



**Engineered Solutions for Filtration Needs 800.435.4877**

## **CUSTOMER SERVICE & SUPPORT INTERNATIONAL TERMS AND CONDITIONS**

### **1. Acceptance of Orders**

All orders are subject to approval and acceptance in writing by Barnes International, Inc. ("Barnes") at Rockford, Illinois, USA.

### **2. Complete Agreement**

Acceptance of orders, whether oral or written, is based on the express condition that Buyer agrees to all of the terms and conditions contained herein. Acceptance of delivery by Buyer will constitute Buyer's assent to said terms and conditions. These terms and conditions represent the complete agreement of the parties, and no terms or conditions in any way adding to, modifying or otherwise changing the provisions stated herein shall be binding upon Barnes unless made in writing and approved by Barnes. No modification of any of these terms will be effected by Barnes' shipment of goods following receipt of Buyer's purchase order, shipping request or similar forms containing printed terms and conditions conflicting or inconsistent with the terms herein.

### **3. Prices**

Prices are subject to change without notice at any time and become firm upon Barnes' acceptance of Buyer's order, as evidenced by Barnes' acknowledgment form, unless escalation terms are included in Barnes' proposal. Prices are F.O.B. Barnes' plant in Rockford, Illinois, USA unless otherwise specified and do not include export boxing, inland freight or insurance to the U.S. Port unless otherwise designated. Transportation costs shall be paid and borne by Buyer.

### **4. Payment Terms**

Payment terms are as follows:

(a) Down payment with order as specified in quotation, (b) Balance by confirmed irrevocable Letter of Credit, established by Buyer at the Northern Trust Company, P.O. Box 75071, Chicago, Illinois 60675 USA. Payment against Letter of Credit to be made immediately upon Barnes' presentation of inland shipping documents at the Northern Trust Company, or (c) Barnes reserves the right to require payment for any shipment hereunder in advance, or satisfactory security, if the financial responsibility of Buyer becomes unsatisfactory to Barnes. If Buyer fails to make payment in accordance with the terms of this agreement, or fails to comply with any provisions hereof, Barnes may, at its option (and in addition to other remedies), cancel any unshipped portion of this order. Buyer remains liable for all unpaid accounts.

### **5. Shipment**

Shipping schedule will be computed from the date of receipt by Barnes of Buyer's written order or, in the case of special items, from the date of receipt of complete information necessary to proceed with design and manufacture, and is subject to (a) prior sale and confirmation by Barnes at time of placing order, and (b) unavoidable delays due to force majeure. Shipping schedule is based on the assumption that samples, gauges or other items needed to complete the testing of equipment before shipment will be received by Barnes at least six (6) weeks prior to the scheduled shipping date.

6. **Force Majeure**

Barnes shall not be liable for delays in shipment or default in delivery for any cause beyond Barnes' reasonable control including, but not limited to, government action, shortage of labor, raw material, production or transportation facilities, labor difficulty involving employees of Barnes or others, fire, flood, or other casualty. In the event of any delay in Barnes' performance due in whole or in part to any cause beyond Barnes' reasonable control, Barnes shall have such additional time for performance as may be reasonably necessary under the circumstances. Acceptance by Buyer of any goods shall constitute a waiver by Buyer of any claim for damages on account of any delay in delivery of such goods.

7. **Taxes**

All taxes and excises of any nature whatsoever now or hereafter levied by governmental authority upon the sale or transportation of any goods covered hereby shall be paid and borne by Buyer.

8. **Title**

Delivery of goods to carrier shall be deemed delivery to Buyer, and thereupon title to such goods, and risk of loss or damage, shall be Buyer's. Any claim by Buyer against Barnes for shortage or damage occurring prior to such delivery must be made in writing within five (5) days after receipt of shipment and accompanied by original transportation bill signed by carrier noting that carrier received goods from Barnes in the condition claimed.

9. **Warranty and Disclaimer**

All goods sold by Barnes, except wearable parts and purchased components, are warranted against defects in material and workmanship under normal single shift operating conditions for one year from date of shipment. Honing tools, stones, wearable fixture parts, seals and belts sold by Barnes are warranted against defects in material and workmanship at the time of sale. Purchased components such as, but not limited to, electric motors, components, air and hydraulic cylinders and valves, shall carry the warranty of the supplier.

