# General Terms and Conditions (International)
# Bühler + Neumaier GmbH & Co. KG

**1. Validity, Offers**

1.1 Unless agreed otherwise in writing all goods (“Goods”) are supplied by and all services or quotations are provided by Bühler + Neumaier GmbH & Co. KG (“we” or “us”) to our contractual partner (“Customer”) solely on the basis of and conditional on the Customer’s assent and agreement to the following General Terms and Conditions of Sales ("GTC"). Our offers are directed exclusively at entrepreneurs (as defined in Section 14 para. 1 of the German Civil Code (BGB), i.e. natural or legal persons or partnerships with legal capacity who, when concluding the transaction, are acting in the exercise of their commercial or independent professional activity) as well as legal entities under public law and special funds under public law. Notwithstanding the above, if these GTCs are construed as an acceptance, or as a confirmation acting as an acceptance, of Customer's order, then our acceptance is EXPRESSLY MADE CONDITIONAL ON CUSTOMER'S ASSENT TO ANY TERMS AND CONDITIONS CONTAINED HEREIN THAT ARE DIFFERENT FROM OR ADDITIONAL TO THOSE CONTAINED IN CUSTOMER'S WRITING. Further, these GTCs shall be deemed notice of objection to such terms and conditions of Customer. If these GTCs are construed as an offer, acceptance hereof is EXPRESSLY LIMITED TO THE TERMS AND CONDITIONS CONTAINED HEREIN. In any event, Customer's acceptance of the Goods or services shall manifest Customer's assent to these GTCs. Our shipment of the Goods shall not be interpreted as acceptance of any terms and conditions of Customer which are different from any terms and conditions contained herein.

1.2 These GTCs together with any other document agreed by us and the Customer constitute the entire and only agreement (the “Agreement”) between the parties relating to the supply of Goods and / or services by us to the Customer and supersede any previous form of general terms and conditions supplied by us to the Customer.

1.3 Our offers are non-binding. Any oral agreements or commitments made by our employees in connection with a contract shall only become binding upon our written confirmation.

1.4 In case of doubt, the latest version of the Incoterms published by the International Chamber of Commerce (ICC) shall be decisive for the interpretation of trade clauses.

**2. Prices, Offsetting, Withholding**

2.1 All prices and charges are based on our price list in force at the time of delivery and exclude VAT and any other present or future taxes (including but not limited to federal, state, local or other taxes, charges and duties). Whenever in our reasonable judgement such taxes are applicable, they will be added to our invoice as a separate charge to be paid by Customer promptly upon demand unless Customer provides us with a valid exemption certificate acceptable to us and the appropriate taxing authorities. Any such taxes paid by us at any time will be repaid by Customer. Customer shall be solely responsible and liable for any state or local use taxes imposed on the purchase of Goods hereunder.

2.2 Unless agreed otherwise in writing all prices shall be adjusted (increased or reduced) in accordance with the iron and steel index (esp. released by Eurostat: “Producer prices in industry: Manufacture of basic iron and steel and of ferro-alloys”) applicable at the time of delivery of the Goods.

2.3 In addition to and not in lieu of Section2.2, we shall be entitled to increase our prices anytime for any other reason. All such price increases shall be effective: (i) for all orders received after the effective date of the price increase; and (ii) for all Goods which are shipped more than two (2) months after the effective date of the price increase, even if the order for such Goods was received prior to notice of the price increase.

2.4 Unless otherwise agreed, payment shall be due immediately upon delivery or as specified in our invoices, without any deductions, and shall be made in such a manner that the funds are available to us on the due date. The Customer shall bear all costs associated with the payment transaction.

2.5 Customer shall not be entitled to set off claims or to withhold payments on the basis of any counterclaims that it may have against us.

