

General Terms and Conditions of Delivery effective 1 August 2026

Definitions:

These Terms and Conditions of Delivery are issued by New CampPlus B.V., having its registered office at Van de Reijtstraat 54, 4814 NE Breda, hereinafter referred to as the "Supplier".

Where these general terms and conditions refer to the "Customer", this shall mean any natural person or legal entity that has a contractual relationship with us pursuant to a purchase agreement concluded with us, or that wishes to enter into another type of agreement. In particular, "Customer" also includes the person on whose instructions and for whose account goods are supplied.

All sales and supplies of goods and services by the Supplier shall be made subject to the terms and conditions set out below.

Acceptance of an offer or the placing of an order constitutes acceptance of the applicability of these terms and conditions.

Unless otherwise stated, "in writing" shall in principle mean all correspondence by (1) electronic (e-)mail and (2) letter post.

Article 1. Applicability

1. These general terms and conditions apply to all offers made by the Supplier and to all agreements entered into by the Supplier, irrespective of their designation. In particular, these terms and conditions also apply to agreements entered into by the Supplier for the supply of goods to our Customers.
2. The provisions of these general terms and conditions may only be deviated from if and insofar as this has been expressly agreed in writing. The Supplier shall only be bound by arrangements and/or commitments relating to these general terms and conditions if they have been confirmed in writing by director(s) of the Supplier authorised to represent the Supplier.
3. If the Customer also refers to its own general terms and conditions, the applicability of those general terms and conditions used by the Customer is expressly rejected. This shall only be otherwise if and insofar as the applicability of the Customer's terms and conditions does not conflict with the Supplier's general terms and conditions; in that case, only the provisions of the Supplier's terms and conditions shall apply and only if this has been expressly agreed in writing. Any provision to the contrary in the Customer's terms and conditions shall not affect the foregoing.
4. Where these general terms and conditions refer to the "delivery (of goods)", this shall also include the performance of services and work of any nature whatsoever.

Article 2. Validity of offers and quotations

1. All offers and quotations made by the Supplier are non-binding and may be revoked by the Supplier within 2 working days after acceptance.
2. All offers and quotations made by the Supplier shall remain valid for 14 days after the quotation date, unless a different period is expressly stated in the quotation. After expiry of this period, the Supplier can no longer be held to the offer.
3. The Supplier is entitled to replace production materials, parts and components referred to in offers, quotations and/or technical brochures with equivalent alternatives, without prior notice to or consent from the Customer, provided this does not adversely affect the functionality, quality or service life of the unit

supplied. Such replacements do not entitle the Customer to a price adjustment, termination or compensation.

4. Article 2 paragraph 3 does not apply to visible finishing materials expressly specified by the Customer, such as the colour and type of sanitary ware, taps and floor finish, unless the selected item cannot be supplied on time. In that event, the Supplier shall consult with the Customer regarding an equivalent alternative.

Article 3. Formation of the agreement

1. An agreement with the Supplier shall only be formed once an order placed with the Supplier has been accepted or confirmed in writing and the first instalment invoice has been paid, or once delivery has commenced.
2. The Supplier reserves the right, without stating reasons, to refuse orders from Customers or to attach certain conditions to delivery.

Article 4. Prices

1. All prices charged by the Supplier are exclusive of VAT and other government levies. Unless expressly agreed otherwise in writing, transport, installation and assembly are not included in the price. Separate price arrangements shall be made for transport, installation and assembly.
2. Unless expressly agreed otherwise in writing, the price list or quoted calculation used by the Supplier and applicable at the time of dispatch shall determine the price or calculation of the goods supplied.
3. If a disposal or recycling contribution is imposed by the government or an industry organisation, this shall be charged as a separate item on the invoice.

Article 5. Delivery and delivery periods

1. Delivery times stated by the Supplier shall never be regarded as strict or final deadlines, unless expressly agreed otherwise in the individual agreement.
2. The Supplier is entitled to perform the deliveries and/or performance(s) owed by it in parts.
3. In cases of force majeure, performance of the order shall be suspended until the force majeure situation has ended, unless either party gives written notice to the other party, 60 days after the occurrence of such situation, cancelling the order insofar as it has not yet been performed. In such a force majeure situation, the Customer may not claim damages from the Supplier. Force majeure shall mean any circumstance beyond the Supplier's control which is of such a nature that performance of the agreement cannot reasonably be required of the Supplier (a failure in performance not attributable to the Supplier). Force majeure shall also include: war, civil unrest and hostilities of any kind, blockade, boycott, natural disasters, epidemics, shortage of raw materials, obstruction and interruption of transport possibilities, disruptions within our company, import and export restrictions or prohibitions, and impediments caused by laws or decisions of international, national or regional governmental authorities.
4. If a Customer requests delivery of goods in a manner other than the customary manner, the Supplier may charge the Customer the associated costs.
5. The Customer is obliged to take delivery of the purchased goods within the agreed period.
6. Unless expressly agreed otherwise in writing, delivery of the unit shall take place ex works, from the Supplier's factory or workshop. From the moment the unit has been made available to the Customer at the agreed location at the factory or workshop, transport, the associated costs and the risks shall be borne by the Customer.
7. At the Customer's request, the Supplier may arrange or have arranged transport of the unit to the delivery location specified by the Customer. The costs of such transport, including any permits, escort, waiting times, tolls and other transport-related costs, shall be borne entirely by the Customer, unless otherwise agreed in writing.