THE FOREGOING WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS.

10. **Limitation of Remedies**

Barnes shall not be liable for incidental or consequential losses, damages or expenses, directly or indirectly arising from the sale, handling or use of the goods, or from any other cause with respect to the goods or this agreement, whether such claim is based on breach of contract, breach of warranty, strict liability in tort, negligence or any other legal theory. Barnes' liability hereunder in any case is expressly limited at Barnes' election to repair or replacement (in the form originally shipped) or goods not complying with this agreement, such goods to be returned to Barnes by Buyer, or, at Barnes election, to repaying or crediting Buyer with, an amount equal to the purchase price of such goods.

11. **Returned Goods**

Goods cannot be returned without Barnes' prior consent and assignment of a returned goods authorization number. If such consent is obtained, goods purchased from Barnes may be returned subject to a restocking charge of twenty-five percent (25%), provided such goods are unused and are useable by Barnes at the time of return. This return provision does not apply to parts specially made for a customer nor to a customer's own parts repaired by Barnes.

12. **Termination**

If Buyer notified Barnes that it terminates this order for its convenience, Barnes will stop all work promptly as reasonably possible. Buyer shall pay a cancellation charge computed on the basis of all direct, indirect and allocated engineering, production, material, selling and administrative expenses plus twenty-five percent (25%). This charge will be computed for all engineering work, all work in process, all raw materials, all supplies, and all commitments made by Barnes in connection with the order, less such allowances as Barnes may be in position to make for any standard components and for the balance of the material as scrap.

13. **Proprietary Information**

Any proposals, prints, brochures, drawings, or other information furnished to Buyer by Barnes are intended for confidential use by Buyer, shall remain the property of Barnes, and shall not be disclosed or used to the detriment of Barnes' competitive position.

14. **Buyer's Indemnity**

With respect to goods manufactured by Barnes to Buyer's design, specifications or instructions, Buyer guarantees that such goods or the process of manufacture do not infringe any patent, registered designs, trademarks, or other property right. Buyer agrees to save harmless, indemnify and at Barnes' option, defend Barnes from and against any and all liabilities, costs, claims, demands and expenses (including reasonable attorney's fees) which result by reason of Barnes' manufacture of Buyer's use of any such goods.

15. **Waiver of Rights**

Waiver by Barnes of any breach of these terms and conditions shall not be construed as a waiver of any other breach, and failure to exercise any right arising from any default hereunder shall not be deemed a waiver of such right which may be exercised at any subsequent time.

16. **Applicable Law**

This agreement and all rights and obligations hereunder including matters of construction, validity and performance, shall be governed by the laws of the State of Illinois, USA, including the Uniform Commercial Code, but without giving effect to the principles of conflicts of law thereof.

17. **Arbitration**

The parties shall endeavor to resolve through friendly negotiations any and all disputes arising under this Agreement. In the event of any such dispute (including disputes as to the interpretation of this Agreement, and the performance hereunder) cannot be so settled, it shall be settled by arbitration in accordance with the Rules of Conciliation and Arbitration of the International Chamber of Commerce (ICC). The arbitration proceedings, if any, shall be held before a three-member arbitral tribunal in Chicago, Illinois, USA and shall be conducted in the English language. The arbitral tribunal shall apply the substantive law of the State of Illinois, USA. Any award of such arbitration tribunal shall be final and binding on the parties of this Agreement and shall not be attacked by either party in any ordinary court of law and shall be enforceable in any court having jurisdiction, pursuant to the terms of the United Nations' "Convention on the Recognition and Enforcement of Foreign Arbitral Awards of 1958".

The Purchaser of these services hereby agrees to the attached terms and conditions. Please return a copy of this concurrence with your purchase order. Submit in accordance the BII International, Inc. Customer Service Rate Guide and Notice to Buyers.