2.6 Invoices not paid until the agreed payment date shall accrue a late payment charge of 1.5% per month, or the maximum amount permitted by law, whichever is greater, on the unpaid balance until paid (“Late Fee”). The imposition of a Late Fee is not intended to infer any consent, acquiescence or other agreement, expressed or implied, by us to forbear or otherwise defer collection of unpaid invoice amounts. Customer confirms, acknowledges and agrees that it would be expensive to attempt to determine the actual damage sustained by us as the result of the default payment of any individual account and that the charge of 1.5% per month referred to above represents a reasonable endeavour to fix our minimum probable loss resulting from delinquent payment, that such charge bears a reasonable relation to such loss and that such charge is reasonable in amount. In the event we commence a collection action, we shall be entitled to recover our reasonable attorney fees, expenses and costs associated with collection of unpaid amounts. We expressly reserve the right to assert claims for demonstrably higher damages. Our statutory rights and claims shall remain unaffected. However, the lump-sum compensation shall be credited against any further claims for damages. The Customer shall have the right to demonstrate that we have incurred no damage or a lower amount of damage.

2.7 In the event of Customer defaulting payment of any invoice or if other facts become known to us, which have the potential to significantly impair the credit standing of the Customer and which jeopardise payment of our outstanding claims, all invoices for all deliveries made/services rendered by us shall become immediately due for payment and we may reject or hold orders, or withhold deliveries under any order, until the full account is settled. In addition, we shall be entitled to require advance payments or collateral security for future orders.

2.8 Any agreed cash discount shall apply only to the invoice value excluding freight costs and is conditional upon the full settlement of all outstanding liabilities of the Customer at the time the discount is applied. The discount period shall commence on the date of the invoice.

2.9 We shall be entitled to set off any claims to which we are entitled against the Customer against any claims the Customer may have against us, irrespective of the legal grounds on which such claims are based.

2.10 Orders accepted by us cannot be cancelled or modified except with our written consent and upon terms that will indemnify us against loss. In particular, but not limited, Customer shall be responsible for the costs associated with all work in progress, any inventory, any costs in preparatory work and raw materials acquired specifically for the Goods. Customer will be responsible for all non-recoverable costs incurred by us related to such cancellation or modification and will be invoiced accordingly.

**3. Tolerances, Quality, Information**

3.1 Quantity tolerances of up to 10% attributable to the material and production process shall be permissible.

3.2 Goods shall be prepared in accordance with industry standards and the Specifications (as defined below in Section 7). Any deviations – except for deviations from the Specifications – that do not have an adverse effect on usability shall not be a breach of the warranty for the Goods.

3.3 All statements, services, information and recommendations about our Goods and services and the use or application of such Goods or services, including but not limited to pictures, drawings, printing samples, dimensions, weights, and technical data information in advertising and technical prospectuses that are published by us (“Information”), are based on our experience and shall only be considered approximate, unless exact conformity is expressly agreed. If we provide Information and this Information is not included in the services to which we have committed ourselves in the Agreement, this shall be done free of charge and such Information does not constitute an express or implied guarantee or warranty as to accuracy, or results to be obtained.

3.4 Models, drawings, and other manufacturing aids shall remain our unrestricted property, even if the Customer has contributed to their costs. Unless otherwise agreed in a separate contract, the obligation to retain such items ends 6 months after delivery of the last order produced with them.

**4. Title**

4.1 Title to the Goods shall only pass to the Customer when the Customer has fully paid all of our invoices (“Reserved Goods”).

4.2 Unless otherwise agreed, the Customer shall carry out any processing or modification of the Reserved Goods for us as the manufacturer, without any obligations for us arising from this. If the Reserved Goods are processed together with materials of other owners or if the value of the processed Goods is higher than the value of the Reserved Goods, we shall become joint owner of the new goods according to the pro rata invoice value of the Reserved Goods to the value of the new goods. In the event that we do not become co-owner this way, the Customer already assigns his future ownership or the above ratio of joint ownership of the new goods that are created to us as security. This Section 4 applies mutatis mutandis with respect to the goods created by processing the Goods.

4.3 The Customer shall be entitled to resell the Reserved Goods only in the ordinary course of business and under its usual terms and conditions, provided that Customer is not in default with payment and that Customer does not arrange non-assignability with his customer. This entitlement is conditional upon the claims arising from such resale being assigned to us in accordance with Sections 4.4 to 4.9. The Customer is not authorized to dispose of the Reserved Goods in any other manner. The Reserved Goods may neither be pledged nor may ownership thereof be transferred as security.

