

## General Terms & Conditions

General Terms & Conditions of Shypple B.V. (hereafter also referred to as "Shypple"), as filed at the Chamber of Commerce in Rotterdam.

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## RECITAL

Shypple is a digital freight forwarder who provides its customers with services in the field of Supply Chain by delivering end-to-end visibility to modern logistics teams through digitized supply chain dashboards. Shypple takes full commitment when requested by the Customer to perform freight forwarding services by booking shipments with reliable carriers and with other external parties for ancillary activities i.e. warehousing, customs clearance etc. In no way Shypple has or ever will take the undertaking, by any reason, to perform the carriage itself.

## Article 1. Definitions

In these Conditions, the following terms shall have the following meanings:

- 1) **Agreement:** the agreement concluded between Shypple and the Client with respect to the Services to be performed by Shypple, of which these Conditions form part.
- 2) **Freight Forwarder:** a natural or legal person who performs services of organizing shipments on behalf of a Client, as defined in Article 8:60 of the Dutch Civil Code (Burgerlijk Wetboek).
- 3) **Client/Principal/Counterparty:** every person, either natural or legal, who provides Shypple with an order to perform Services as defined in these Conditions, irrespective of the agreed method of payment.
- 4) **Force Majeure:** any circumstances in which the counterparty can no longer demand a performance of the agreement by Shypple, amongst others because of war, danger of war, flooding, strikes, riots, shortage of staff, fire, governmental measures, prohibition of import and export, the change of the political structures of countries, sudden enforcement of emergency legislation and/or change of legislation and operating troubles of enterprises.
- 5) **Goods:** any goods/property to be made available or which have already been made available to Shypple, its agents or Third Parties by or on behalf of the Client, for the purpose of executing the concluded Agreement between Shypple and the Client.
- 6) **Services:** any activity or work of hiring the means of transport performed by Shypple for the benefit of the Client or its agents, as agreed between the two parties in the Agreement.
- 7) **Special Drawing Rights (SDR):** an internationally fixed exchange rate system/unit of account created, regulated and determined periodically by the International Monetary Fund (at the time these general conditions were designed, 1 SDR amounted for 1.24 EUR; future values determined under these conditions will be calculated in accordance with the rate established by the International Monetary Fund).
- 8) **Third Party/parties:** all those persons who are not Shypple's employees with whom Shypple has an undertaking on behalf of the Client for the purpose of executing the Agreement, regardless Shypple having an undertaking in its own name or on the name of the Client.

## Article 2. General

- 1) These General Terms & Conditions (including the supplementary Specific Conditions referred to in Articles 14 and 15) apply to all transactions, instructions, services, work and agreements (hereafter “Agreements”) of the private company with limited liability Shypple B.V. (hereafter “Shypple”) entered into with or performed for the benefit of a contractual counterparty, hereafter ‘the Principal’, ‘the Client’ or ‘the Counterparty’.
- 2) These General Terms & Conditions are deemed to form part of all Agreements concluded by Shypple. All Agreements, of whatever nature, entered into by Shypple, will be accepted and executed subject exclusively to these General Terms & Conditions and, if applicable due to the nature of the work and/or services, to the Specific Conditions referred to in Articles 14 and 15 below, which supplement these General Terms & Conditions.
- 3) Orders, confirmations and/or acceptance by the Principal of quotations and offers made by Shypple shall constitute express recognition and acceptance of these General Terms & Conditions and any applicable Specific Conditions, all simultaneously replacing and expressly dismissing any general, purchase or special terms or conditions of the Principal.

Departures from these General Terms & Conditions and in particular, general, purchase or special conditions of the Principal will only apply to Agreements with Shypple if this has been expressly agreed in writing with the Board of Management of Shypple. Where General Terms & Conditions are referred to above and below, this shall always – if applicable – include the supplementary Specific Conditions mentioned in Articles 14 and 15.

At the express request of the Client, Shypple will send the latter a copy of the Specific Conditions listed in articles 14 and 15 (Supplementary Conditions) of these General Terms & Conditions. If the Client does not expressly request it, the Client thereby automatically accepts the mere reference to the Specific Conditions listed in these General Terms & Conditions.

- 4) Other terms or conditions mentioned in any documents issued by or on behalf of Shypple shall only apply with due regard for the provisions of these General Terms & Conditions.
- 5) Shypple is entitled and, now for then, is duly authorized by the Principal, to complete work, instructions, transactions and agreements which Shypple, acting as an intermediary for the Principal, assigns to third parties to execute, or to that effect use property or resources of third parties, subject to the industry-standard terms and conditions or the terms and conditions laid down by that third party or those third parties for their business, whereby these General Terms & Conditions shall remain in full force vis-à-vis the Principal.
- 6) Should one or more provisions of these conditions be null and void or be found to be voidable, this shall not affect the legal force of other provisions of the General Terms & Conditions which shall remain in force.