8. Unloading the unit from the means of transport is not among the obligations of the Supplier or the carrier engaged by the Supplier. The Customer must, in good time and at its own expense, arrange suitable and adequately certified unloading equipment, machinery and qualified personnel. Depending on the circumstances, this includes, among other things, a crane, lifting equipment, operator, lifting supervisor and any other facilities necessary for safe unloading.
9. The Customer is fully responsible for the preparation, organisation and safe performance of the unloading operation and for the suitability and accessibility of the delivery location. The risk of damage to the unit and of injury or damage to persons, property or the surroundings during or as a result of unloading lies with the Customer, unless the damage is the direct result of intent or deliberate recklessness on the part of the Supplier. Any waiting times, wasted journeys, additional transport costs or other costs arising because unloading cannot take place in a timely or safe manner shall be borne by the Customer.

Article 6. Complaints by the Customer

1. Upon receipt of the goods, the Customer must carry out a careful and timely inspection.
2. Complaints relating to damage or shortages in a shipment received by the Customer must be submitted to the Supplier in writing immediately, and no later than within two working days after the delivery date, stating the invoice under which the relevant goods were invoiced, and must also be noted on the consignment note. Failing this, any right to complain in this respect shall lapse.
3. In the event of complaints, the products to which the complaint relates must be kept available to the Supplier.
4. If no delivery has taken place within seven days after receipt of the invoice, this must be reported to the Supplier, failing which the goods shall be deemed to have been delivered.
5. The right to complain shall lapse once the relevant products have been put into use, in whole or in part, resupplied or otherwise used, unless the nature of the defect was such that it could not reasonably have been discovered before the products were put into use.

Article 7. Warranties and Liability

1. The Supplier shall not be liable for misunderstandings, corruption, delays or improper transmission of orders and communications resulting from the use of the Internet or any other means of communication in dealings between the Customer and the Supplier, unless and insofar as there is intent or gross negligence on the part of the Supplier.
2. The warranty period for the construction of the supplied unit, consisting of the shell and roof, is 15 (fifteen) years. The warranty period for the interior and exterior finish is 5 (five) years. The manufacturer's warranty applies to installed sanitary ware and other installations. No warranty is provided for other components. In general, the Supplier's liability in these cases is limited to defects resulting from manufacturing and material defects.
3. The warranty periods referred to in Article 7 paragraph 2 shall lapse if the cleaning instructions and the winter and summer preparation instructions provided by the Supplier are not complied with.
4. In the event of the sale or other transfer of the supplied unit to a third party, the warranty referred to in Article 7 paragraph 2 shall remain in force only if the Customer or the new owner notifies the Supplier of the transfer in writing within fourteen days after the date of transfer. The notification must contain at least the following information: the name and contact details of the original Customer; the name and contact details of the new owner; the date of transfer; and the type and serial number of the unit. Following timely and complete notification, only the remaining part of the original warranty period shall transfer to the new owner. The transfer does not result in an extension or recommencement of the warranty period. The new owner is bound by all warranty conditions, maintenance requirements and instructions applicable to the

unit. If the transfer is not reported to the Supplier fully and in writing within the required period, the transferable warranty shall lapse insofar as permitted by law. Statutory rights that cannot be contractually excluded shall remain fully applicable.

5. Except for any obligations of the Supplier pursuant to Article 7 paragraph 2 above, the Supplier shall never be obliged to pay any compensation whatsoever to the Customer or others. In particular, the Supplier shall never be liable for consequential loss or business interruption loss, direct or indirect loss, by whatever name, including loss of profit and downtime losses, suffered by the Customer and/or principal(s), their subordinates and persons employed by or through them, or third parties, arising from whole or partial (re)deliveries of goods, delayed or defective delivery, failure to deliver goods, or the goods themselves.
6. The Customer is not entitled to return the goods without agreement with the Supplier. If the Customer nevertheless does so without agreement, the costs associated with the return shall be borne by the Customer.

Article 8. Retention of title and security

1. Title to the products or services to be supplied by the Supplier shall not pass to the Customer until the Customer has paid in full all claims arising from our relationship with the Customer which the Supplier has or may acquire under all sales agreements with the Customer.
2. However, after delivery and before title passes, the products shall be for the account and risk of the Customer.

