

I. General Terms and Conditions of TÜV Rheinland i-sec GmbH (hereinafter "TÜV")

1. Scope

1.1 The following General Terms and Conditions of TÜV ("GTC") apply to the services agreed between TÜV and the client, including the ancillary services and other ancillary obligations provided within the framework of the execution of the contract (hereinafter jointly referred to as "services"). In addition and overriding to these General Terms and Conditions, the Special Terms and Conditions under Section II shall apply.

1.2 Only entrepreneurs may be clients within the meaning of these GTC.

An entrepreneur is a natural or legal person or partnership with legal capacity who, when concluding a legal transaction with TÜV, acts in the exercise of its commercial or self-employed professional activity (§ 14 BGB). Legal entities under public law and special funds under public law shall also be considered entrepreneurs within the meaning of these conditions.

1.3 Conflicting or deviating terms and conditions of the client do not apply and are hereby excluded. General terms and conditions of the client shall not become part of the contract even if TÜV does not expressly object to them or accepts payments of the client without reservation or performs the services without reservation.

1.4 In the context of an ongoing business relationship with entrepreneurs, these GTC and the Special Terms and Conditions shall also apply to future contracts with these entrepreneurs without TÜV having to refer to them separately in each individual case.

1.5 Insofar as these GTC or the Special Terms and Conditions refer to the term "accreditor", this also includes authorisation and recognition organisations; the terms "accreditation specifications", "accreditation requirements" and "accreditation procedures" apply accordingly to the specifications and procedures of the authorization or recognition organisations.

1.6 Insofar as these GTC or the Special Terms and Conditions refer to a written form requirement, written form within the meaning of § 126b BGB is sufficient to observe the written form requirement.

1.7 Individual agreements made with the client in individual cases (including collateral agreements, supplements and amendments) shall in any case take precedence over these GTC. Subject to evidence to the contrary, a written contract or written confirmation from TÜV is authoritative for the content of such agreements.

2. Quotations and conclusion of contract; term of contract

2.1 The contract is concluded by signing of the offer letter from TÜV or a separate contract document by both contracting parties or by TÜV providing the services requested by the client. If the client commissions TÜV without a prior offer from TÜV, TÜV is entitled, at its sole discretion, to accept the order by a written declaration of acceptance or by rendering the services ordered.

2.2 Insofar as a certain term of the contract has been agreed upon, this shall be based on what has been agreed in the offer of TÜV or in the contract. An agreed term shall be extended by the term provided for in the offer or in the contract if the contract is not terminated in writing by one of the contracting parties three (3) months prior to its expiration date.

3. Service Provision and scope of services

3.1 Scope and type of services to be provided by TÜV are specified in the contractually agreed service description of TÜV. If no separate service description of TÜV is available, the last offer of TÜV is decisive for the services to be provided. The parties can only agree on changes to the service description in writing. Unless otherwise agreed, services beyond the scope of the service description (e.g. checking the correctness and functionality of parts, products, processes, installations, organisations not listed in the service description, as well as the intended use and application of such) are not owed. In particular, no responsibility is assumed for the design, selection of materials, construction or intended use of an examined part, product, process or plant, unless this is expressly stated in the order.

3.2 TÜV is entitled to determine the method of service provision including examinations or tests carried out at its own discretion if not otherwise agreed in writing or mandatory regulations require a certain procedure.

3.3 If mandatory legal regulations and standards or official requirements for the agreed services change after conclusion of the contract, TÜV shall be entitled

to additional remuneration for resulting additional expenses.

3.4 Unless contractually agreed, when testing, TÜV does not guarantee the accuracy of the safety programmes or safety regulations on which the tests are based, which have been made available by the client or by third parties.

3.5 The services owed under the contract are agreed exclusively with the client. A contact of third parties with the services of TÜV, as well as making available of and justifying confidence in the performance results is not part of the agreed services. This also applies if the client passes on performance results - in full or in extracts - to third parties in accordance with Section 10.4.

