

GRUNDFOS' GENERAL TERMS AND CONDITIONS OF SALE AND DELIVERY OF PRODUCTS AND SERVICES

INTRODUCTION

1. APPLICATION

1.1 These General Terms and Conditions of Sale and Delivery of products and services ("General Terms and Conditions") apply to the delivery by Pompes Grundfos Distribution SAS ("Grundfos") of products, services, and products in connection with services to customer.

1.2 The parties have entered into an agreement, when one party's offer is accepted by the other party, without reservations or alterations. Customer's receipt of products or services constitutes acceptance in fact. The offer, the acceptance, the General Terms and Conditions (irrespective of reference or not), and any other documents explicitly accepted by Grundfos, constitute the agreement for customer's purchase of products or services (the "Agreement"). In some special cases, a separate contract is signed in addition to the above-mentioned documents. Unless Grundfos gives its approval in written, any unjustified order's cancellation (at Grundfos's discretion) after the conclusion of the contract leads to the payment of the original price, entirely, in accordance with the present general terms and conditions.

1.3 Customer must ensure that Grundfos' acceptance corresponds with customer's offer. If customer fails to notify Grundfos of any non-correspondence without undue delay, Grundfos' acceptance will be binding upon customer.

2. INFORMATION BY GRUNDFOS

2.1 In addition to the information delivered by Grundfos, the customer can ask for any technical advice to a third party if the customer deems it necessary. In this particular case, Grundfos cannot be held responsible for the information given to the customer, or to any third party acting on behalf of the customer, before, during or after the execution of the contract.

2.2 The potential advice given by Grundfos are given only within Grundfos' field of operation, to Grundfos' best knowledge at the time the advice was given and solely based on the information provided by customer to Grundfos. Therefore, Grundfos cannot be held responsible for lack of advice if the customer cannot prove that all the needed information were given to Grundfos in order to be properly advised.

PRODUCT SPECIFIC REGULATION

3. GRUNDFOS' INSPECTION

3.1 All products are subject to inspection and standard testing before dispatch from the factory. Grundfos may supply a certificate of order conformity on customer's demand which must be requested before the placing of any orders and at a charge requested by Grundfos. The test certificate is intended to establish the fact that products are manufactured following Grundfos' technical specifications and internal quality procedures. A performance test report can also be delivered in the same conditions.

4. DELIVERY OF THE PRODUCTS AND TIME OF DELIVERY

4.1 Grundfos shall deliver all products at the place and time agreed in writing, provided that customer has ensured that all technical details and formalities concerning the execution of the Agreement are available to Grundfos.

4.2 If products are not delivered [90] days after the agreed delivery date, customer may terminate for cause, by written notification, the part of the Agreement concerning products in delay.

4.3 If customer does not take delivery (fully or partly) on the date agreed, customer shall pay as if delivery had been made, and Grundfos is entitled to damages from customer for any loss suffered due to non-delivery including additional transportation and storage costs. Grundfos may alternatively terminate the Agreement (or part thereof) and claim damages from customer for any loss suffered caused by non-delivery, including any additional transportation costs.

4.4 Grundfos may deliver the products by instalments in any sequence.

5. RISK AND TITLE

5.1 If no differently agreed between the parties, products and services delivered in France Hexagonale are delivered according to the INCOTERM DAP (see Incoterms 2020). For deliveries outside France Hexagonal, products and services are delivered according to the INCOTERM FCA (see incoterms 2020) (unless otherwise stated in the Agreement).

5.2 For products delivered in connection with service, the risk of loss of or damage to the products will pass to customer on completion of the services. However, if the products are delivered together with the services, but so that the products are temporarily placed at customer's/end-user's site until installation (without Grundfos being present at the site), the risk of the products passes to customer when Grundfos delivers the products to the site.

5.3 Ownership of the products will not pass to customer until Grundfos has received payment in full. If customer does not pay, Grundfos is entitled to take back the products at the sole cost of customer. Such retention of ownership does not affect the passing of risk.