Article 9. Payment

1. Unless otherwise agreed in the order confirmation, the payment terms are: 25% upon acceptance of the quotation, 25% at the start of production, 40% before delivery and 10% in the week following delivery. Payments must be made in euros, unless otherwise agreed, without discount or set-off, as stated on the relevant invoice. Payment shall be made by bank transfer to a bank account designated by us. The payment term is 7 days after the invoice date, unless otherwise agreed.
2. If invoices remain outstanding for more than 15 days, the Customer shall automatically be in default and interest of 1% per month shall be charged. Deliveries shall furthermore be suspended until the age of the outstanding invoices has been reduced to less than 14 days.
3. If, after the agreement has been concluded but before delivery of the goods, the Customer's financial position deteriorates significantly, the Supplier shall be entitled to refrain, in whole or in part, from further performance of the agreement or to demand a change to the payment terms, such as advance payment.
4. All costs incurred in collecting the invoice amount, both judicial and extrajudicial, with a minimum of 15% of the outstanding invoice amount, shall be borne by the defaulting Customer. The provisions of Article 6:96 paragraphs 5-7 of the Dutch Civil Code and the Dutch Decree on Compensation for Extrajudicial Collection Costs shall not apply.
5. In the event of non-payment of an amount due and payable, suspension of payments, an application for a moratorium, bankruptcy or liquidation of the Customer's business, as well as, if the Customer is a company, in the event of dissolution, the Supplier shall be entitled, without any judicial intervention, to terminate any agreement entered into with the Customer and to reclaim as our property any goods delivered but not yet fully paid for, subject to settlement of any amounts already paid to us, without prejudice to our rights to claim compensation for any loss or damage. In such cases, every claim we have against the Customer shall become immediately due and payable in full.
6. The Customer is not entitled to suspend its payment obligations or to set them off against any claim against the Supplier, on any grounds whatsoever.

Article 10. Use of visual material

1. The Customer expressly grants the Supplier permission to use photographs and/or video footage of CampPlus units installed on the Customer's premises for marketing purposes, including but not limited to use on the Supplier's website, social media, printed materials and other promotional communications.
2. Unless the Customer objects in writing prior to delivery of the unit, the Customer agrees to act as a reference for potential customers of the Supplier. This may involve the Customer providing information by telephone, in writing or by email about his/her experiences with the products and services supplied.
3. If the Customer objects to the use of specific photographs or to acting as a reference, this must be notified to the Supplier in writing.
4. When using photographs and references, the Supplier shall exercise due care with regard to the Customer's interests and privacy and, if desired, anonymise location or personal data.

Article 11. Confidentiality

1. Both parties undertake to keep confidential all confidential information obtained from each other or from another source in connection with their agreement. Information shall be regarded as confidential if this has been communicated by a party or if this follows from the nature of the information.
2. If, pursuant to a statutory provision or a court decision, the Supplier is required to provide confidential information to third parties designated by law or by the competent court, and the Supplier cannot invoke a statutory right or a right of non-disclosure recognised or permitted by the competent court, the Supplier shall not be liable for damages or compensation and the other party shall not be entitled to terminate the agreement on the grounds of any damage arising as a result.

Article 12. Other provisions

1. Brand markings, type designations and serial numbers affixed to the products may not be altered or removed.
2. If and insofar as any provision contained in these General Terms and Conditions of Delivery is invalid or void, such invalidity or nullity shall not affect the remaining provisions and the agreement shall otherwise remain in force, unless the remaining provisions are inseparably connected with the invalid or void provision.

Article 13. Governing law

1. All quotations issued by us and all agreements entered into by us shall be governed exclusively by Dutch law.
2. All offers, agreements and deliveries shall be governed exclusively by Dutch law. The applicability of the Vienna Sales Convention (United Nations Convention on Contracts for the International Sale of Goods, CISG) is expressly excluded.

Article 14. Language, interpretation and order of precedence

1. These general terms and conditions were originally drawn up in the Dutch language. Any translations are provided solely for the support and information of the Customer.
2. In the event of differences, inconsistencies or ambiguities between the Dutch text of these general terms and conditions and any translation thereof, the Dutch text shall be exclusively binding and decisive.
3. These general terms and conditions shall be interpreted and applied on the basis of the Dutch text and in accordance with Dutch law.
4. The Customer declares that it has received the Dutch text and, where applicable, a translation thereof and agrees that the Dutch text shall prevail.

Article 15. Dispute resolution

All disputes arising from or relating to this agreement shall be submitted exclusively to the District Court of Zeeland-West-Brabant, Breda location, without prejudice to the Supplier's right to submit a dispute to the court that would have jurisdiction in the absence of this provision.

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