3.6 The parties shall not include any third parties in the scope of protection of the contract, unless the parties have expressly agreed to such inclusion in writing, naming the third party.

4. Performance periods/dates

4.1 The performance periods and dates specified in the contract are non-binding, unless the performance periods and dates are expressly marked as binding in the contract.

4.2 If performance is delayed, the client may only withdraw from the contract in accordance with the statutory provisions if TÜV is responsible for the delay in performance. Any statutory rights of termination (e.g. according to §§ 648 f. BGB) remain unaffected. TÜV is not responsible for a delay in performance, in particular if the client has not fulfilled his duties to cooperate in accordance with Clause 5.1 or has not done so in time and, in particular, has not provided TÜV with all documents and information required for the performance of the service as specified in the contract.

4.3 If TÜV's performance is delayed due to unforeseeable circumstances such as strikes, business disruptions, governmental regulations, transport obstacles, etc., TÜV is entitled to postpone performance for a reasonable period of time which corresponds at least to the duration of the hindrance plus any time period which may be required to resume performance.

4.4 If the client is obliged to comply with legal, officially prescribed and/or by the accreditor prescribed deadlines, it is the client's responsibility to agree on performance dates with TÜV, which enable the client to comply with the legal and/or officially prescribed deadlines. TÜV assumes no responsibility in this respect.

5. Cooperation obligation of the client

5.1 The client shall carry out or provide all necessary cooperation and/or provisions, in particular the cooperation and/or provisions specified in Part 2 (Special Terms and Conditions), and shall provide information which enable TÜV to render the contractual services in conformity with the contract. The client is responsible for ensuring that all necessary cooperation actions, provisions and information on his part, his vicarious agents or other third parties assigned to his sphere are provided in good time and free of charge for TÜV.

5.2 All cooperation, provisions and information mentioned under item 5.1 must comply with the relevant statutory regulations, standards, safety regulations and accident prevention regulations.

5.3 The client shall bear any additional costs incurred as a result of services having to be repeated or being delayed due to delayed, incorrect or incomplete information or improper cooperation. Even if a lump-sum or a maximum price has been agreed, TÜV is entitled to invoice these additional costs.

6. Prices; accounting of services

6.1 Insofar as TÜV and the client have agreed a fixed lump-sum price in the contract, this shall be invoiced. If the scope of services is not completely defined in writing when the contract is concluded, the services provided by TÜV are invoiced according to the expenditure of time and the fee agreed in the contract. If the amount of the fee has not been agreed in writing in the contract, invoicing shall be based on the TÜV price list valid at the time the service is provided, which will be made available to the client upon request.

Unless otherwise agreed, the applicable value added tax has to be added to the agreed upon price.

6.2 Partial acceptance is possible. In the event of partial acceptance, the partial remuneration is due after successful acceptance of individual work parts.

6.3 TÜV is entitled to demand down payments for services already provided in accordance with the contract in the amount of the value of the services provided and owed under the contract.

6.4 The provisions of § 632a para. 1 sentences 2 to 5 BGB shall apply accordingly.

7. Payment terms/costs/offsetting

7.1 All invoice amounts are due for payment immediately without deduction upon receipt of the invoice. Discounts and rebates are not granted.

7.2 Payments shall be made to the bank account of TÜV stated in the invoice, indicating the invoice number and client number.

7.3 In the event of default, TÜV is entitled to charge default interest at the statutory rate. TÜV reserves the right to claim further damages.

7.4 If the client is in default with the payment of the invoice, TÜV is entitled to withdraw from the contract with the client after expiry of a reasonable period of grace and a) to withdraw an already issued certificate or test mark, to demand back work results, such as test reports, and to declare declarations of conformity (invalid b) to terminate the contract without notice in the event that the contract is a continuing obligation or a contract with an agreed term.

