



Manufacturer of Bridge Components

General

Terms & Conditions



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General

These general Terms and Conditions of AssaFlex (hereinafter referred to as "T&C") apply, in their most current version on the day of confirmation of order, to all deliveries of goods and services by AssaFlex UK (hereinafter referred to as "AssaFlex"). The T&C form an integral component of every contract concluded between a customer of AssaFlex (hereinafter referred to as "customer") and AssaFlex is a supplier of goods or services. AssaFlex is entitled to change these T&C at its own discretion, with any changes not applying retrospectively. The current valid version of the T&C can be downloaded at any time from the AssaFlex website.

(<http://www.assaflex.co.uk>). Deviations from these T&C may be agreed in writing if the T & C contradict any written agreements between the parties, the latter shall apply. The applicability of any other general terms and conditions of the customer is strictly excluded. If individual clauses in these T&C are or become invalid, in whole or in part, the validity of the remaining clauses or the remaining parts of such clauses shall remain unaffected.

AssaFlex is the external operational arm of Assamrof Company Ltd, registered in Esfahan-Iran.

AssaFlex is a brand name and is part of IGLOO Construction & Project Manager Company Ltd registered in England.

1. Placing orders, conclusion of the contract

The customer can place orders in writing or verbally; however all orders must be accepted in writing by AssaFlex. The contract is only affected with the formal written acceptance of the order by AssaFlex. Every offer made by AssaFlex is subject to change, even if it is in response to a customer's request for a quotation. A contract is only affected with the dispatch of an order confirmation by AssaFlex or the delivery of a countersigned copy of an applicable contract.

2. Scope of delivery

2.1 The order confirmation is the decisive reference for the scope and execution of the delivery. Any performances not included in the order confirmation will be invoiced extra, as will any performances that require special expenditures in order to be completed before the agreed deadline at the customer's request.

2.2 If the customer requires the use of special materials, this must be stated in the order. Otherwise AssaFlex is entitled to use the materials usually applied.

3. Technical documents

3.1. Provided that technical data, construction drawings, plans, illustrations etc which are included with a quotation are not expressly described as binding and definitive, they are to be considered only approximately representative.

3.2. All technical documents remain the intellectual property of AssaFlex and may not be copied or duplicated, or made available to third parties in any way, or used for the manufacture of products or components. They may be used for inspection and maintenance works, provided they have been appropriately marked by AssaFlex.

3.3. Technical documents pertaining to offers that do not result in an order are to be returned immediately.

4. Regulations and standards.

The customer must inform **AssaFlex** in writing about locally governing regulations and standards and provide these in a legible format no later than the submission of his request for an offer. This applies particularly to regulations and standards that necessitate an adaptation or change to the goods to be supplied by AssaFlex. If such regulations and standards are not mentioned in good time and documented appropriately, the goods supplied by AssaFlex are considered to be compliant with the

contract, provided that they correspond to the valid UK regulations. Alternatively AssaFlex is entitled to subsequently take into account the standards that have not been mentioned or documented in time, and to demand any corresponding price increases from the customer.

5. Price

5.1. Provided that nothing else has been agreed between the parties, the prices quoted are ex-works (EXW), without packaging, in GB pound and without any deductions or discounts.



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All additional costs such as freight, insurance, export, transit, as well as any necessary certifications shall be borne by the customer. The customer is also responsible for the payment of all taxes, duties, fees and customs charges etc.

5.2. AssaFlex reserves the right to adjust the price, if between the times of the offer and the contractual delivery either wage rates or the price of materials change or if the exchange rate changes in the case of offers in foreign currencies.

5.3. Terms of delivery only apply to the customer's assignment of an order if this has been expressly accepted by AssaFlex.

6. Terms of payment

6.1. Unless otherwise agreed, all customers' payments are to be made within the agreed time period to AssaFlex registered office in England, without the deduction of discounts, expenses, taxes or fees of any kind. In the case of partial deliveries payments must be made according to the scope of the individual delivery.

6.2. The dates of payment shall also be observed even if transport, delivery, installation, taking into service or acceptance of supplied products are delayed or prevented due to reasons for which AssaFlex is not responsible.

6.3. The customer shall not reduce, withhold or offset payments on account of complaints, claims for defects or counterclaims raised by the customer and not recognised by AssaFlex. Payments must still be made in full if parts are missing provided that this does not render it impossible to use the delivered product. The payments are furthermore to be made in full even if it proves to be necessary to rework the delivered product.

6.4. If the customer is in default with respect to the agreed terms of payment he shall be liable, without reminder, to pay the default interest, from the agreed date of maturity, at the rate of 5% (five per cent) per year. Payment of default interest shall not, however, release the customer from his contractual obligations to pay. The customer is also liable for any possible currency depreciation at home or abroad between the time when the payment is first due and the time of actual payment. Likewise the customer is liable for increases in import or export charges in the same period.