4.4 The Customer hereby assigns the claims arising from the resale, including all ancillary rights and any current account claims, to us - in the case of joint ownership, Customer shall assign a proportion of the claims that equals the share owned. The same shall apply to any other claims that take the place of the Reserved Goods or otherwise arise in connection with the Reserved Goods, such as insurance claims or claims arising from tortious acts in the event of loss or destruction. These claims shall serve as security to the same extent as the Reserved Goods themselves. If the Reserved Goods are resold by the Customer together with other goods not sold by us, the claim arising from the resale shall be assigned to us in proportion to the invoice value of the Reserved Goods relative to the invoice value of the other goods sold. In the event of the resale of goods in which we hold a co-ownership share pursuant to Section 4.2, a portion of the claim corresponding to our co-ownership share shall be assigned to us.

4.5 We authorize the Customer to collect the claims ceded to us in his own name for our account. If the Customer breaches the Agreement, in particular if Customer is in default payment or if an application to institute insolvency proceedings with respect to his assets is submitted, we shall be entitled at any time to (i) revoke the authorization to collect payment, (ii) the third party debtor of the assignment or/and to require the Customer to disclose the assignment and (iii) to be provided by Customer with all information and records necessary for the collection of the claims. Reserved Goods shall not be pledged or title there-to transferred as collateral.

4.6 The assignment of claims to third parties arising from the resale shall not be permitted, unless such assignment takes place by way of genuine factoring, has been duly notified to us, and the proceeds from the factoring

exceed the value of our secured claim. Our claim shall become immediately due upon crediting of the factoring proceeds.

4.7 If and as long as we are the owner of the Reserved Goods, the Customer shall promptly inform us in writing if the Reserved Goods are attached or if a claim is submitted with respect to the Reserved Goods (or any part thereof) in another way, and/or if a petition for liquidation is filed or a suspension of payments is applied for with regard to the Customer. In the event of an attachment, suspension of payments or liquidation, the Customer shall immediately point out our proprietary rights to the bailiff levying the attachment, the administrator or the receiver.

4.8 If the Customer defaults on payment, we shall be entitled to rescind the contract and require the Customer to return the Reserved Goods without any further grace period for rectification. After the goods have been returned we shall be authorized to utilize same. Our right to assert additional claims for compensation shall remain unaffected by the foregoing.

4.9 If the value of the securities to which we are entitled exceeds the value of our secured claims by more than 50 %, we shall select and release securities in excess of this figure on request of the Customer.

**5. Term of Delivery, Force Majeure**

5.1 Delivery shall be made FCA (Incoterms® 2020) at our designated place of dispatch (77716 Hofstetten), which shall also be the place of performance.

5.2 All shipping dates are tentative. We reserve the right to postpone delivery if the Customer does not provide necessary assistance, e.g., provision of all official certificates, arrangement of letters of credit and guarantees, or payment of advance deposits, or if the Customer requests subsequent changes to the Agreement.

5.3 We shall not be liable for nonperformance or for delays in delivery to the extent that same have been caused by force majeure or other events for which we are not responsible and which were not foreseeable when the Agreement was concluded (including but not limited to: acts of God or public enemy; terrorist acts; power outage; accidents; interruptions in operation of any kind; transport delays; strikes; lockouts; shortage of or inability to obtain employees, equipment, adequate or suitable raw materials or transportation facilities; difficulties to obtain necessary permits from authorities; action by the authorities; epidemic or pandemic events; and non-delivery, incorrect delivery or delays in delivery by suppliers). If our delivery of Goods or performance of services is significantly impeded or made impossible by such events, we are entitled to withdraw from the contract if the impediment or impossibility is not merely temporary. In the event of temporary interruptions, any deadlines or delivery dates for the Goods or services shall be extended or postponed to a later date in accordance with the duration of the impediment plus a reasonable start-up period. If the Customer cannot reasonably be expected to accept delivery of the Goods or provision of the services at such later date, the Customer shall be entitled to terminate the contract by immediately providing us with written notice of termination.