7.5 Insofar as the TÜV becomes aware of circumstances after conclusion of the contract from which insolvency or other significant deterioration of the client's financial circumstances occurs or threatens to occur and the fulfilment of the contractual obligations is thereby endangered, TÜV is entitled to refuse the corresponding services under the contract. The right to refuse performance shall cease to apply if the client effects the contractual obligations or provides security in the amount of the endangered payment claim. If the client does not provide the services owed or adequate security within a reasonable period of time, TÜV is entitled to terminate the contract while maintaining its claims for compensation.

7.6 Objections regarding TÜV's invoices must be made in writing within 2 weeks of receipt of the invoice. TÜV will make special reference to the aforementioned deadline in its invoices.

7.7 TÜV is entitled to demand an appropriate advance payment, insofar as this is reasonable for the client taking into account the order value and the scope of the service owed by TÜV.

7.8 Only legally established or undisputed claims may be offset against claims of TÜV. This limitation of set-off does not apply if the claims and counterclaims of TÜV and the client are based on the same legal relationship. The same applies to the assertion of rights of retention by the client.

8. Acceptance

8.1 In the case of agreed contractual services or if acceptance of the work has been contractually agreed, the client is obliged to accept immediately after notification of completion, even in the case of partial performance or completion of self-contained parts. The costs of acceptance shall be borne by the client.

8.2 If the client does not meet his acceptance obligation without delay, acceptance shall be deemed to have taken place four (4) calendar weeks after the performance of the service if TÜV specifically refers the client to the aforementioned period when the service is performed.

8.3 The client is not entitled to refuse acceptance due to insignificant defects.

9. Confidentiality

9.1 "Confidential Information" means all information, documents, pictures, drawings, know-how, data, samples and project documents handed over by one party ("Disclosing Party") to the other party ("Receiving Party") or otherwise disclosed from the beginning of the contract. This also includes copies of this information in paper and electronic form. When provided in writing or in any other physical form, Confidential Information must be identified by the words "confidential" or a similar wording indicating the confidential nature of the information. In the case of confidential information that is passed on orally, appropriate prior information must be provided. Confidential information is expressly not the data and know-how collected, compiled or otherwise obtained by TÜV (non-personal) within the scope of the provision of services by TÜV. TÜV is entitled to store, use, further develop and pass on the data obtained in connection with the provision of services for the

purposes of developing new services, improving services and analysing the provision of services.

9.2 Confidential Information

a) may only be used by the receiving party to fulfil the purpose of the contract, unless otherwise expressly agreed in writing with the disclosing party,
b) may not be duplicated, distributed, published or passed on in any other form by the receiving party, with the exception of such Confidential Information necessary to fulfil the purpose of the contract or such Confidential Information which the receiving party must pass on on the basis of judicial instructions or legal or governmental regulations; this concerns in particular the Confidential Information to be passed on to supervisory authorities and/or accreditors of TÜV within the framework of an accreditation procedure or, within the framework of the provision of services, to affiliated companies of TÜV in accordance with §§ 15 et seq. German Stock Corporations Act (AktG) or subcontractors or their respective employees.
c) must be treated confidentially by the receiving party in the same way as it treats its own confidential information, but in no case less carefully than with requisite care and attention.

9.3 The Receiving Party shall make the Confidential Information received from the Disclosing Party available only to those persons who need it to provide services under this Agreement. These persons include advisors to the receiving party and its affiliated companies within the meaning of Section 15 et seq. of the German Stock Corporation Act (AktG).

9.4 Such information is excluded from the confidentiality obligation,

a) the information was already generally known at the time of publication or becomes known to the general public without a violation of this agreement, or
b) which were demonstrably known to the receiving party at the time of conclusion of the contract or are thereafter disclosed in a justified manner by a third party; or
c) the information was already in the possession of the receiving party prior to transmission by the disclosing party; or
d) the receiving party has independently developed the information irrespective of the transmission by the disclosing party.