6. EXAMINATION

6.1 The recipient of the order has to verify if the transportation contract has been correctly executed on its own responsibility. If not, he must take any and all necessary measures to retain remedies against the carrier. In case of damage and/or of missing product, the Client must, in accordance with article L.133-3 from the French commercial code:

•Set immediately, definitively and clearly on the shipping note the nature and extent of the damage when the goods are received; •Confirm its protest to the carrier within three (3) working days following the reception of the products, by registered letter with an acknowledgement of receipt.

The respect of these two conditions is mandatory for seeking the liability of the carrier thereafter. If this process is not respected by the Client, all consequences of a defective delivery would be supported by the recipient of the order only.

A copy of the registered letter with an acknowledgement of receipt sent to the carrier shall be sent to the Seller too as the Seller has to be informed of its Client's potential difficulties.

6.2 Immediately upon delivery of products (not delivered and installed in connection with service), customer shall examine the products for any visible defects, or shortage, and ensure that the delivered products comply with the order confirmation. If customer does not make such examination and notify Grundfos accordingly (if relevant) without delay, customer shall forfeit its right to claim any defects in the delivered products, which customer could have discovered during such examination.

SERVICE SPECIFIC REGULATION

7. DELIVERY OF SERVICES AND TIME OF DELIVERY

7.1 Grundfos shall perform the services professionally and skilfully.

7.2 Grundfos shall perform the services at the agreed place and time, provided that all technical details and formalities concerning the execution of the Agreement are available to Grundfos.

7.3 Grundfos shall perform the services during normal working hours according to Grundfos' policy at the time of performance and delivery (weekends and national holidays are outside normal working hours). The parties may agree that Grundfos shall perform work outside normal working hours; Grundfos will invoice for such hours at Grundfos' applicable rates.

7.4 If Grundfos has not performed and delivered the services 90 days after the agreed delivery date, customer is entitled to terminate for cause, by written notification, the part of the Agreement in delay.

7.5 Clause 4.3 shall apply if customer does not take delivery of the services or part thereof as agreed.

7.6 Grundfos shall use reasonable endeavours to observe all customer's health and safety rules and regulations, and any other reasonable security requirements that apply at customer's premises, which customer has communicated to Grundfos. Grundfos shall not be liable for any breach of its obligations under the Agreement, to the extent that such breach is due to Grundfos' observation of customer's health and safety regulations, unless Grundfos had received a written copy of such regulations before entering into the Agreement.

7.7 Unless otherwise agreed, Grundfos will perform the services by one person. In due time before Grundfos' performance of the services, customer shall inform Grundfos, if the performance of services will require more than one person. If customer fails to do so, Grundfos may invoice all accrued costs to customer, also without completion of the services.

7.8 Grundfos shall be entitled to sub-contract any of its obligations without the consent of customer. Grundfos is liable for any acts or omissions of its sub-suppliers.

8. CUSTOMER'S OBLIGATIONS

8.1 Customer shall (at its sole cost) and where relevant ensure that its customers' and end-users':

- co-operate with Grundfos in all matters relating to the delivery of the services;
- provide to Grundfos and its representatives access to customer's premises and other facilities as reasonably required for the delivery of the services;

- provide adequate lighting, heating, power, ventilation and draining as per Grundfos' reasonable requirements;
- inform Grundfos' engineer or representatives on each visit about any unsatisfactory running or irregular performance of the product on which Grundfos is performing services;
- provide to Grundfos with such documents, information, tools and materials required by Grundfos for the proper provision of the services ("In-Put Materials") and ensure that the In-Put Material is accurate in all material respects;
- ensure that all In-Put Materials are in good working order and suitable for the purposes for which they are used in relation to the services;
- prepare and maintain the relevant premises for the supply of the services, including identifying, monitoring, removing and disposing of any hazardous materials following all applicable laws, before and during the performance of the services;
- inform Grundfos of all health and safety rules and regulations and any other reasonable security requirements that apply at customer's premises;
- obtain and maintain all necessary permits, authorisations, licences, approvals, and consents and comply with all relevant legislation enabling Grundfos to - (i) deliver the services at customer's premises and - (ii) to use the In-Put Materials;
- warrant that customer is the rightful owner of any equipment or system to be serviced; and
- to the extent that it may interfere with the performance of the services, not provide or grant access to any equipment or system to be serviced to any third party for examination or disassembly.