**6. Delay in Taking Delivery**

If the Customer fails to take delivery as agreed or if our delivery is delayed for reasons for which the Customer is responsible, we shall be entitled to demand compensation for all losses arising therefrom, including without limitation storage costs, abortive journeys or part deliveries. We shall be entitled to receive a lump-sum compensation for storage costs in the amount of 0.5% of the invoice amount for the Goods stored per completed week up to a maximum of 5% of the invoice amount, starting with the delivery date or - if there is no delivery date – with the notification that the Goods are ready for dispatch. Such amounts shall be paid by Customer within ten (10) days of invoice by us. The parties acknowledge that such sum is intended to be a reasonable estimation of the storage costs for the delayed delivery and is not intended as a penalty to Customer. We reserve the right to assert demonstrably higher damages. Our statutory claims and rights shall remain unaffected. The amounts paid by Customer as set forth above, shall, however, be deducted from any further claims for damages.

**7. Properties of Goods**

All Goods are manufactured by us to conform with: (i) our product requirements which are applicable for this type of product in our normal business practice, and (ii) the requirements which are specifically agreed between the Customer and us (collectively "Specifications"), subject to the provisions of Section 3 above. Liability for a specific purpose shall only be assumed to the extent that this has been expressly agreed; otherwise, the risk of suitability and intended use shall be borne exclusively by the Customer, who is responsible for verifying whether the Goods delivered by us are suitable for the Customer's intended purpose.

**8. Trading terms, Passing of risk**

8.1 Trading terms shall be interpreted in accordance with the latest Incoterms. The equivalent of delivery shall have been made if the Customer fails to accept delivery after due notice. We shall not be liable for any deterioration, loss, or improper handling of the Goods after the transfer of risk. Insurance policies are only concluded by us on the basis of a separate agreement and at the Customer's expense.

8.2 If, based on a separate agreement, we are responsible for organizing the transport and – through no fault of our own – transportation via the intended route or to the intended destination within the intended timeframe becomes impossible or substantially more difficult, we shall be entitled to deliver via an alternative route or to an alternative destination. The Customer shall bear any additional costs incurred as a result. The Customer shall be given the opportunity to comment in advance.

8.3 We are entitled to make partial deliveries.

**9. Call-off orders, continuous deliveries**

9.1 In the case of contracts with continuous deliveries, the Customer shall provide us with call-offs and assortment specifications for approximately equal monthly quantities; otherwise, we shall be entitled to make the determinations ourselves at our reasonable discretion.

9.2 If the individual call-offs exceed the total contract quantity, we shall be entitled, but not obliged, to deliver the excess quantity. We may charge for the excess quantity at the prices valid at the time of the call-off or delivery.

9.3 In the case of call-off orders, Goods reported as ready for shipment have to be called off immediately, otherwise we shall be entitled, after issuing a reminder, to ship them at the Customer's expense and risk at our discretion or to store them at our own discretion and invoice them immediately.

**10. Warranty**

10.1 Customer shall carry out an inspection of all Goods immediately upon receipt. All claims of any nature shall be barred unless we receive written notice of any failure to conform to the warranty set forth below ("non-conformity") within ten (10) business days after receipt of the Goods. In respect of non-conformities which a reasonable and diligent Customer could not have discovered during a thorough inspection (“Hidden Defect”), Customer must notify us thereof within ten (10) business days after discovery of the Hidden Defect. Customer's sole and exclusive remedy for any nonconformity is set forth in Section 10.2 below. FAILURE TO NOTIFY US OF ANY NON-CONFORMITY WITHIN TEN (10) BUSINESS DAYS AFTER RECEIPT OF ANY GOODS (OR IN THE CASE OF HIDDEN DEFECTS AS DEFINED ABOVE: DISCOVERY OF THE HIDDEN DEFECT) SHALL CONSTITUTE ACCEPTANCE OF SUCH GOODS AND WAIVER OF ALL CLAIMS WITH RESPECT TO ANY NON-CONFORMITY.

10.2 We shall be under a duty to accept claims arising from the delivery of defective Goods only if the Customer has fully complied with (i) its duty to inspect the Goods and notify defects under Section 10.1 above and (ii) its duty to notify us that the Goods are to be used in a Critical Application in accordance with Section 13 below.