9.5 Confidential information remains the property of the respective disclosing party. The Receiving Party hereby agrees to immediately (i) return all Confidential Information, including all copies thereof, to the Disclosing Party at any time upon the request of the Disclosing Party, or to (ii) destroy the Confidential Information, including all copies thereof, upon the request of the Disclosing Party, and to confirm in writing to the Disclosing Party the fact of such destruction.

The above-mentioned obligation to return or destroy does not apply

a) for the reports and certificates drawn up exclusively for the purpose of fulfilling the contractual obligations under the contract for the client, which remain with the client. However, TÜV is entitled to take copies of this and the Confidential Information, which form the basis for the preparation of these reports and certificates, as proof of proper performance of the contract and for general documentation purposes for its files;

b) for confidential information that is stored on backup servers or in analog backup systems on a generational basis during routine data backups as part of normal archiving processes;

c) to the extent contrary to laws, regulations, orders of a competent court or an administrative or supervisory authority or an accreditation body.

9.6 This confidentiality obligation exists from the beginning of the contract and continues to apply for a period of five years after termination of the contract.

10. Copyrights and rights of use, publication

10.1 The copyrights of the reports, test reports, test results, expert opinions, results, calculations, representations, etc. prepared within the scope of the order (hereafter "performance results") are owned by TÜV. As the owner of the copyrights, he is free to grant others the right to use the performance results for individual or all types of use ("right of use").

10.2 The client receives a simple, unlimited, non-transferable, non-sublicensable right of use to the contents of the service results produced within the scope of the order, unless otherwise contractually agreed in individual cases. The right of use is limited to the contractual purpose (e.g. use of test reports, audit reports as proof of audits carried out or in the case of a contractually agreed review of a

management system for conformity with certification conditions as proof of the corresponding decision).

10.3 The transfer of rights of use of the generated performance results regulated in Section 10.2. of these General Terms and Conditions is subject to full payment of the remuneration agreed in favour of TÜV.

10.4 The client may only pass on the performance results in full unless TÜV has given its prior written consent to the partial passing on of performance results.

10.5 Any publication or reproduction of the service results for advertising purposes or any further use of the service results beyond the scope regulated in Section 10.2 requires the prior written consent of TÜV in each individual case. It is clarified that the client is responsible for any publication or duplication of the service results for promotion purposes.

10.6 TÜV may revoke a once given approval according to section 10.5 at any time without stating reasons. In this case, the client is obliged to stop the transfer of the service results immediately at his own expense and, as far as possible, to withdraw publications.

10.7 The consent of TÜV to publication does not entitle the client to use the corporate logo of TÜV, also registered as a Union trademark (Reg.-No.: 005871116) or the corporate design of TÜV as reference advertising.

11. Defects

11.1 The legal warranty rights shall apply, unless otherwise regulated in these conditions.

11.2 In the event of a defect, the client has a claim to supplementary performance. Supplementary performance shall be effected at the discretion of TÜV either by rectification or new delivery. Generally, supplementary performance by TÜV is carried out as a gesture of goodwill and without recognition of a legal obligation. Acknowledgement with the consequence of a new start of the statute of limitations shall only exist if TÜV has expressly declared this to the client. If the supplementary performance fails, the client is entitled to either withdraw from the contract or to reduce the price. Supplementary performance shall be deemed to have failed after the second unsuccessful attempt, unless the nature of the item or the defect or other circumstances in particular indicate otherwise.

11.3 The notification of defects by the client must be in writing.

11.4 The client's claims for defects regulated in this section 11 shall become statute-barred within one (1) year from the beginning of the statutory limitation period; a corresponding exclusion period within the meaning of para. 218 BGB (German Civil Code) shall apply to rights based on a defect. Notwithstanding the foregoing, the statutory limitation period shall apply a) in respect of all claims and rights of the client in cases of para. 438 para. 1 no. 1 BGB, para. 438 para. 1 no. 2 BGB, para. 445b para. 1 BGB and para 634a para. 1 no. 2 BGB and in the event of fraudulent concealment of the defect or b) in the event of claims for damages in the event of injury to life, body or health, claims under the Product Liability Act as well as grossly negligent or intentional breaches of duty.

