

GENERAL CONDITIONS OF SALE OF ZELIATECH S.R.L.

1 - Introduction

Commercial relations between Zeliatech S.r.l. (hereunder "**Zeliatech**") and its clients are governed exclusively by the following general conditions of sale (hereunder "**General Conditions**"), excluding any other agreement unless expressly agreed in writing. The submission of an order by the client, including through the on line channel, implies full acceptance of the conditions hereunder.

The contract shall be deemed effective only upon the confirmation by Zeliatech of the order issued by the client in writing, in accordance with the procedure set forth in Article 5 below.

2 - Clients

Zeliatech mainly sells to: - resellers of electrical material for industrial systems; - companies or resellers of materials for the construction of photovoltaic systems and for the treatment and transformation of electrical energy; - hardware and software retailers - system integrators - software houses - retailers of electrical household appliances - aerial installers - anti-theft system installers - electricians - entities which, pursuant to applicable trading legislation, are authorised under the "ACTIVITY" heading of its Certificate of Incorporation for the retail sale of electrical and photovoltaic material, information technology, electronic and consumer goods and audio-visual and/or photographic support media and equipment.

3 - Liability

Unless otherwise agreed in writing between the parties, Zeliatech shall not be liable for any direct and/or consequential damage or loss deriving from the sale of the goods and services offered to the client including any delay and/or failure to deliver the products, nor for the correspondence of the goods to technical specifications, nor for any other event not directly attributable to Zeliatech .

4 - Technical Information and use of software

The technical information relating to the supplied products is taken from information published by the manufacturers of the goods. Zeliatech reserves the right to amend/update the technical information and dimensions of products as provided by the manufacturers, even without prior notice.

In the event that the goods purchased from Zeliatech consist of license for use of software or in case such goods embed software required for their utilization, in relation to such software the client:

- acknowledges and agrees that the end user will be able to use such software only accepting and pursuant to the terms and conditions included in the end user license agreement (if any) provided by the manufacturer. The client undertakes to inform the end user of the foregoing, specifying that, without the acceptance of the end user license agreement (if any), the end user will not be able to use such software;
- undertakes not to copy, reproduce, translate, disassemble, reverse engineer, apply any procedure to ascertain and/or appropriate the source code, modify, use in any manner or allow third parties to use in any manner such software. The client undertakes to sale the license for the use of software or goods embedding software required for their utilization imposing to its clients the same obligations provided hereunder. Where permitted by the manufacturer, and strictly within the limits allowed by the latter, the client may access the source code solely for the purpose of performing maintenance.

Should the client fails to comply with the obligations under this article, the client shall indemnify Zeliatech for all damages, costs, charges and expenses that may arise as a result of the breach by the client of such obligations.

5 - Orders

The offer is submitted to the client in written form via e-mail and contains a description of the products, the prices, the methods and delivery terms, where applicable, as well as the payment terms and any special

conditions, including but not limited to, the manufacturer's warranty or payment methods different from those provided for in the offer ("**Special Conditions**"). In the event of any discrepancy or conflict between these General Conditions and the Special Conditions, the latter shall prevail.

Unless otherwise specified, orders, duly signed or submitted via the Internet ("on line"), or received in electronic form, shall be accepted by Zeliatech within the date specified in the offer. Client submitting an "on line" order, at the end of the ordering procedure, will receive by e-mail a communication confirming the receipt of the order and the details of the relevant "order number". "On line" orders will be displayed five (5) minutes after being placed and may be freely amended by the client for up to twenty (20) minutes after being entered. For "non IT" orders, clients must verify the receipt and any confirmation of orders by connecting directly to the website b2b.zeliatech.com, also accessible from the website www.zeliatech.eu, in the section dedicated to clients under the heading "order tracking". "Non IT" orders may be freely amended by the client for up to twenty (20) minutes after being entered.

With reference to orders received in electronic form the orders confirmation communication procedure will be agreed with each client. In any case, Zeliatech's acceptance of the order shall be subject to the prior registration of the client in Zeliatech's IT systems. The client shall be required to provide all documentation necessary to enable proper registration.

Exclusively in the event of justified reasons or exceptional circumstances, the client may request that goods be delivered on a different and later date than the date indicated in the order. Zeliatech reserves the right, as its sole discretion, to accept or reject such request. The client further acknowledges that requests for postponement will not be accepted if the products have already been reserved or taking into account the time required for rescheduling and the availability of the goods from the manufacturer.