10.3 The Goods are warranted to be free from defects in material or workmanship and to conform to the Specifications at the time of the passing of the risk, subject to the provisions of Section 3 above. This warranty applies solely to the original Customer and creates no rights or obligations for any third party. Upon the determination to our satisfaction that the Goods were stored and used by Customer in accordance with our suggested, applicable standards (if any) and not damaged during transportation, Customer’s sole and exclusive remedy for breach of this warranty shall be the replacement of the defective Goods or, at our option, the issuance of a credit or refund in an amount up to the purchase price of the defective Goods. In no event shall we be responsible for claims beyond the purchase price of the defective Good. Customer will maintain traceability of converted Goods to confirm a claim is based on our actual Goods, and lack of traceability may result in denial of a claim in whole or in part.

10.4 THE WARRANTY SPECIFICALLY SET FORTH IN SECTION 10.3 ABOVE IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE AND/OR NON-INFRINGEMENT, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE. WE EXPLICITLY AND SPECIFICALLY DISCLAIM AND EXCLUDE ALL OTHER WARRANTIES. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CHECK WHETHER THE GOODS WE SUPPLY ARE SUITABLE FOR THE PURPOSE PLANNED BY THE CUSTOMER.

10.5 CLAIMS NOT FILED BY CUSTOMER WITHIN 12 MONTHS OF SHIPMENT OR SERVICE DATE ARE WAIVED AND BARRED.

10.6 Samples etc. as well as advice, information and suggestions about the use, processing and possible applications of our Goods are only indicative and shall never bind us unless we have expressly agreed to the contrary.

**11. Limitations of Liability**

NOTWITHSTANDING ANY OTHER PROVISION HEREOF OR ANY MANDATORY APPLICABLE LAW OUR LIABILITY FOR DAMAGES CAUSED BY US, OUR CORPORATE BODIES, SUBCONTRACTORS, EMPLOYEES, VICARIOUS AGENTS (ERFÜLLUNGSGEHILFEN) OR OTHER ASSOCIATES (HILFSPERSONEN) SHALL BE LIMITED AS FOLLOWS: (I) IN NO EVENT WILL WE BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, CONTINGENT, OR PUNITIVE DAMAGES IN CONNECTION WITH THESE GTC OR ANY ORDER, WHETHER BASED ON THEORIES OF BREACH OF WARRANTY, BREACH OF CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR BUSINESS INTERRUPTION, WHICH FOR THIS PURPOSE SHALL BE CONSIDERED TO BE INDIRECT DAMAGES, LOSS OF USE OF THE GOODS, OR LOSS OF GOODWILL EVEN IF CUSTOMER HAS ADVISED US OF THE POSSIBILITY OF SUCH DAMAGES; AND (II) NOTWITHSTANDING WHETHER ANY REMEDIES SPECIFIED HEREIN ARE DEEMED TO FAIL OF THEIR ESSENTIAL PURPOSE, OUR LIABILITY TO CUSTOMER WILL NOT EXCEED THE PURCHASE PRICE PAID BY CUSTOMER FOR THE GOODS OR SERVICES ON WHICH SUCH LIABILITY IS BASED. IN CASE THAT WE OR OUR CORPORATE BODIES ACT GROSSLY NEGLIGENT AS WELL AS IN CASE OF INTENTIONAL MISCONDUCT THE ABOVE LIMITATION OF LIABILITY SHALL NOT APPLY.

**12. Third Party Rights, Contributory Patent Infringement, Copyright**

12.1 Unless agreement is made to the contrary, Customer shall be responsible for verification of whether the Goods, which we manufacture in accordance with the order placed, infringe the rights of third parties. Customer in particular acknowledges that certain uses or applications of the Goods may

be protected by patents and/or by further members of these protective right families and that using the inventions protected by these patents i.a. in the Federal Republic of Germany and in further countries may require the consent of the patent proprietor. Customer indemnifies us against all claims that may be made by third parties because of the violation of statutory regulations or rights of third parties due to the arrangements made in the order and/or unlawful uses or applications of the Goods by the Customer. We assume no liability for damage that is caused by non-compliance.