GENERAL REGULATION

9. PRICE, PAYMENT TERMS AND INVOICING

9.1 The price for the products and services is the price agreed between Grundfos and the Customer. This price does not include VAT and other costs which may vary depending on the delivery conditions and the destination as indicated on the order confirmation and the invoice (for example: special packaging, specific transport, minimum of order or exceptional surcharges).

9.2 Grundfos will invoice customer at shipment. Customer shall pay Grundfos as stated in the order confirmation or in the absence hereof within [30] days from the date of the invoice.

9.3 Prices are in euros unless otherwise mentioned on the offer or the invoice. Any amount payable by customer is exclusive of amounts in respect of value added tax, sales tax or other excise duties chargeable. Customer shall pay any of the aforementioned at the same time as payment is due for related products or services.

9.4 Following applicable law, customer shall (i) pay withholding taxes directly to the appropriate government entity as required by applicable law; (ii) upon request, provide a tax certificate to Grundfos evidencing that customer has paid withholding taxes; (iii) pay Grundfos only the net proceeds after customer has paid withholding taxes; and (iv) fully cooperate with Grundfos in seeking a waiver or reduction of withholding taxes and promptly complete and file all relevant documents.

9.5 If customer does not pay on the due date, Grundfos may, with no effect on any other right or remedy that Grundfos may have under applicable law, claim payment for reminders, collection charges and interest. In accordance with article L.441-10 from the French commercial code, any lack of payment by the Client even partial and any payment made after the due date can give rise ipso jure and without further formalities to the application of late penalty fees. The customer shall pay interest on the overdue amount at the interest rate applied by the European Central Bank to its most recent main refinancing operation plus ten (10) percentage points. As well, in case of payment made after the due date, a flat penalty of 40 euros will be applied automatically and without any formal procedures for recovery costs in accordance with article L.441-10 and D.441-5 from the French commercial code and in addition to any potential recovery costs that the Seller could be obliged to support. Grundfos may also (i) make further supply subject to guaranteed payment and suspend other deliveries until customer has provided the guarantee required by Grundfos; or (ii) suspend the provision of further deliveries until customer has paid the overdue amounts in full.

9.6 If customer does not pay overdue invoices (despite one reminder) or in the event of termination of the Agreement, then all payments payable to Grundfos, become due for immediate payment.

9.7 Grundfos may change the price of products, services and other charges published in the price and other charges list at any time without prior notice to the customer. If a published price changes after the customer has placed an order, Grundfos may, as its option, due to exceptional circumstances, apply the updated price to customer for acceptance. If customer does not accept the updated price, Grundfos may, sue to an exceptional context, as its option, cancel the customer's order with Grundfos' sole obligation being to refund any payment already made by Customer.

10. WARRANTY

THE WARRANTY

10.1 Grundfos warrants to deliver the products and services in accordance with the Agreement. A product is defective only if it is not delivered in accordance with the Agreement due to faulty material, design or manufacturing on the part of Grundfos or a third party acting on Grundfos' behalf.

10.2 Without altering the general nature of Clause 10.1, damage is not covered by the warranty if due to (including); ordinary wear and tear; use of the products for applications for which they are not intended; installation of the products in an environment not suitable for the products in question; modifications, alterations or repair of the products or services undertaken by customer or a third party (not acting on Grundfos' behalf); failure to follow Grundfos' instructions, e.g. in its installation-, operation-, maintenance- or service manual; installation, commissioning, operation (e.g. use of any Grundfos product outside its specifications) or maintenance not in accordance with Grundfos installation-, operation-, maintenance- or service manual or with good industry practice; use of faulty or inadequate ancillary equipment in combination with the products or services; the application of spare parts of poor quality (excluding the application of any Grundfos original spare parts); accidental or intentional damage or misuse of the products or services by customer or third party (not acting on Grundfos' behalf); and customer's or its own product's non-compliance with applicable law and regulation. In addition, the warranty does not cover that a product is fit for a particular purpose or will be able to meet its specifications in the actual application.