If the products have already been reserved and delivered to Zeliatech, and provided that there has not been a postponement of the date as per the preceding paragraph, additional storage costs shall apply after a maximum grace period of twenty (20) days from delivery and the client hereby undertakes to provide all necessary cooperation in order to regularise the presence of the products in the warehouse.

Except as provided in the preceding paragraphs, the client shall not make any changes to the purchase order. Any changes to the purchase order shall only be permitted if agreed between the parties in accordance with the procedure indicated in the orders and, in any case, they shall be requested by the client within fourteen (14) days from the date of acceptance of the order by Zeliatech. Upon expiry of such period, the purchase order may no longer be modified.

6 - Prices

In the absence of any substantial changes to the purchase order (*e.g.*, changes concerning the technical specifications of the ordered products, the place of delivery, etc.) the prices indicated in the orders are fixed and not subject to variation.

Unless otherwise specified, prices are exclusive of Value Added Tax (VAT) and any additional charges.

All prices indicated in the price list column on the website are the suggested list prices for the end user – excluding VAT – gross of any discount reserved to the user. The sale price is as indicated in the order confirmation. If no discount is specified, the order confirmation will state the "net sales price" to the retailer – excluding VAT.

The prices and discounts may be amended at any time without prior notice before order confirmation.

If a price is published in error, i.e. 50% or more below the correct price and/or in any event it is obviously wrong and/or clearly derisory for whatsoever reason (errors in our system, human error, etc.), the order may be cancelled, even if initially confirmed, and the product will not be delivered unless the client decides to proceed with the order and agrees to pay the correct price.

7 - Products Availability

The availability of the products requested by the client shall be verified by Zeliatech with the manufacturer only after the client has expressed its interest. The offer submitted to the client includes the delivery terms and timelines, provided that the actual delivery date shall be confirmed only after the verification of the products' availability by the manufacturer. Zeliatech does not guarantee the immediate availability of the products indicated in the offer, nor does it assume any liability for potential delays resulting from such verification or otherwise attributable to the client (e.g., late issuance of the order; modification of the purpose of supply).

8 - Delivery, Risk and Ownership

Unless otherwise agreed between the parties, shipment of the products shall be made in accordance with Delivered Duty Paid (DDP) Incoterms 2020, and the related costs shall be charged to the client on the invoice. Transportation shall be carried out by Zeliatech or by another entity appointed by Zeliatech.

Products are shipped at Zeliatech's risks until the place indicated by the client and, more precisely, until the signing by the client (or by its designee) of the accompanying document.

Ownership of the products remains with Zeliatech until full payment of the agreed price by the client, pursuant to and for the purposes of Article 1523 et seq. of the Italian Civil Code. The client shall acquire full ownership of the goods only upon complete payment of all amounts due. In the event of theft/loss of products dispatched DDP as indicated above, Zeliatech will refund the client the whole price of the stolen or lost product, and the client may issue a new order for such products at its option.

In the event the carrier is appointed by the client, the products shall be delivered in accordance with Ex Works (EXW) Incoterms 2020. In such case, Zeliatech shall not be liable for loss and/or damage to the products from the time of consignment of the goods to the carrier from the warehouse where they are stored. Furthermore, Zeliatech reserves the right to inspect goods returned to its warehouses that have not been accepted by the client; in the event that the goods are damaged or incomplete, a deduction equal to twenty percent (20%) of the value of the returned products shall be applied, and no credit note shall be issued for any missing products. In the case of non-EU products, invoices must be accompanied by either a certificate of origin or a community certificate of goods circulation.

Products are dispatched for delivery, unless otherwise agreed in writing by the parties, throughout Italy by the purely indicative deadlines of 24, 48, 72 hours starting from the moment of the delivery to the carrier, is carried out by lorry during business hours from 8.30 am to 12.30 pm and from 2 pm to 6 pm, Monday to Friday, excluding public holidays.

