, updates, and enhancements (including those made following a request or suggestion made by or on behalf of the Purchaser) made to the Intellectual Property Rights described in (a); and (c) any Intellectual Property Rights created in connection with the performance of the Contract (including all materials provided or made available by Sandvik in connection with the Contract and all Project IPR).
- 27.34. **Sandvik Warranty:** (a) the Sandvik standard warranty; and (b) if purchased in the Order, the Sandvik extended warranty, in each case, as in force as at the Order Effective Date.
- 27.35. **Security Interest:** a mortgage, transfer, pledge, notarial bond, lien or security cession, or any security or preferential interest or arrangement of any kind which allows a creditor to have its claims satisfied prior to other creditors from the proceeds of an asset (including retention of title, deposit of money by way of security or a conditionally repayable deposit or flawed asset arrangement) and includes any interest which can be registered under any law of any other jurisdiction that has an analogous or similar effect.
- 27.36. **Services:** the services specified in, or provided in connection with, the Order which Sandvik agrees to provide in the Order Acceptance.
- 27.37. **Software:** has the meaning given in Clause 18.1.
- 27.38. **Specified Risks:** a combination of one or more of the following: the availability or cost of raw materials, commodities, transportation, warehousing, energy, or other critical components or elements relevant to Sandvik's supply chain and the Goods, Services, or Digital Services (including as may be caused by market volatility, climate change, epidemics, or pandemics (including current and future variants of Covid-19 and other Corona strain viruses)).
- 27.39. **Terms and Conditions of Supply or ToS:** has the meaning given in Clause 1.1 (*Introduction, definitions, and interpretation*).
- 27.40. **Unsafe:** unacceptable actual or potential hazards and incidents relating to safety, health, or the environment (including in breach of applicable Laws).
- 27.41. **VAT:** any value-added tax, goods and services tax, consumption tax, or similar tax imposed by Law.
- 28. Interpretation**
- 28.1. The Contract (and the documents comprising the Contract) shall be construed and interpreted in accordance with the following rules: (a) headings are for ease of reference only and do not affect interpretation; (b) the singular includes the plural and vice versa; (c) a reference to a document or instrument includes the document or instrument as novated, altered, supplemented or replaced from time to time; (d) a reference to a "**person**" includes a natural person, partnership, body corporate, association, governmental or local authority or agency or other entity; (e) a reference to a legislative requirement or other Law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them; (f) the meaning of general words is not limited by specific examples introduced by the words "**including**", "**for example**" or similar expressions; (g) the rule known as *eiusdem generis* shall not apply and, accordingly, words introduced by the word "**other**" shall not be given a restrictive meaning by reason of the fact that such words are preceded by words indicating a particular class of acts, matters, or things; (h) references to "**material breach**" mean that such breach (which includes anticipatory breach, as that term is defined at common law); (i) is more than trivial, but need not be repudiatory; and (ii) if not remedied may, or is likely to have, a serious impact on the benefit that the innocent party would otherwise derive from the performance of the Contract in accordance with its terms, and the parties agree that any breach of any one or more of Clauses 13.5, 20, 22.4, 25.3, 25.4, or 25.5 shall be construed as a material breach; and (i) any obligation in the Contract on a party not to do something includes an obligation on that party not to agree, allow, permit or acquiesce to that thing being done.
- 28.2. The rule of interpretation that a written agreement shall be interpreted against the party responsible for the drafting or preparation of that agreement shall not apply.

SANDVIK'S PRIVACY NOTICE

The purpose of this notice is to set out the principles governing Sandvik's use of personal information which Sandvik obtains about you.

Sandvik AB (publ), reg. no. 556000-3468, Box 510, SE-101 30 Stockholm, Sweden ("**Sandvik AB**") and the Sandvik Group take your privacy and the security of your personal information very seriously. It is Sandvik AB's aim that you, if your personal information is processed by Sandvik AB, at all times shall feel confident that your privacy is respected and that due care is taken regarding your personal information.

Data user

Sandvik AB is the data user of the Personal Data that is submitted by you. Sandvik AB will comply with the Malaysian Personal Data Protection Act 2010 (the "**Act**").

Personal Data collected

Sandvik AB collects personal information such as first name, last name, e-mail address and country of residence and other information which is voluntarily submitted by you or collected from the CTOS database. All provision of such Personal Data is on a voluntary basis. If you decide not to provide Sandvik AB with any of your Personal Data, Sandvik AB may not be able to provide you with the products / services requested, which may in certain circumstances affect Sandvik AB's business relationship with you.

Purpose of the processing

The personal information provided by you will be processed for the purpose of providing the information and services you requested as well as for marketing, sales and product development purposes.

Transfer and sharing of personal information

Sandvik AB may give personal information within the Sandvik group of companies and to third parties, located within as well as outside Malaysia, such as a distributor of our products in order to process your orders and fulfil your requests.

Right to access and rectification

Under the Act you have a right of access and rectification in relation to your personal information. We may impose a fee for such access request to your Personal Data as prescribed by the Personal Data Protection Department from time to time.