## Article 3. Establishment of the agreement

- 1) The prices quoted by Shypple are in EURO or USD, and are exclusive of VAT or other government-imposed levies.
- 2) Offers made by Shypple may be conveyed to the (potential) Counterparty by various media, including: E-mail, Shypple Application or Telephone.

- 3) Unless otherwise agreed in writing, all offers made by Shypple are without obligation, particularly as regards the period of performance and prices. Summary departures may not, under any circumstances, constitute grounds for the Counterparty to cancel or dissolve the agreement.
- 4) All prices quoted for services and/or work by Shypple are based on the prices in force at the time of the quote. Should these prices change afterwards, Shypple reserves the right to subsequently alter the prices, subject to reasonableness and fairness. If the original price is increased by more than twenty percent, the Counterparty shall have the right to dissolve the agreement. In that case, the agreement must be dissolved in writing, within five working days after Shypple has notified the Counterparty of the price increase.
- 5) Acceptance by the Counterparty of the offer made by Shypple may take the form of a written, verbal and/or electronic confirmation of the offer by the Counterparty, or other affirmative response to the offer made by Shypple.
- 6) The Agreement shall be deemed concluded when Shypple has received the Counterparty's acceptance, in accordance with paragraph 5 of this article.
- 7) Should there be any updates in the shipment agreed with the Counterparty, including but not limited to missing/incomplete documents, additional information required or any change of ETA, the Counterparty shall in all cases be notified by Shypple through the web-application at [shypple.com](http://shypple.com). At Counterparty's discretion, should he expressly request so in the Shypple Application, by enabling e-mail notifications, Shypple shall also notify the Counterparty about any updates in the shipment by electronic means of communication i.e. e-mail.
- 8) Upon receipt by Shypple of the order placed by the Counterparty, Shypple may demand from the Counterparty an amount equal to the quoted price, by way of advance payment which the Counterparty shall accept.
- 9) Each Agreement concerning the rendering of services by Shypple shall be established with Shypple. This shall also apply if it is the Counterparty's express or tacit intention that the instruction will be carried out by a particular person. The operation of article 7:404 BW (Dutch Civil Code), which makes provision for the latter event, and the operation of article 7:407(2) BW, which stipulates joint and several liability for the event where two or more persons have been given an instruction, is hereby expressly excluded.

## Article 4. Payment

- 1) The Counterparty shall pay the price for the services and/or work supplied by Shypple in the manner indicated in the invoice received from Shypple.
- 2) In the event that, for the rendering of services, the Counterparty is promised an invoice with a term for payment, the Counterparty shall be obliged to pay the amount due within the term for payment allowed. Payment shall be made to a bank account to be designated by Shypple.
- 3) If, in the event of non-timely payment as referred to in this article, Shypple seeks to collect its claim independently or through the services of third parties, the Counterparty shall be obliged to pay in full all the extrajudicial collection costs incurred. For debts of up to and including EUR 5.000, these extrajudicial collection costs shall total fifteen percent of the amount to be collected, and above that threshold shall depend on the degressive invoice rate charged by lawyers, but in any event shall be a minimum of EUR 350. In addition, from the moment the debt falls due, Shypple shall charge the Counterparty interest of 1% per

month or – if applicable and greater – the statutory commercial interest determined by Dutch law.

- 4) If the Counterparty defaults on payment to Shypple, Shypple shall have the right to suspend further performance of all current Agreements between the parties until such time as the payment has been made. If previously agreed otherwise, cash and/or advance payment may be required for the further execution of an order.
- 5) If, either prior to or during the performance of an Agreement, Shypple receives clear indications of the Counterparty's inadequate or diminished creditworthiness, Shypple shall have the right to not further perform the services agreed upon unless, at its demand and to its satisfaction, the Counterparty effects advance payment of the amount due or, security has been furnished for the proper payment of the price due, regardless of whether this would be in cash or whether any other period has been set for the performance of the Agreement.

In the latter case, Shypple may, on pain of the price for the portion of the Agreement(s) already performed being immediately due and payable and the cessation of any further performance of the Agreement(s), also demand the provision of security for the period between such performance and payment.