On delivery of the goods, the client must verify that the packages are intact and correspond in terms of quantity and quality with the information in the accompanying documents and any non-conformity must be notified on the same accompanying document with a note that specifically and exactly indicates the non-conformity – and confirmed within eight (8) calendar days by email to Zeliatech to the attention of the referenced vendor and by the submission of a request for non-conformity (NCDE) on the Zeliatech web page. Even if the packaging is intact, goods must be verified within eight (8) calendar days of their receipt; any defects caused by damage during transit must be notified in writing by certified email (PEC) or registered letter with return receipt to the carrier with a copy to Zeliatech, within eight (8) calendar days from the receipt. Any notification after the aforementioned deadline shall not be considered and shall not have effect. The client is responsible for all declarations made.

9 - Payments

Payments shall be made in accordance with the method indicated on the invoice or in the accompanying document transmitted to the client.

The parties may agree on different payment methods, provided that such arrangements are mutually agreed and expressly indicated on the invoice. Access to a credit line for deferred payments shall only be granted to the client upon successful verification by Zeliatech's Credit Department.

Zeliatech retains the right, at its sole discretion, (i) not to proceed with the shipment of goods, even after the acceptance of the order, to clients who are "over the credit limit", have outstanding payments, or are involved in a dispute; (ii) to grant or revoke any line of credit, including, by way of example and without limitation, in the event the client has failed to make purchases for a period of six (6) months or more.

10 – Consequences of Non-Payment

In the event of non-payment within the due date, the client shall lose the benefit of any agreed payment extensions and consequently all amounts owed to Zeliatech shall become immediately due and payable. In such case, Zeliatech shall be entitled to suspend delivery of any products not yet delivered pursuant to and for the purposes of Article 1460 of the Italian Civil Code and may revoke or reduce any credit line previously granted to the client.

Unless otherwise agreed in writing, in the event of total or partial non-payment by the agreed due date, Zeliatech reserves the right to apply, without the need of formal notice of default, statutory late payment interests in accordance with Legislative Decree No. 231/2002.

11 - Obligations of traceability of financial flows – Art.3 of the Law 136/2010

Zeliatech operates in compliance with the obligations in Article 3 of Law No. 136/2010 as amended by Articles 8 and 9 of Decree-Law No. 187/2010, for the purposes of ensuring the traceability of financial flows in supplies and services to the public. If orders come within the scope of application of Law no. 136/2010 as subsequently amended and supplemented, clients must comply with all the provisions of said law, expressly indicating the tender identification code (CIG in the Italian acronym) or if provided by law, the single project code (CUP in the Italian acronym) and the references of the Tendering Authority, providing any cooperation necessary to enable Zeliatech to properly fulfil its legal obligations. Clients must pay for goods supplied exclusively using payment instruments guaranteeing full traceability of transactions with Zeliatech, as provided by this Article 10. Violation of the provisions of this Article and/or in any event of the prescriptions of Article 3 in Law No. 136/2010 as amended and supplemented, shall result in cancellation of entitlement to any orders pursuant to law.

12 - Order cancellation

Clients may request the cancellation of an order or part thereof. In any case, such cancellation shall be effective only upon acceptance by Zeliatech, which reserves the right to reject such cancellation if the products have already been reserved with the manufacturer. Cancellation requests (and their acceptance) are made using the online form for cancellation of order lines.

13 - Returned Goods

Returns of goods to Zeliatech must be requested using the online form or by email, indicating the reasons for the request, quoting the details of the invoices and/or the consignment note. The request shall be expressly authorised by Zeliatech, either "online" or by email. Returns of goods are subject to prior authorisation and assignment, "online" or by email, of a "return number" within ten (10) business days of the date of approval of the return request.

Returned goods may be subject to deductions (see amounts in the online return form) if the product:

- although perfectly intact (sealed), is marked by the icon (an "end of line" product no longer available from our supplier) or (a *back to back* product but purchasable in expressly on receipt of the client order) at the time of entry of the return request;
- is declared open;
- is declared unopened via the on-line form whereas in reality it was open;
- reaches Zeliatech more than ten (10) business days after the time the return was authorised.

Returned goods must be in perfect condition, in their original packaging, and sent carriage paid to our stores, quoting the assigned return number on the document.

14 - Complaints

Any errors in dispatch or absence of items must be notified in writing and/or online, by the methods and deadlines indicated in Article 8.