12.2 In the event that Customer provides any designs, labels, or other instructions for the manufacture of the Goods (collectively "Customer Supplied Materials"),the Customer shall be responsible for verification of whether the Goods we manufacture in accordance with the Customer Supplied Materials infringe the intellectual property rights of third parties. The Customer will indemnify, hold harmless and defend us against all and any claims, demands, actions, costs, liabilities, losses and damages of any kind (including attorneys' fees) arising in connection with third party claims that the Goods infringe or misappropriate intellectual property rights as a result of use of Customer Supplied Materials.

12.3 Unless specific agreement to the contrary is reached, we reserve all copyright and / or all other intellectual property rights to the Goods (e.g. samples, sample rolls, specifications, patterns, designs etc.) developed and / or manufactured by us.

**13. Critical Applications**

Goods intended for the below mentioned critical applications (hereinafter: the "Critical Applications") require special arrangements in terms of technical production, quality control, traceability and regulatory framework. Therefore, unless otherwise provided for explicitly in any specific agreement with Customer, the Goods are not designated for the manufacture of products for or the use in Critical Applications. In the event Customer is considering use of the Goods in any Critical Application Customer shall notify us in advance. Critical Applications are:

- Medical devices and/or pharmaceutical applications;
- Aviation and/or aerospace;
- Rotor blades for wind turbines; and
- Military, space and defense.

In the event of any use of the Goods in Critical Applications, the following provisions shall apply and shall supersede any conflicting provisions in these GTCs: (i) WE PROVIDE THE GOODS "AS IS" AND DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE AND/OR NON-INFRINGEMENT, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE; and (ii) Customer will indemnify, hold harmless, and defend us against any and all claims, demands, actions, costs, liabilities, losses and damages of any kind (including attorneys' fees) arising in connection with third party claims for death, personal injury or property damage based on the Goods

**14. Shelf Life**

Unless otherwise specifically agreed in writing, Shelf Life of the Goods is six (6) months starting from the production date of the Goods. "Shelf Life" means the period during which the Goods can be stored and processed without deterioration of their usability according to the agreed specifications, provided that the Goods are stored in accordance with the storage guidelines issued by us.

**15. Data Protection**

Personal data shall be collected, processed, and used solely in compliance with applicable data protection laws and regulations. Further details are provided in our Privacy Policy, which can be accessed at [https://buehler-neumaier.de/datenschutz/] and is also available upon request at any time.

**16. Applicable Law and Jurisdiction**

16.1 These GTC and the business relationship between the parties are subject to the laws of Switzerland, without regard to its conflict of laws rules. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

16.2 All disputes arising out of or in connection with these GTC and the business relationship between the parties shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules. The place of the arbitration shall be Zürich, Switzerland. The arbitration shall be conducted in the English language.

**17. Partial Invalidity**

If any provision of this Agreement or any provision included in it later is or becomes void or invalid in whole or in part this shall not affect the validity of the other provisions and the invalid provision shall be replaced with a valid replacement provision that is similar in meaning and effect.

**18. Assignment**

Any assignment of this Agreement by Customer or of any rights hereunder, in whole or in part, without our prior written consent shall be void.

**19. Non-Waiver**

Failure by us to insist upon strict performance of any of the terms or conditions hereof, failure or delay to exercise any rights or remedies provided herein or by law or to properly notify Customer in the event of breach, or the acceptance of payment for any Goods hereunder, shall not be deemed a waiver of any right of us to insist upon strict performance hereof or any of our rights or remedies or as to any prior to subsequent default hereunder, nor shall any termination of this agreement operate as a waiver of any of the terms hereof.

**20. No Agency**

Nothing in these GTCs or in any other document shall establish or be interpreted as establishing the relationship of principal and agent or any relationship of a similar nature between the parties hereto, and Customer shall have no power to bind us in any respect.

**21. No On-Site Services**

Nothing in these GTCs shall require or be interpreted as requiring us or any of our agents to provide any on-site services of any kind in connection with the sale of Goods or otherwise

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