WARRANTY PERIOD

10.3 For the warranty to apply, customer must notify Grundfos of a defect without undue delay after customer becomes or should have become aware of the defect, and (i) for products, customer must in every respect notify Grundfos no later than 24 months from the date of delivery of the product, however not exceeding 30 months from the date of production (date as per manufacturer's ID plate), and (ii) for services, customer must notify Grundfos no later than 24 months from the performance of the services (the "Warranty Notification Period").

10.4 In case of remedy of defects, the Warranty Notification Period related to the product and services as such remains the same after remedy, however

- if part of a product is repaired or replaced, the Warranty Notification Period concerning such repaired/replaced parts is 12 months from the date of repair or replacement, provided that the 12 months' period does not expire before the expiry of the initial Warranty Notification Period for the product, and
- if the whole product as such (e.g. a pump) is replaced, a new Warranty Notification Period of 24 months from the date of delivery (however maximum 30 months from date of production, date as per manufacturer's ID plate) of the replaced product applies.

Notwithstanding the above, the Warranty Notification Period does not exceed 60 months calculated from date of production of the first product delivered whether or not customer has acquired extended Warranty Notification Period.

REMEDY OF DEFECTS

10.5 Subject to the terms of the Agreement, Grundfos shall remedy defective (parts of a) product or services covered by the warranty. Grundfos decides whether Grundfos remedies by repair or replacement (in whole or part) of the defective (part of the) product or services. Before starting remedial works, Grundfos sends an estimate of intervention which must be approved by the customer, even when Grundfos is acting under warranty. Grundfos remedies defects as soon as possible within normal working hours.

10.6 Place of remedial works is as follows:

- For products with a motor with an electrical power of less than [5.5] kW (including products without a motor) and products delivered in connection with services, customer must return the