15 - Guarantees

Purchases of products from Zeliatech implies full acceptance of the guarantee conditions of the manufacturer, which are beyond the control of Zeliatech. Therefore, the client should be aware that the products purchased will be guaranteed by the manufacturer under the conditions provided by the latter and accepts, without any reservation, all the guarantee service provision formalities of the manufacturer, including with respect, by way of example, to the entity managing the guarantee including, if other than Zeliatech. For this purpose, the manufacturer's warranty conditions will be communicated to the client already at the offer stage and indicated in the Special Conditions. Without prejudice to the foregoing, Zeliatech promptly undertakes to provide assistance to the client and to involve the manufacturer in the event of any report by the client of defects or non-conformity of the products with technical specifications, interacting with the manufacturer to expedite the latter's intervention.

16 - Export, Sanctions and Client Obligations

The client undertakes to comply with all laws and regulations regarding export, restrictions, economic sanctions, and embargoes established by the European Union, the United Nations, the United States of America, the United Kingdom, Switzerland, and any other relevant jurisdiction in relation to the products, including the control regime for defense materials and dual-use products, as well as any other law and/or regulation that prohibits or limits the export, re-export, or transfer of products, technologies, data, or services, directly or indirectly, to or for certain countries, uses, or end users.

The client further declares and warrants not to use, directly or indirectly, the supplied goods in the design, development, manufacture, maintenance, operation, testing, or stockpiling of nuclear, chemical, biological, or radiological weapons, explosive devices, missile or rocket systems, unmanned aerial vehicle systems for military use or related thereto, cluster munitions, anti-personnel mines, microprocessors for military use, nor to transfer them directly or indirectly to third parties for such uses, nor for the use of such goods in facilities involved in activities related to such weapons.

The client undertakes that, prior to any purchase of products, he/she must read and acknowledge that, by proceeding with the purchase, he/she simultaneously accepts all existing limitations and requirements for their commercialization and use. The client declares and warrants to purchase the products exclusively for those activities, users, and territories in relation to which the resale of the products does not require Zeliatech to obtain any license, permit, or authorization, in accordance with applicable laws and regulations. In particular, the client shall not sell, export, or re-export, directly or indirectly, to the Russian Federation or for use in the Russian Federation, any goods supplied by Zeliatech that fall within Articles 12g, 12ga, and 12gb of Regulation (EU) No. 833/2014 and/or shall not sell, export, or re-export, directly or indirectly, to Belarus or for use in Belarus, any goods supplied that fall within Articles 8g and 8ga of Regulation (EC) No. 765/2006, undertaking to do everything possible to ensure that third parties along the commercial chain, including any resellers, do not compromise the above obligations.

The client also declares and warrants not to be a sanctioned entity, nor to be controlled by any sanctioned entity, and that the end user is likewise neither a sanctioned entity nor controlled by any sanctioned entity.

The client undertakes to: (i) maintain adequate documentation of its activities and contractual relationships with its clients; (ii) provide, upon simple request by Zeliatech, documents, reports, and files generated by any system; (iii) grant access to Zeliatech or its appointees, whenever reasonably requested by the latter, to its

facilities and documentary archives for the purpose of verifying the client's (and its clients') compliance with the obligations set forth in this Article, even if such verification is requested by manufacturers or national or foreign authorities; (iv) ensure that its own clients are bound by written conditions requiring them to comply with obligations equivalent to those undertaken by the client under this Article.

Fulfillment of the above obligations by the client is essential for Zeliatech; in the event of non-compliance, the client shall indemnify Zeliatech for all damages, costs, charges, and expenses that may result from the violation of such obligations and acknowledges that Zeliatech shall have the right to suspend and/or terminate any agreement entered into with the client without incurring in any penalties or compensation obligations.

The client declares and warrants not to engage directly and/or indirectly in transactions with individuals, entities, or countries subject to sanctions by the European Union, the United Nations, the United States of America, the United Kingdom, Switzerland, and any other relevant jurisdiction (hereinafter "**Sanctions Legislation**").

The client must conduct due diligence on its clients, suppliers, and partners to ensure compliance with the Sanctions Legislation, including verifying the identity of counterparties, checking targeted sanctions lists, and monitoring changes in the Sanctions Legislation.

The client also undertakes to promptly notify Zeliatech in writing upon becoming aware of any actual or potential violation of the Sanctions Legislation, whether by the client and/or any party along the downstream commercial chain, in connection to this Article or the execution of any agreement between the parties. In case of doubts regarding a transaction or investigations by the Competent Authorities, the client undertakes to provide a written response to Zeliatech's request for information without undue delay.