6.5. If the customer is in default with his payments, AssaFlex is entitled to withhold all further deliveries of the customer's ordered goods until all amounts owed by the customer are paid in full and without deductions.

6.6. In cases of delayed payments or justified concerns about the customer's ability to pay, AssaFlex is entitled to demand immediate payment of all claims arising from the business arrangement including any which may not otherwise be already due for payment, and make the delivery of goods which have still not been fully paid dependent on corresponding advance payments.

7. Retention of title

AssaFlex retains the ownership of all products supplied until receipt of full payment for the delivery.

8. Place of delivery

Unless agreed otherwise in writing, AssaFlex shall make deliveries to the customer, or to a third party designated by the customer, exclusively Ex-Works (EXW), i.e. for collection from AssaFlex factory or depot, storage centre designated by AssaFlex.

9. Delivery period

9.1. The agreed delivery period shall start on conclusion of the countersigned contract, provided all administrative formalities such as permits to transfer funds, import permits and have been completed, and payments and any required securities or guarantees have been effected, and all necessary information has been supplied by the customer, and all technical points are settled and AssaFlex drawings have been approved by the customer. The delivery period shall be deemed to have been observed if fabrication at the plant, or transport where this is AssaFlex responsibility, is completed before the expiry of the stipulated delivery period.

9.2. The delivery deadline will be appropriately extended:

- a) If AssaFlex does not receive the information required for the execution of the order in time or if the customer amends previously provided information and thereby causes a delay in the delivery;
- b) If obstacles appear which are not within AssaFlex control, irrespective of whether they develop at AssaFlex the customer or a third party. Such obstacles are, for example, substantial operational disturbances, accidents, working conflicts, late or incorrect supply of the necessary raw materials, semi-finished or finished articles,



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important work pieces that are unfit for use, official measures, natural causes, terrorist acts, regional conflict, war;

c) If the customer falls behind with the work to be carried out by him or defaults on the fulfilment of his contractual obligations, in particular if he fails to comply with terms of payment.

9.3. A contractual penalty for late delivery requires a special written agreement in advance, and can only be asserted if the delay was verifiably caused by AssaFlex and the customer can substantiate a loss. If the customer is assisted with a replacement delivery, they cannot claim payment of the contractual penalty.

9.4. Any penalty which may arise can amount to maximum 1/4 % (a quarter of one per cent) for every full week of delay, however, overall no more than 5% (five per cent), charged on the contract price of the delayed part of the delivery. In the case of delivery periods of over five months, no claims can be made for a contractual penalty for the two first weeks of any delay

9.5. The customer shall not be entitled to raise any claims for damages, liquidated or otherwise, nor have the right to terminate the contract on account of a late delivery.

10. Examination and Acceptance of the Delivery

10.1. Insofar as this is customary, the delivery from AssaFlex shall be examined during its manufacture. If the customer requires further tests or inspections, they are to be agreed in writing and any related costs shall be at the customer's expense.

10.2. If the customer desires acceptance examinations of the completed product to be conducted, they must be arranged in writing at the latest at the time of agreement of the contract. If these examinations cannot be conducted within the stipulated period of time on account of reasons for which AssaFlex is not responsible, the products to be supplied are deemed to have the characteristics the examination was to confirm.

10.3. The customer shall examine the products delivered within 14 (fourteen) days after having received them and notify AssaFlex immediately within 7 (seven) days in writing of any defects. If he fails to do so, the products supplied are deemed to have been accepted.

10.4. If during the acceptance procedure, the delivery is found not to conform to the contractual specifications, the customer must immediately give AssaFlex the opportunity to rectify any faults.

10.5. The customer shall not be entitled to raise any further claims based on faulty delivery; he shall, in particular, have neither the right to claim for damages, nor the right to terminate the contract.

11. Packing

AssaFlex may charge the customer for large packaging separately for expenses and will not accept returned packing materials. If, however, packing materials have been identified as being the property of AssaFlex, the customer must return such packing materials, at his own expense, postage/freight paid to the place of dispatch of the products supplied.

12. Transfer of Benefit and Risk

Benefit and risk shall pass to the customer not later than the dispatch of the delivery ex works, even if the delivery is made CIF, FOB or including installation. If delivery is delayed or rendered impossible for reasons for which AssaFlex is not responsible, the products concerned shall be stored at the customer's expense and risk.

13. Late collection by the customer

If the customer does not collect the goods as stipulated, the goods are stored uninsured at the expense and risk of the customer. AssaFlex is entitled and authorised to store these goods on behalf of and at the expense of the customer on the premises of a third party at customary market prices and conditions

14. Transport and Insurance

If AssaFlex arranges the transportation, it shall be done exclusively in the name and on the account of the customer. In this case, the carrier shall be instructed by AssaFlex either to charge the customer for the freight costs and all the other charges involved (e.g. import duties) or if necessary to only invoice AssaFlex for the carriage; in this case the latter invoices the carriage and associated costs and submits them to the customer. If the transportation is arranged in such a way by AssaFlex this does not in turn change the terms of delivery. The customer is exclusively responsible for arranging any required transport insurance.