If you want to obtain such information, or request that your data is edited or erased, please contact Sandvik AB using the following contact information:

Business Controller / Finance Manager
Sandvik AB; (publ)
Box 510, SE-101 30 Stockholm, Sweden
Phone: +60 3 7842 3700
Email: privacy@sandvik.com

Complaints or queries

Sandvik AB try to meet the highest standards when collecting and using Personal Data. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures.

If you have a complaint or a question or if you want to limit Sandvik AB's processing of your Personal Data, please contact the Business Controller / Finance Manager at privacy@sandvik.com or +60 3 7842 3700.

Conflict

In the event of a conflict between the terms in the English Privacy Notice and the corresponding Bahasa Malaysia version, the terms in the English Privacy Notice will prevail.

NOTIS PRIVASI SANDVIK

Tujuan notis ini adalah untuk menyatakan prinsip-prinsip yang mengawal bagaimana Sandvik akan menggunakan maklumat peribadi mengenai anda yang diterima oleh Sandvik.

Sandvik AB (publ), reg. no. 556000-3468, Box 510, SE-101 30 Stockholm, Sweden ("**Sandvik AB**") dan Sandvik Group memandang serius terhadap privasi dan keselamatan maklumat peribadi anda. Sasaran Sandvik AB adalah untuk membolehkan anda selalunya berasa yakin bahawa privasi anda dihormati dan maklumat peribadi anda dijaga dengan sewajarnya.

Pengguna data

Sandvik AB adalah pengguna data untuk data peribadi yang dibekalkan oleh anda. Sandvik AB akan mematuhi Akta Perlindungan Data Peribadi 2010, Malaysia ("**Akta**" tersebut).

Data peribadi yang dikumpul

Sandvik AB mengumpul maklumat peribadi seperti nama depan, nama keluarga, alamat e-mel dan negara mastautin dan maklumat lain yang dibekalkan oleh anda secara sukarela atau yang dikumpul daripada pangkalan data (*database*) CTOS. Segala pembekalan data peribadi tersebut adalah secara sukarela. Sekiranya anda memilih untuk tidak membekalkan Sandvik AB dengan data peribadi anda, Sandvik AB mungkin tidak akan dapat membekalkan anda dengan produk / perkhidmatan yang anda minta dan ia mungkin akan, dalam sesetengah kes, menjejaskan perhubungan perniagaan Sandvik AB dengan anda.

Tujuan pemrosesan

Maklumat peribadi yang dibekalkan oleh anda akan diproses untuk tujuan pembekalan maklumat dan perkhidmatan yang diminta oleh anda dan juga untuk pemasaran, jualan dan tujuan-tujuan pembangunan produk.

Pemindahan dan perkongsian maklumat peribadi

Sandvik AB mungkin akan membekalkan maklumat peribadi dalam kalangan kumpulan syarikat Sandvik AB dan kepada pihak-pihak ketiga, yang bertempat di dalam dan di luar Malaysia, contohnya seperti pengedar produk kami, untuk memproses pesanan anda dan memenuhi permintaan anda.

Hak akses dan pindaan

Di bawah Akta tersebut, anda mempunyai hak akses dan pindaan terhadap maklumat peribadi anda. Kami mungkin akan mengenakan fi ke atas permintaan akses data peribadi anda, sepertimana yang ditetapkan dari semasa ke semasa oleh Jabatan Perlindungan Data Peribadi.

Sekiranya anda ingin mendapatkan maklumat tersebut, atau meminta bahawa data anda diubah atau dipadam, sila hubungi Sandvik AB melalui butir-butir perhubungan yang berikut:

Pengawal Perniagaan / Pengurus Kewangan
Sandvik AB; (publ)
Box 510, SE-101 30 Stockholm, Sweden
Telefon: +60 3 7842 3700
Emel: privacy@sandvik.com

Aduan atau pertanyaan

Sandvik AB berusaha untuk mencapai standard yang tertinggi dalam pengumpulan dan penggunaan data peribadi. Oleh sebab itu, kami memandang serius terhadap sebarang aduan yang diterima oleh kami mengenai perkara ini. Kami menggalakkan orang supaya memaklumkan kepada kami sekiranya mereka berpendapat bahawa pengumpulan atau penggunaan maklumat oleh kami adalah tidak adil, mengelirukan atau kurang sesuai. Kami juga menyambut sebarang cadangan untuk menambah baik prosedur kami.

Sekiranya anda ada aduan atau pertanyaan atau sekiranya anda ingin mengehadkan pemrosesan data peribadi anda oleh Sandvik AB, sila hubungi Pengawal Perniagaan / Pengurus Kewangan di privacy@sandvik.com atau +60 3 7842 3700.

Konflik

Dalam keadaan berlakunya sebarang konflik antara Notis Privasi ini dalam Bahasa Inggeris dengan Notis Privasi ini dalam Bahasa Malaysia yang sepadan dengannya, terma-terma Notis dalam Bahasa Inggeris akan mengatasinya.