The client shall indemnify, defend, and hold harmless Zeliatech from any loss, damage, liability, cost, and expense arising from or relating to any violation of the provisions of this Article.

In the event of any breach of this Article, Zeliatech shall have the right to immediately terminate any order by written notice to the client, without prejudice to any other rights or remedies available under this Article or applicable law.

17 - Legislative Decree 231/2001 and Anti-corruption laws

Each party declares to be aware of the dispositions of Legislative Decree no. 231/2001 and to commit themselves to engage in a conduct respectful of the principles of transparency and fairness.

Each party declares that it has adopted and effectively implemented corporate procedures and conduct rules appropriate to prevent the commission of crimes provided by Legislative Decree no. 231/2001 and are committed to keep all of them effectively implemented throughout the duration of their commercial relationship.

The client acknowledges that Zeliatech has adopted the Esprinet Group Ethical Code and an Organizational Model in accordance with the principles established by Legislative Decree no. 231/2001.

The client undertakes to respect the principles and the conduct rules included in the Esprinet Group Ethical Code, as applicable. Failure by the client, even partial, of this obligation constitutes a material breach of the obligations under these General Conditions and entitles Zeliatech to suspend any orders or, in the most serious cases, to terminate them with immediate effect, as established by Article 1456 of Italian Civil Code, without prejudice for the compensation of any damage caused to Zeliatech by the client such as, but not limited to, those applicable to Zeliatech for the enforcement of sanctions set out by Legislative Decree no. 231/2001.

The list of crimes set out in the Legislative Decree no. 231/2001 is mandatory but it could be expanded in the future and this clause shall be automatically extended to all crimes contemplated in the Decree introduced even after the signing of the contract.

The client also undertakes to comply with all relevant anti-bribery and anti-corruption laws, including the U.S. Foreign Corrupt Practices Act, the UK Bribery Act and those in force in the jurisdictions where the client acts, purchases, markets, sells, distributes, delivers products or services.

18 - Environmental and Health & Safety Clause

As part of its sustainable development policy, Zeliatech has set the objective of contributing to the reduction of its environmental impact, including through the effective implementation and maintenance of environmental management systems certified UNI EN ISO 14001 for all its activities.

Furthermore, within the scope of its integrated environment, health and safety policy, Zeliatech undertakes to:

- manage and mitigate environmental impact, contribute to the reduction of climate-related effects, foster a culture aimed at the rational use of energy and efficient services for clients, and develop an energy model fully aligned with environmental requirements;
- eliminate or reduce any risk related to health and safety within the workplace, in compliance with applicable legislation and the requirements of UNI EN ISO 45001 certification.

In particular, Zeliatech pursues ongoing improvement by promoting the application of Environmental and Health & Safety Management Systems in line with the respective international reference standards ISO 14001 and ISO 45001 at all its operational sites.

In this context, one of the principles of Zeliatech's environmental and safety policy is the involvement of suppliers to identify and properly manage the environmental impacts of their activities, especially with regard to sensitive aspects such as waste management, the use of non-renewable resources, and the use of chemical products.

Consequently, the client, even if not certified according to the aforementioned schemes, undertakes to adopt and transmit these commitments to its own suppliers and clients, taking into account that the client, together with its suppliers and clients, must strictly comply with applicable regulations.

In order to enable both parties to mutually comply with the principles of environmental policy and occupational health and safety referred to above, it is necessary that each party undertakes to communicate to the other party any useful and relevant information relating to compliance with environmental protection and health and safety at work (such as, by way of example: existing commitments, planned improvement actions, measures of reduction or prevention achieved) and any other situation or event that may have a significant impact on these areas.

The obligations required of each party under this clause shall apply within the limits of the obligations covered by the order and in accordance with their respective competences.

19 – Social Clause

In line with its ethical commitments, Zeliatech pays particular attention to the principles and fundamental rights defined by the Universal Declaration of Human Rights of the United Nations, the United Nations Global Compact, and the Charter of Fundamental Rights of the European Union within the framework of the International Labour Organization.

Zeliatech applies these principles and fundamental rights to its procurement procedures, particularly those relating to child labor and forced or compulsory labor.

The client acknowledges its awareness of the aforementioned principles and fundamental rights. The client hereby expressly endorses them and commits to comply with them.