11.5 Apart from the claims mentioned in section 11, the client is not entitled to any further claims and rights due to defects, with the exception of claims for damages and reimbursement of expenses. Liability for damages and reimbursement of expenses shall be governed by section 12 of these Terms and Conditions.

12. Damages and Reimbursement of Expenses

12.1 TÜV is not liable for damages or reimbursement of expenses on whatever legal grounds - in particular due to defects, breach of duties arising from the contractual relationship or tort. This applies in particular, but not exclusively, to claims for damages due to lost sales or profits, financing costs as well as damages as a result of business interruption or loss of production.

12.2 This exclusion of liability according to section 12.1 does not apply in the case of a) intent or gross negligence, b) liability for guaranteed quality characteristics, c) liability on the basis of the Product Liability Act and d) culpable injury to life, body or health. In addition, TÜV is also liable in accordance with legal provisions in the event of a breach of essential contractual obligations, i.e. obligations whose fulfilment is essential for the proper execution of the contract and on whose observance the client regularly relies and may rely.

12.3 Insofar as TÜV is not liable for intent or gross negligence, injury to life, body or health, for

guaranteed quality characteristics or under the Product Liability Act, TÜV's liability in the event of a breach of essential contractual obligations is limited to the foreseeable damage typical for the contract.

12.4 Insofar as liability under this section 12 is excluded or limited, this shall also apply to the personal liability of the employees, representatives, organs and other employees of TÜV and its assistant and vicarious agents.

12.5 The limitation period for claims for damages and reimbursement of expenses shall be governed by legal provisions.

12.6 No change in the burden of proof to the detriment of the client shall be construed with the above mentioned provisions.

12.7 Unless otherwise contractually agreed in writing, TÜV shall only be liable under the contract to the client and, if applicable, to a third party explicitly named in writing in the contract. Liability towards other third parties is excluded with the exception of liability in tort.

13. Export control

13.1 When passing on the services provided by TÜV or parts thereof to third parties in Germany or abroad, the client must comply with the respectively applicable regulations of national and international export control law.

13.2 The performance of a contract with the client is subject to the proviso that there are no obstacles to performance due to national or international foreign trade legislations or embargos and/or sanctions.

14. Partial invalidity, place of performance, jurisdiction

14.1 In the event that one or more provisions of these GTC should be invalid, the remaining provisions of these terms and conditions shall remain unaffected.

14.2 The place of performance for all obligations under these GTC or the contract, including supplementary performance, shall be the registered office of the respective TÜV company providing the service owed under the contract.

14.3 The place of jurisdiction for all disputes arising from and in connection with the contractual relationship is Cologne (Germany), insofar as the client is a merchant, a legal entity under public law or a special fund under public law. However, TÜV is entitled to sue the client at his general place of jurisdiction or at another competent court. The above provisions do not apply if the law provides for an exclusive place of jurisdiction. In relation to non-merchants, Cologne shall be the place of jurisdiction if the client moves his place of residence or usual abode abroad after conclusion of the contract or his place of residence or usual abode is not known to TÜV at the time the claims are asserted in court.

14.4 The legal and business relations between TÜV and the client shall be governed exclusively by German substantive law to the exclusion of private international law and the United Nations Convention on Contracts for the International Sale of Goods of 11 April 1980 (UN Sales Convention).