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- defective product to Grundfos' workshop for repair or replacement, unless Grundfos decides that the remedial works will take place at the place of delivery or the site of the end-user.
- (b) For products with a motor with an electrical power of [5.5] kW or greater Grundfos inspects and repairs or replaces the defective product at the site of installation, subject to clause 10.9.
- (c) For services, Grundfos inspects and repairs or replaces the defective services at the site of installation of the end-user.
- 10.7 Grundfos shall cover its costs for repair or replacement of defective products and services. However,
- (a) Costs of transportation relating to a defective (part of a) product with a motor with an electrical power of less than [5.5] kW (including products without a motor) and products delivered in connection with services, are allocated as follows:
- (i) Customer covers any expenses related to transport, travelling and travelling time of Grundfos' personnel and the (part of the) product between the place where Grundfos delivered the product and the location of the product (if different from the place of delivery).
- (ii) Grundfos covers any expenses related to transport, travelling and travelling time of Grundfos' personnel and the (part of the) product between Grundfos and the place where Grundfos delivered the product.
- (b) Costs of transportation relating to a defective (part of a) product with a motor with an electrical power of [5.5] kW or greater are allocated as follows:
- (i) Grundfos covers all transportation costs relating to repair or replacement of the defective (part of the) product (except return costs to Grundfos workshops). However, if the product is installed on a location that – at Grundfos' discretion – is difficult to reach, Clause 10.7 (a) applies.
- (c) Customer covers any expenses for dismounting and mounting.
- (d) Customer covers Grundfos' expenses related to waiting time caused by customer.
- (e) If it shows that a product subject to repair or replacement did not suffer from a defect, customer shall cover all expenses related hereto, including transportation costs. Grundfos may charge an amount calculated based on Grundfos' pricelist to cover any expenses related to such service.
- 10.8 Unless requested by Grundfos, the product may not be disassembled prior to remedy. Any failure to comply herewith will render the warranty void.
- 10.9 Grundfos may refuse – and will not be liable, in contract, tort (including negligence), breach of statutory duty or otherwise – to remedy defects, if Grundfos considers that such remedy may cause harm to the environment or injury to people.
- 10.10 The remedy of repair or replacement is the only remedy available to customer for defective products or services. Subject to Grundfos' obligations as regards product liability, cf. clause 11, Grundfos has no other or further liability to customer whether for breach of agreement, negligence or otherwise in respect of any defect in a product or service.
- 11. PRODUCT LIABILITY**
- 11.1 Grundfos assumes liability for personal injury (including death or injury) and damage to real and personal property, caused by defective products to the extent set out in applicable mandatory law on product liability. Grundfos' liability for damage to real and personal property (not being consumer property) caused by a defective product is subject to the limitations in Clause 12, however, so that Grundfos' total liability as described Clause 12.2 for damage to real and personal property is limited to a maximum amount of the higher of EUR 3 million (per claim and in the annual aggregate) and the amount set out in Clause 12.2. Customer assumes all product liability, which is not allocated to Grundfos in this Clause 11.1.
- 11.2 If a party is held liable for damages allocated to the other party in Clause 11.1, then the other party shall indemnify the first party for any amount paid inconsistently with the allocation in Clause 11.1.
- 12. LIMITATION OF LIABILITY**
- 12.1 To the extent permitted by applicable law, neither party is liable (in contract, tort (including negligence), breach of statutory duty or otherwise) for loss of production, loss of turnover, loss of profit, loss of business opportunity, loss of data, loss of savings, loss of goodwill, loss relating to unauthorised access to data or systems, loss as a result of business interruption, or any other indirect or consequential losses of any kind whatsoever arising under, relating to or in connection with the Agreement or a breach hereof. Grundfos is not liable for any liquidated damages, penalties and similar contractual liabilities levied against the customer by a third party.
- 12.2 To the extent permitted by applicable law, Grundfos' total liability (including in regard to payment of liquidated damages (if any) and third-party claims) towards customer in respect of all losses arising under or in connection with the Agreement and the cooperation, whether in contract, tort (including negligence), breach of statutory duty or otherwise, will not exceed an amount equal to 30 % of the total amount paid or payable by customer under the Agreement (excl. any VAT and taxes) on which the claim is based.
- 12.3 The limitations set out in Clause 12.1 and 12.2 do not apply if an act or failure to act of a party causes personal injury; or if a party intentionally or in gross negligence causes the other party to suffer a loss.