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15. Installation

If AssaFlex is also responsible for the installation or for supervision of installation of the supplied products, AssaFlex installation procedure shall apply and build an integrated part of these T&C.

16. Returned goods

16.1 Stock products (as defined by AssaFlex may be returned by prior arrangement and in perfect condition, and their value credited to the customer with a reduction of 25% of the invoiced price. In every case the customer shall bear all carriage and packing costs.

16.2 Custom-made products and non-stock items may not be returned under any circumstances. Custom-made products are to be accepted in every case from the moment of completion of production according to the agreed conditions, even if the products have not yet been delivered to the customer

17. Guarantee

17.1. AssaFlex undertakes to either repair or replace at its own choice, as soon as possible, at the customer's written request, all parts which prove to be defective or unfit for use on account of faulty materials, incorrect detailing or defective workmanship.

17.2. AssaFlex only bears the costs that are incurred by repairing or replacing defective parts in its workshop. If the defective parts cannot be repaired or replaced in its workshop for reasons beyond AssaFlex control, any resulting additional costs shall be borne by the customer.

17.3. The customer is not entitled to raise any further claims on account of faulty delivery, in particular compensation claims for losses incurred. A cancellation of the contract is likewise excluded.

17.4. The warranty period for building products shall be 9 months. For civil engineering products (bearings, expansion joints and general steel constructions) shall be 36 months. Longer guarantee times are only valid if they have been arranged between the parties in writing.

17.5. No liability is assumed for components that are subject to premature wear as a result of their material composition or the way in which they are used.

17.6. The warranty period shall start with the dispatch of the delivery from the factory or, in the event that AssaFlex is also responsible for the installation, when the installation work is completed. If the dispatch or installation is delayed on account of reasons for which AssaFlex is not responsible, the warranty period ends for building products no later than 12 months after the notification of readiness for dispatch, and in all other cases no later than 40 months after the notification of readiness for dispatch

17.7. The warranty term commences for replacement parts; for building products it shall have duration of 3 months and in all other cases 12 months, from the date of dispatch from the factory.

17.8. The warranty does not include losses that result from natural wear, incorrect maintenance, inappropriate application or use, disregard of operating instructions, overloading, unsuitable operating materials, chemical or electrical influences, faulty construction, installation or improvement works not carried out by AssaFlex, or any other reasons for which AssaFlex is not responsible.

17.9. The customer is obliged to inspect the products on a regular basis in accordance with AssaFlex inspection and maintenance manual. The customer must inform AssaFlex of any damages immediately and within 30 days in writing. If he fails to do so, then any damages about which AssaFlex was not informed are excluded from the warranty.

17.10. The customer shall provide AssaFlex with unhindered access to the product free of charge for any repair work. This can include setting up of scaffolding, road closures, etc. AssaFlex shall not be liable for such expenses.

17.11. The warranty expires if the customer or a third party decide to make changes or repairs to the delivery, without AssaFlex consent; furthermore, if the customer does not immediately undertake suitable measures to limit the extent of any damage and allow AssaFlex to rectify the fault.

17.12. With respect to deliveries by third parties, AssaFlex guarantee is limited only to the obligations assumed by the subcontractors and AssaFlex shall advise the customer of this.



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18. Liability

18.1. AssaFlex undertakes to fulfil its guarantee obligations in accordance with the preceding terms. Every other liability towards the customer is excluded, as far as legally permissible.

18.2. If losses are incurred by a third party or by the customer in connection with AssaFlex delivery or performance, then AssaFlex shall compensate for this only insofar as its liability insurance provides backing.

18.3 AssaFlex is only liable for any claim in connection with incorrect advice, design or engineering activity up to a maximum of the fees invoiced for the consultation, design or engineering activity. If these activities were performed free of charge, AssaFlex shall bear no liability.

18.4. No further guarantees or liabilities shall apply, particularly claims for a discount or for damages on account of non-fulfilment or incomplete fulfilment as well as all other claims for damages and legal remedies. Under no circumstances is AssaFlex liable for consequential damages or loss of profit. Likewise is excluded any liability for losses in connection with restrictions on use of any kind (e.g. late opening of highways or streets).

19. Data processing

AssaFlex is entitled to process and to store data obtained within the framework of its business relations with the customer in accordance with UK data protection law.

20. Place of performance, jurisdiction and applicable law

20.1. Unless otherwise agreed, the place of performance for all services covered by this contract is AssaFlex registered office in the United Kingdom.

20.2. The legal relations of the parties are exclusively governed by English substantive law under exclusion of the rules of private international law and the United Nations Convention on Contracts for the International Sale of Goods of 1980 (Vienna Convention).

20.3. The exclusive jurisdiction for all disputes is AssaFlex registered office in England. AssaFlex is further entitled to take legal action against the customer in the legally intended jurisdictions.

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