15. Data protection notice

TÜV processes personal data of the contractual partner for the purpose of fulfilling this contract. In addition, TÜV also processes the data for other legal purposes in accordance with the relevant legal basis (e.g. balancing of interests / consent). The personal data of the contractual partner will only be disclosed to other natural or legal persons if the legal requirements are met. This also applies to transfers to third countries. The personal data will be deleted immediately as soon as a corresponding reason for deletion arises. Legal record retention periods, which result e.g. from the German Commercial Code (HGB) or the Tax Code (AO), are taken into account. Data subjects may exercise the following rights: right of information, right of rectification, right of deletion, right of processing limitation, right of objection, right of data transferability. In addition, persons concerned by the data processing have the right to revoke their consent at any time with effect for the future, as well as the right to file a complaint with the competent data protection supervisory authority. For further details on the processing of personal data by TÜV as the person responsible or contract processor, please refer to the respective data protection information. You can contact the Group Data Protection Officer of TÜV by e-mail at datenschutz@de.tuv.com or by post at the following address: TÜV Rheinland AG, c/o Group Data Protection Officer, Am Grauen Stein, 51105 Cologne, Germany.

II. Special Terms and Conditions of TÜV Rheinland i-sec GmbH

The following regulations apply in addition to the General Terms and Conditions of TÜV Rheinland i-sec GmbH and take precedence over these in the event of contradictions.

1. Performance and Scope of Services

1.1 In order to determine the scope of services, only a mutual declaration of agreement made by both parties shall be authoritative. If no such declaration exists, the written order confirmation of TÜV shall prevail. If there is no such order confirmation, the TÜV offer to which the client's order refers shall prevail.

1.2 TÜV may have its services performed in whole or in part by third parties appointed by TÜV.

2. Performance Deadlines/Dates

Insofar as binding deadlines have been agreed, these shall only begin to run once the client has submitted to TÜV all the documents and/or information required for this purpose and has provided all the cooperation actions and/or materials required for this purpose. This shall apply accordingly to agreed dates which are extended even without the express consent of the client for the period of delay not the responsibility of TÜV.

3. Termination

3.1 Both parties are entitled to terminate the contract extraordinarily with immediate effect for good cause.

3.2 For TÜV, a good cause includes but is not limited to

a) the client is in breach of the confidentiality and/or data protection agreement, b) if a substantial deterioration of the financial situation (e.g. insolvency) of the client occurs and payment claims of TÜV under the contract are thereby considerably endangered and the continuation of the contractual relationship is not reasonable for TÜV,

c) the client is several times (at least three (3) times) in default with his cooperation actions, this is finally refused or the execution is disturbed for reasons beyond TÜV's control for more than three (3) months in total.

3.3 In the event of termination with immediate effect for good cause by TÜV, TÜV shall be entitled to a lump sum damage against the client under the condition of a claim for damages on the merits in the amount of 15% of the net remuneration to be paid up to the end of the fixed contract term (i.e. the remuneration owed without value added tax). The client reserves the right to provide proof of missing or significantly lower damage, and TÜV reserves the right to provide proof of significantly higher damage in the individual case.

3.4 Notice of termination must be given in writing.

4. Prices; Invoicing of Services

4.1 TÜV is entitled to demand partial payments from the client in the amount of the value of the services rendered by TÜV and owed according to the contract. If the services are not in accordance with the contract, the client may refuse payment of a reasonable part of the advance payment.

4.2 Value added tax shall be invoiced at the value added tax rate applicable at the time the service is rendered, plus any country-specific charges for delivery to countries other than the Federal Republic of Germany, plus customs duties and other fees and public charges for the delivery / service. In the event

of a change in the VAT rate during the provision of the service, separate invoicing shall be made according to the respective periods.

5. Retention of Title

5.1 TÜV reserves title to the goods delivered by it (hereinafter referred to as "reserved goods") until all claims of TÜV arising from the respective business relationship with the client have been settled.

5.2 The client shall adequately insure the reserved goods, in particular against fire and theft. Claims against the insurance company in the event of damage relating to the reserved goods are hereby assigned to TÜV in the amount of the value of the reserved goods, which TÜV already accepts now.

5.3 The client is obliged to treat the reserved goods with care. If maintenance and/or inspection work is required, the client must carry this out regularly at his own expense.