- 12.4 The parties agree that the price for the products and services reflects the balance of the parties' rights and obligations under the Agreement, including also the limitations in Clause 12.
- 12.5 If customer bases a claim on losses deriving from more than one agreement or from one or more agreements in combination with a Grundfos company's delivery of products or other services, then Grundfos' total liability (if any) will be allocated to the different supplies based on each such supplies' contribution to the claimed losses. Each allocated part of the total liability will be determined in accordance with the legal basis applicable between the parties for the said part of the total losses, including any agreed limitation of liability.
- 13. INTELLECTUAL PROPERTY RIGHTS**
- 13.1 Customer shall use the products in a manner that does not infringe third party rights nor Grundfos' rights.
- 13.2 Nothing in the Agreement or otherwise transfers or assigns any intellectual property rights, in or arising out of or in connection with the products or services and in any manuals or documentation given by Grundfos to customer.
- 14. INDEMNIFICATION**
- 14.1 With respect to any Proceeding brought by someone other than customer against Grundfos and that arises out of or in connection with the Agreement, the corporation or customer's purchase or use of the products and/or purchase of services, customer shall indemnify Grundfos against all Losses arising out of that Proceeding, except to the extent that Grundfos negligently or intentionally caused those Losses. "Proceeding" means any judicial, administrative, or arbitration action, suit, claim, investigation, or another proceeding. "Losses" mean any litigation expenses (including any reasonable out-of-pocket expense incurred in defending a proceeding or in any related investigation or negotiation) and any loss (including any amount awarded in, or paid in settlement of, any Proceeding).
- 15. DRAWINGS AND DESCRIPTIONS**
- 15.1 Any information of weight, dimensions, capacity, price, technical and other data given in catalogues, leaflets, circular letters, advertisements, pictures and pricelists is approximate only. It can be adjusted later on, only the information which are mentioned in the contract are binding on the Parties.
- 15.2 Grundfos remains the owner of all drawings, descriptions and other documentation supplied by Grundfos, and customer may not copy, reproduce, pass on to or in any other way communicate such documentation to a third party without Grundfos' permission. Customer receives the ownership of copies of such documentation necessary for the proper installation, starting, operation and maintenance of the products. Upon Grundfos' demand, customer shall treat this documentation (including its data) confidentially.
- 16. CHANGES**
- 16.1 Grundfos shall have the right to make any changes to the products and services, which are necessary to comply with applicable law or safety requirement, or which do not significantly affect the nature or quality of the products and services negatively. If Grundfos requests other changes, customer shall not unreasonably withhold or delay consent to such requests.
- 17. CONFIDENTIALITY**
- 17.1 A party (receiving party) shall keep in strict confidence all technical or commercial know-how, specifications, prices, inventions, processes, initiatives and any other information concerning the disclosing party's business, its products and services which are of a confidential nature (confidential information) and have been disclosed to the receiving party by the other party (disclosing party), its employees, agents or subcontractors (representatives). The receiving party shall not use confidential information of the disclosing party for purposes other than the performance of its obligations under the Agreement, including (except as permitted by applicable law) not to reverse engineer the products and any software in the products. The receiving party may only disclose confidential information to those of its representatives who need to know to discharge the receiving party's obligations and rights under the Agreement and shall ensure that such representatives comply with the obligations set out in this Clause 17 as though they were a party to these terms.
- 17.2 The obligations under this Clause 17 apply from the execution of the Agreement and – subject to applicable law – for a period of 5 years after the Agreement expires or is terminated.
- 18. FORCE MAJEURE**
- 18.1 Neither party will be in breach of the Agreement nor liable for delay in performing, or failure to perform, any of its obligations under the Agreement if such delay or failure results from a force majeure event ("Force Majeure"). According to the article 1218 of the French civil code, a force majeure event is an event which is beyond the control of the defaulting party, which could have not been reasonably predicted at the time of the signature of the contract and for which effects cannot be avoided by appropriate measures. In the event of a Force Majeure, the parties agree to suspend the affected party's obligations until the Force Majeure situation ceases to exist.
- 18.2 Either party may terminate the Agreement with immediate effect upon notice to the other party if the period of Force Majeure continues for a period of 3 consecutive months. In case of termination due to such circumstances, neither party shall be liable to the other for such termination. However, such termination will not affect any pre-existing liabilities or claims or any other provisions of the Agreement.
- 19. TERMINATION**