The client further undertakes to allocate the necessary industrial and human resources to ensure the effective implementation of these standards by itself, its suppliers, and its own clients. Furthermore, the client undertakes to provide evidence of such implementation upon Zeliatech's request.

Zeliatech reserves the right, subject to reasonable prior notice and on a date to be agreed with the client, to appoint competent and duly authorized third parties to verify that the working conditions at the client's premises are not in conflict with the abovementioned principles and rights.

20 - Disputes

The Court of Monza shall have exclusive jurisdiction over any disputes which may arise.

21 - Amendment of the present General Conditions

The General Conditions in this document may be amended without prior notice and shall be valid from the date of their publication, as indicated in the General Conditions themselves. For this purpose, an appropriate notice containing the new downloadable version of the General Conditions will be posted on the website www.zeliatech.eu or on the portal b2b.zeliatech.com.

22 -Processing of Personal Data

Personal data acquired in connection with the conclusion of the contract will be processed by Zeliatech as Data Controller pursuant to European Regulation 676/2016 (GDPR) and in full compliance with the principles and provisions set out in Legislative Decree No. 196/2003 and the GDPR itself.

Zeliatech, pursuant to Article 13 of the GDPR, informs that it will process personal data exclusively to the extent necessary for purposes related to the management of this contractual relationship and to fulfil the obligations required by applicable legislation, through methods that ensure full data security and protect confidentiality. Providing data is optional, but necessary for the purchase of products.

The updated privacy notice, containing all details relating to data processing, is published in the client's reserved area. Clients are therefore invited to read the privacy notice, which is considered accepted in the event of registration in the reserved client area.

The client may always exercise all the rights referred to in Articles 15 et seq. of European Regulation No. 679/2016, including the rights of access, rectification, portability, updating, objection, restriction of processing, and erasure. All the rights summarised above may be exercised by writing to privacy@zeliatech.com. The client undertakes to pass on the contents of the privacy notice to their own data subjects where applicable.

In cases where the sale of products and services by Zeliatech entails the processing of personal data of the client's representatives or end users, Zeliatech shall act as data processor pursuant to Article 28 GDPR. In such cases, the conditions of the Data Processing Agreement (DPA) available at the following [link](#) shall apply between the parties. The client undertakes to view the content of the DPA, which may be amended without prior notice and will be valid from the date of publication on the website.

23 – Force Majeure

Zeliatech shall not be liable for delays or failures in the performance of the purchase order if such delays or failures are caused, in whole or in part, by events of force majeure, including but not limited to natural disasters, riots, wars, earthquakes, floods, unrest or shortages of labor, storms, typhoons, sabotage, embargoes, piracy, national and/or local strikes, fires, explosions, pandemics, health restrictions, supply chain interruptions, terrorist acts, exceptional weather events, acts of public authorities, nuclear accidents, or any other unforeseeable event beyond the reasonable control of Zeliatech.

In such cases, Zeliatech shall promptly inform the client, indicating the consequences for the execution of the purchase order, and shall take all reasonable measures to mitigate the effects of the force majeure event.

The fulfillment of obligations affected by the force majeure event shall be deemed suspended for the duration of such event, it being understood that either party may terminate the contract if the event persists for a period exceeding one hundred and eighty (180) days, by giving written notice to the other party.

It is expressly understood that this clause does not apply to payment obligations owed by the client, which must be fulfilled within the terms and in the manner provided for in these General Conditions or in the Special Conditions.

These General Conditions are effective from 7th January 2026.

Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the client declares to have carefully read the above general conditions in all relevant points and, after careful re-reading, to have expressly accepted all the clauses, including, specifically, the following: Art. 3 ("Liability"); Art. 5 ("Orders"); Art. 6 ("Prices"); Art. 7 ("Products Availability"); Art. 8 ("Delivery, Risk and Ownership"); Art. 9 ("Payments"); Art. 10 ("Consequences of Non-Payment"); Art. 11 ("Obligations of traceability of financial flows – Art. 3 L.136/2010"); Art. 13 ("Returned Goods"); Art. 14 ("Complaints"); Art. 15 ("Guarantees"); Art. 16 ("Export, Sanctions and Client Obligations"); Art. 20 ("Disputes"); Art. 21 ("Amendment of the present General Conditions"); Art. 23 ("Force Majeure").