5.4 In the event of seizure or other interventions, or damage, destruction or change of ownership of the reserved goods, or in the event of a change of residence of the client, the client must inform TÜV immediately in writing, as far as possible, in addition by telephone/fax/e-mail in advance.

5.5 The client is not entitled to resell the delivered reserved goods in the ordinary course of business. Other dispositions, in particular pledging or granting ownership by way of security, are also not permitted.

6. Acceptance

6.1 The commissioning of a work shall also be deemed acceptance if the client expresses by his conduct that he accepts the work is essentially in accordance with the contract.

6.2 If the parties agree on an acceptance, a protocol shall be drawn up and signed by both parties upon acceptance documenting the conformity of the work performance(s) with the acceptance criteria. TÜV may submit any self-contained part of the services of the order as a partial service for acceptance.

7. Copyrights and Rights of Use, Publication

7.1 In particular, computer programs in any form, including design material, software, documentation, protocols and drawings, shall be deemed performance results within the meaning of Clause 10.1 of the General Terms and Conditions.

7.2 The client is only permitted to decompile created computer programs within the scope of § 69e UrhG (German Copyright Act). Duplications and changes of programs are permitted only in the context of § 69d UrhG. Any further changes require the prior approval of TÜV. The client has to inform TÜV in writing about changes under exact description of the changes.

7.3 Insofar as the client acquires copyrights or other industrial property rights as a result of the changes, he hereby grants TÜV unrestricted rights of use to these computer programs or program parts free of charge.

7.4 The client is obliged to keep records of any copies and duplications of the computer programs created by TÜV and to submit these at TÜV's request.

7.5 The duplication/passing on of provided documentation and manuals is only permitted with the prior written consent of TÜV.

7.6 TÜV shall provide the client with any computer programs, software in object program form with proper user documentation. The client has no claim to the transfer of source programs/source codes without express agreement.

7.7 The client is entitled to use any computer programs or software created only on one system unit (data processing system) at a time.

7.8 If the contract is cancelled retroactively, all rights of use of the client and all rights of use of third parties derived therefrom shall automatically terminate.

7.9 For the granting of rights of use in the case of the transfer / sale of computer programs / software of third parties, the license conditions of the manufacturer and/or license holder shall apply with priority.

8. Defects

8.1 Warranty claims shall not extend to natural wear and tear or damage arising after delivery or performance as a result of incorrect handling (in particular excessive strain or strain not provided for in the product documentation/specification, use of unsuitable equipment, improper modifications or repair work) or as a result of an external event not provided for in the contract, or to non-reproducible computer programs and/or software errors. The client must notify TÜV in writing in a reasonable time of any modifications that may influence the warranty claims.

8.2 If the client asserts warranty rights, he is obliged to submit proof in the form of a delivery note or an invoice for the service rendered to TÜV for the purpose of specifying the asserted claims.

8.3 Should it be established during subsequent performance that the defect claimed by the client does not exist, TÜV shall be entitled to claim the damage incurred in this connection on the basis of the currently valid price list for hourly rates.

8.4 Before the client hands over data storage media or devices with data storage media to TÜV for repair or service, he must remove all data that could fall under the General Data Protection Regulation or the Federal Data Protection Act and back up all data from the hard drive. The client shall ensure compliance with data protection. The restoration of data and programs after repair is not part of the liability for defects.

8.5 If the supplementary performance fails, the customer may generally, at his discretion, demand a reduction in payment (reduction) or rescission of the contract (rescission). In the event of a minor breach of contract, in particular in the event of minor defects, the client shall not, however, be entitled to withdraw from the contract.

8.6 If the client receives faulty assembly instructions, TÜV is only obliged to supply faultless assembly instructions and only if the fault in the assembly instructions prevents proper assembly.

8.7 As to the quality of the goods, only the manufacturer's product description shall be deemed agreed. Public statements, praise or advertising by the manufacturer do not represent a contractual description of the quality of the goods.