- 6) The Counterparty shall be bound vis-à-vis Shypple to furnish security as referred to in the preceding paragraph for any amount owed to Shypple, at that time or in future, even if Shypple has not suspended or ceased its performances. The costs of, for example, legal assistance, service of documents and other similar expenses incurred by Shypple shall in this case always be borne by the Counterparty.
- 7) Payments made by the Counterparty shall always be used first to reduce all costs, then to reduce all interest due and finally, to reduce the oldest outstanding invoices – even if the Counterparty states that the payment relates to a later invoice – and all accruing interest.
- 8) All payments must be made without discount, set-off or other deductions.
- 9) Invoices, reminders and demands sent to the Counterparty by Shypple shall be deemed to have been received by the Counterparty and kept without protest if the Counterparty does not make a complaint to Shypple regarding the invoice, reminder or demand in question within five working days of the invoice date, by registered letter. The Counterparty itself is obliged to inform Shypple about any changes of address. Until such moment as a change of address is notified, Shypple shall be entitled to use the address included in the Agreement.

## Article 5. Liability

- 1) All Agreements are performed at the expense and risk of the Principal. Under no circumstances shall Shypple ever be liable for any damage suffered by the Principal/Counterparty and/or third parties, except in the case of fault or negligence on the part of Shypple in the performance of the Agreement. Any liability for consequential loss suffered by the Principal and/or third parties is excluded by Shypple.
- 2) If and insofar as Shypple and/or its personnel and/or Board of Management were to be liable for any damage pursuant to paragraph 1 of this article or otherwise, any residual liability – including if the applicable Specific Conditions contain a higher maximum amount – shall at all times be limited to no more than the invoice amount for the instruction pursuant to the Agreement, which, at all times and in all cases, is limited to 10.000 SDR per instruction and – in the event of several related instructions – this liability shall be limited at all times to a maximum of 36.000 SDR, this amount being

distributed pro rata part among the injured parties, as the maximum compensation payable.

- 3) Any persons entering land, vessels or vehicles used by third parties or locations where work is done by Shypple shall, with everything upon their person, do so at their own expense and risk and must take personal responsibility for compliance with the legal, contractual or current security provisions in force at those locations. Any liability for material and immaterial (consequential) damage occurring at such locations is excluded.

Any liability for physical injury is excluded, unless any provision of law forbids such exoneration. In that case, any liability for such physical injury shall be subject to the upper limits set by Shypple in accordance with paragraphs 1 and 2 of this article.

- 4) Any liability on the part of Shypple, its Board of Management and/or employees or persons or companies whose services are called upon by Shypple shall lapse if Shypple has not been made aware of the alleged attributable failing and/or potentially unlawful act, in writing, before the work is completed or before leaving the land or location at which the work has been or should be carried out or any performance and/or service should be rendered. If, in the circumstances, this is not reasonably possible for the Principal, any liability on the part of Shypple shall lapse if written notice of liability is not sent to Shypple and/or the company or person engaged by the latter within eight (8) days of cognizance of the alleged infringement.

## **Article 6. Personnel, auxiliary persons**

- 1) In the performance of the Agreement with the Counterparty, Shypple shall have the right to use Shypple' own personnel and resources or the personnel and/or resources of third parties engaged by Shypple, at its entire discretion.
- 2) Shypple also stipulates, including for the benefit of personnel and/or companies and/or their personnel and/or other auxiliary persons and their personnel engaged by or via Shypple, any exclusion and/or limitation of liability and/or prescription and/or forfeiture in conformity with these General Terms & Conditions, and also the indemnification clause included in Article 7, on the understanding that any person or auxiliary person charged by the Counterparty or a third party may only exercise the indemnification clause if duly authorized by Shypple, in writing.

## **Article 7. Indemnification**

The Principal and/or Counterparty shall indemnify Shypple, as well as the (auxiliary) persons and/or companies engaged by or via Shypple, in respect of all claims of the Counterparty and/or third parties against whom these General Terms & Conditions and/or any other conditions mentioned herein cannot be invoked, insofar as liability would be excluded and/or limited by these conditions, as if that third party would have been bound by these General Terms & Conditions and/or the conditions set out herein.

## **Article 8. Licenses/obstacles/restrictions/force majeure**

- 1) In the event that, in the performance of any Agreement, Shypple has to apply for licences, all in the broadest sense of the word, in order to perform the Agreement, the dates for obtaining the requisite licences as indicated by Shypple shall be indicative and shall never be regarded as firm dates, as the possible granting of licences and how long this process takes is beyond the control of Shypple.