- 19.1 If a party materially breaches its obligations under the Agreement, the other party may, with no effect on its other rights and remedies, terminate the Agreement for cause with immediate effect, if either such material breach is incapable of remedy; if the defaulting party to the Agreement has failed to remedy within 30 days after receiving notice requiring it to do so; or if – for material breaches that due to their nature are incapable of remedying within the 30 days period – such remedy has not been initiated within 30 days after receiving notice requiring it to do so. The above-mentioned does not affect any other termination rights given under the Agreement.
- 19.2 Termination of the Agreement (regardless of the cause) will not affect those provisions of the Agreement which, by nature or necessity, provide that they operate after any expiration.
- 20. PERSONAL DATA**
- 20.1 Grundfos processes personal data following applicable data protection laws. To learn more visit Grundfos' website where the Grundfos privacy notice is available.
- 21. MISCELLANEOUS**
- 21.1 The Agreement may not be transferred or assigned in whole or in part by operation of law or otherwise by customer, without the prior written consent from Grundfos. Without prior notice, Grundfos may assign rights and obligations under the Agreement, including the General Terms and Conditions, to any company within the Grundfos group.
- 21.2 The products must bear a Grundfos nameplate, including Grundfos' trademarks. A party does not have the right to use the other party's trade names, trademarks, logos or other signs or identification symbols unless the prior written consent of the other party.
- 21.3 Capitalised words and phrases not otherwise defined in these General Terms and Conditions have the same meaning in all parts of this Agreement unless the context dictates otherwise.
- 21.4 A quotation by Grundfos is valid for a period of 30 days from the date of issuance unless Grundfos has specified otherwise in the quotation. Grundfos due to an exceptional context reserves the right to alter quotations before the expiry of the validity period if customer has not placed a purchase order.
- 21.5 Grundfos may at any time without being liable correct typographical, clerical or other errors or omissions in sales material, quotations, price lists, order confirmations, invoices or other documents or information issued by Grundfos.
- 21.6 Penalties and indemnities which have been commonly agreed must be regarded as lump-sum compensation, definitive and exclusive of any other sanctions or compensation. These contractual penalties and indemnities are limited and shall apply only on the part of the products or services involved done by Grundfos.
- 21.7 Grundfos reserves the right to refuse orders that have not been previously agreed between parties in following cases: unexpected quantity of product ordered; - volume of purchase exceeding 10% of the average of previous 3 years annual volume of purchase.
- 22. EXPORT CONTROL AND SANCTIONED PARTIES**
- 22.1 Any delivery covered by the Agreement may be subject to export control and trade sanction rules, including such rules of among others the European Union, United Nations and the United States of America.
- 22.2 It is a condition for Grundfos' delivery of products and services to customer that customer complies with all applicable export control and trade sanction rules, including having relevant compliance procedures and controls.
- 22.3 If due to export control and trade sanction rules, Grundfos considers that it is or will be prohibited, hindered, restricted or significantly adversely affected in complying with its obligations under the Agreement, Grundfos may cancel or postpone the delivery of the products or services. In such cases, Grundfos will not be liable for any direct or indirect claim or loss.
- 22.4 To enable authorities or Grundfos to conduct checks on customer's compliance with the export control and trade sanction rules, or in support of Grundfos' applications to the appropriate authorities in connection with the export and/or sale of the products and/or services under the Agreement, customer shall – upon reasonable request from Grundfos – promptly provide to Grundfos all information on the particular end-user, the parties involved in the delivery, the particular destination(-s) and the particular intended use of the products and/or services.
- 23. LAW AND VENUE**
- 23.1 The Agreement, and any dispute or claim arising out of or in connection with it or its formation (including non-contractual disputes or claims) is governed by and construed in accordance with the laws of France, without reference to the conflict of laws or principles thereof which may cause the application of the laws of another country.
- 23.2 The parties agree that the Courts of [Vienne – department 38 – France] has exclusive jurisdiction to settle any dispute or claim (including non-contractual) that arises out of, or in connection with, the Agreement or its formation.
- IMPORTANT! THESE GENERAL TERMS AND CONDITIONS GOVERN GRUNDFOS' SALE AND DELIVERY OF PRODUCTS AND/OR SERVICES. THESE GENERAL TERMS AND CONDITIONS DO NOT GOVERN GRUNDFOS' SALE AND DELIVERY OF DIGITAL SERVICES, INCLUDING GRUNDFOS IGRID, GRUNDFOS BUILDINGCONNECT, GRUNDFOS ISOLUTIONS MONITOR, GRUNDFOS MACHINE HEALTH, GRUNDFOS UTILITY CONNECT AND OTHERS. GRUNDFOS' SALE AND DELIVERY OF DIGITAL SERVICES ARE SUBJECT TO SEPARATE LEGAL TERMS AND CONDITIONS, WHICH THE CUSTOMER WILL BE PRESENTED WITH AND MUST ACCEPT AS A CONDITION FOR ACCESSING THE DIGITAL SERVICE**