- 2) The Principal and/or Counterparty shall, on first request, provide Shypple with all the requisite information it requires for the purposes of applying for a licence. The Principal and/or Counterparty shall at all times be directly responsible for the information supplied to Shypple in this connection. Shypple excludes all liability for information received, and does not verify the information supplied.
- 3) Licensing processes may change due, for example, to local laws. Shypple excludes, in advance, any liability for changes to such processes.
- 4) In the event that, in the performance of an instruction, Shypple is reliant on an external convoy escort by, for example, the local police, Shypple accepts no liability whatsoever for the possible unavailability of such services. Shypple will separately pass on any costs of such an escort to the Principal/Counterparty.
- 5) The provisions of this article shall also apply with respect to the need to remove obstacles on the route taken by Shypple in the performance of an Agreement.
- 6) In the performance of the Agreement, Shypple shall never vouch for the availability of the route and for any obstacles, blockades, obstructions, impassability due to weather conditions and similar restrictions, and Shypple excludes any liability whatsoever in this regard in the performance of the Agreement.
- 7) The Principal and/or Counterparty shall be personally responsible at all times for free passage and access to the delivery address. Shypple accepts no liability whatsoever if circumstances prevent delivery to the agreed delivery address, and in that event Shypple will deliver to an accessible location along the route to the delivery address. Any resulting additional costs and/or storage charges shall be borne in full by the Principal and/or Counterparty.
- 8) Shypple does not accept on any other terms any liability when executing the assignment and/or Agreement, if Shypple is not able to perform because of force majeure.

## **Article 9. Expiry, prescription**

All claims against Shypple and/or by Shypple or the persons or auxiliary persons engaged by the latter and/or their personnel and/or the personnel of Shypple shall be prescribed by the simple lapse of a period of twelve (12) months from the time at which the claim arose, unless the claim has been brought before the competent court or a competent arbitration tribunal.

## **Article 10. Latest version**

Unless specifically agreed otherwise, pursuant to Article 2 the most recent version of the conditions to which reference is made in Articles 14 and 15 of these General Terms & Conditions of Shypple shall apply to the Agreement with the Principal.

## **Article 11. Prevailing Conditions**

In case of conflicting provisions between these General Terms & Conditions and the Specific Conditions listed in Articles 14 and 15 below, the provisions of the Specific Conditions shall always supersede, except for the Specific Conditions mentioned in Article 15(1)(a). In the latter case, the provisions of these General Terms & Conditions shall always prevail.

## **Article 12. Precedence of the Dutch text**

If the Dutch text of the Specific Conditions referred to in Articles 14 and 15 deviates from its translation into another language, the Dutch text will prevail.

## **Article 13. Applicable law, jurisdiction**

- 1) All Agreements with Shypple are governed by the laws of the Netherlands.
- 2) All disputes between Shypple and a Principal which cannot be settled amicably shall be exclusively referred to the competent in Rotterdam, The Netherlands. This paragraph also applies for any auxiliary persons and/or their personnel engaged by Shypple for the performance of the Agreement.



## SPECIFIC CONDITIONS

### **Article 14. Supplementary conditions for operations as shipbroker and shipping agent**

- 1) The General Conditions and Rules for Dutch Shipbrokers and Agents (*AlgemeneNederlandseCargadoorsvoorwaarden*), as filed at the Offices of the District Courts in Amsterdam, Dordrecht, Groningen, Leeuwarden, Middelburg and Rotterdam, apply to operations as a shipping agent and shipbroker.
- 2) Unless expressly agreed otherwise, in writing, in all Agreements concluded by Shypple in its capacity as shipping agent or shipbroker, the contracting party is not Shypple but rather the person for whom that Agreement is concluded.
- 3) Therefore, the conditions of the transport contracts, the bills of lading, the rates etc. of, respectively, the represented ship, owner or carrier represented shall apply to such Agreements.
- 4) With respect to the performance of Agreements by Shypple in its role as shipping agent or shipbroker for the benefit of consignors and consignees of cargo or others, proceeding from any aspect of the aforementioned transport agreement(s), such as ordering lighters, calling for the delivery of cargo, handling formalities in respect of customs or other government regulations, transport by road or otherwise, and so on, but not necessarily limited to same, the performance of these Agreements shall always be entirely at the expense and risk of the Principal, without the shipbroker or shipping agent Shypple assuming any responsibility.

### **Article 15. Supplementary conditions for forwarding, storage, transport and transshipment**

- 1) When Shypple enters into contracts for forwarding operations, storage operations, transshipment operations, the transport of persons and/or goods by rail, road, inland waterways, sea or air or otherwise for the benefit of the Principal, this shall be in the name and at the expense and risk of the Principal, and subject to the conditions, rules and treaties listed in subsections a to k of this article, unless and insofar as it should be appear that, in spite of the preceding provisions, Shypple must itself be regarded as the Principal's contracting party with regards to the subject matter of the contract. In the latter case, these General Conditions will primarily apply, as well as the Specific Conditions referred to below in connection with the performance of the Agreements (adhering to the priority rule as set out in Article 1 paragraph 2):

- a. For forwarding operations: the *Algemene Voorwaarden van de Federatie van Nederlandse Expediteursorganisaties* (Dutch Forwarding Conditions by FENEX), filed with the Offices of the District Courts of Amsterdam, Arnhem, Breda and Rotterdam;
- b. For international and national transport by inland waterways: the *Bevrachtings- en Vervoerscondities (Connossementsbepalingen)* (Chartering and Transport Conditions (Bill of Lading Provisions), as applied by the relevant carrier contracted - including Shypple - and which may or may not have been filed at the Office of one of the District Courts in the Netherlands and, failing this, the most recent version of the "VERLADE- UND TRANSPORTBEDINGUNGEN (Konossementsbedingungen)" (Loading and Transport Provisions – Bill of Lading Provisions);
- c. For international transport by road: the provisions of the C.M.R. Treaty (*convention relative au contract de transport international des marchandises par route*) (Convention on the Contract for the International Carriage of Goods by Road), insofar as applicable in accordance with this Treaty;
- d. For all other transport by road: the *Algemene Vervoerscondities* (General Transport Conditions) 1983, latest text, filed at the Offices of the District Courts of Rotterdam and Amsterdam;
- e. For national and international transport by rail: the *Algemeen Reglement Vervoer* (ARV, General Carriage Regulations), the applicable International Treaties and their schemes and regulations concerning goods transport by rail, such as CIM, RIP, RICO, U.I.R.R., Interfrigo, Intercontainer, etc., but not necessarily limited thereto;
- f. For transport by air: the "*Algemene Condities voor het vervoer van Goederen*" (General Conditions for the Carriage of Goods) or, insofar as they are deviated from, the conditions of the so-called "Airway Bill" of the airline company or air or courier service engaged for the transport, and the applicable Treaties and Protocols;
- g. For warehouse operations: the *Veemcondities Amsterdam – Rotterdam* (Amsterdam – Rotterdam Warehouse Conditions), filed at the Offices of the District Courts of Amsterdam and Rotterdam and - insofar as not in conflict with those Warehouse Conditions - the *Algemene Voorwaarden van de Federaties van Nederlandse Expediteursorganisaties (FENEX)* (General Conditions of the Netherlands Association for Forwarding and Logistics), filed at the Offices of the District Courts of Amsterdam, Arnhem, Breda and Rotterdam;
- h. For storage and delivery of goods: the General Conditions laid down for that purpose by the *Vereniging van Rotterdamse Opslagbedrijven* (Association of Rotterdam Storage Companies), as filed at the Office of the District Court in Rotterdam;
- i. For stevedoring operations: the General Conditions in connection with the operations, as laid down for them by, respectively, the *Vereniging van Rotterdamse Stuwadoors* (Association of Rotterdam Stevedores), the *Stichting Samenwerkende Machinale Overslagbedrijven* (Foundation for Co-operating Mechanised Transshipment Companies), and the *Vakgroep Algemeen Stuwadoorsbedrijf der Scheepvaart Vereniging Noord* (General Stevedoring Department of the Shipping Association North), as filed at the Offices of the District Courts of Rotterdam and Amsterdam;
- j. As regards the use of floating sheerlegs in the Netherlands, the

- Bokkengebruikvoorwaarden* (Conditions for the Use of Floating Sheerlegs) 1976 apply;
- k. With respect to cargo handling and related activities at the harbour in Antwerp, the conditions of ABAS (*Professional Association of Antwerp Master Stevedores and Port Operators*) and KVBG (*Royal Association of Traffic Flow Controllers*) apply.
  - l. As regards the use of House Bill of Lading (Combined Transport Bill of Lading) the “standard Bill of Lading terms and conditions of Shyppleb.v.” will be applicable.
- 2) If, within the context of Agreements, goods have to be stored by Shypple within or outside the Netherlands on behalf of a Counterparty, the goods shall at all times be stored at the expense and risk of the Counterparty and in accordance with the methods and applicable conditions of storage that are customary in the country in question. If, for the purposes of such storage, the risk in respect of certain goods is at the expense and risk of the Counterparty, the Counterparty must arrange and pay for its own appropriate insurance.

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