**PURCHASER:**

COMPANY: \_\_\_\_\_

BY: \_\_\_\_\_

ITS: \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

## **XXX Qualifications**

- All XXX variable billing will be included in the required Technical Support Program invoicing.
- If after hours support requires that the BII resource must drive to the main office for proper support of issues, mileage and travel time will be billed as specified in the BII Customer Service Rate Guide.
- For International support contracts, international telephone calls, both voice and data, made by BII's resource(s) will be billed as specified in the BII Customer Service Rate Guide.
- Time spent reporting support rendered will be included in monthly billing.
- Straight Time rates are applied to all hours accrued during:
  - Non-BII Holidays, normal business days.
  - Monday through Friday
  - 8:00 AM to 5:00 PM, Central Standard Time (CST)
- Overtime rates are applied to all hours accrued during:
  - Other than Straight Time hours
  - Before 8:00 AM and/or after 5:00 PM, Monday through Friday, CST
  - Saturday, 8:00 AM to 5:00 PM, CST
- Premium Time rates apply to all hours accrued during:
  - Other than Overtime hours
  - Before 8:00 AM and/or after 5:00 PM on Saturdays, CST
  - All Sundays
  - All BII Holidays
- All support will be billed in one (1) hour increments, based on the described rates.
- All hours, expenses and mileage accrued while on contract will be billed as specified in the BII Customer Service Rate Guide.
- Federal and Local taxes are applicable and will be billed if the purchase order or attached documentation does not include a tax-exempt number and certificate. Documentation must be for the actual work location.
- All rates on this schedule are US dollars.
- For services that require expense receipts, customers must specify this requirement prior to services booked and must be stated on the purchase order.
- A substantiation fee will be assessed for purchasers requiring/requesting receipts after an invoice has been issued. A minimum fee of \$600.00 will be required for receipt duplication and re-invoicing procedures. Time accrued collecting documentation will be billed at the posted rates in this document.
- New customers may be required to supply credit references prior to order entry.
- Customer locations requiring special training and/or special equipment must notify BII services coordinator prior to order. All cost incurred for training and/or materials will be supplied by the customer, at no cost to BII, or billed to the customer at the stated rates in the commercial section of this rate guide.
- Support contracts do not include Field Services or materials, unless specified. Materials and/or Field Services must be purchased separately. A "swap" of materials for technical support time is not permitted.

## **XXX Terms**

Either party may terminate the support contract without cause, by providing thirty (30) days written notice to the other party. In the event of such termination, the customer shall compensate BII for work performed and expenses incurred through the effective date of termination. BII will refund any unused balance of the contract allowances.

BII shall not be responsible for any delays associated with any restrictions imposed by the customer with respect to access to the system. Further, the customer acknowledges the uncertain nature of the support services to be performed by BII and agrees that there shall not be a precise deadline for the completion of the services so long as BII is proceeding with due diligence.

The System(s) to be supported by the BII team members may include certain components of computer software originally produced or installed by BII or by an affiliate of BII, but the customer acknowledges that the System(s) also may include components, computer software, computer hardware, and other equipment designed, produced, installed, maintained, modified, and/or operated by the customer or by third parties. At the time of commencement of the support services to be performed by BII, the customer shall advise the support team member of any operating problems, malfunctions, errors or similar matters relating to the System(s) or any related software or hardware. By utilizing the service, the customer acknowledges and agrees (I) that the services to be provided will require the evaluation of complex operating systems comprised of numerous components for which proper manufacturing, installation, maintenance, and operation all contribute to proper functioning, (II) that BII's support is in the nature of responding to specific problems identified by the customer and may involve evaluation of only limited characteristics of the System(s) and related software and hardware rather than extensive and exhaustive diagnostic evaluation of all functions of the System(s), and (III) that any report to be delivered by BII will provide BII's opinion only and will not provide any guarantee or warranty regarding the operation of the Systems(s) or the absence of any defect in the Systems(s) and related software and hardware.

BII shall not be liable to the customer or responsible in any manner whatsoever for any interruption in the customer's business or any economic loss related in any manner to any malfunction, delay or impairment in the operation of the System(s) or related software or hardware. BII warrants that the support will be provided in a competent, professional manner. By utilizing services under this Agreement, the customer agrees that customer's sole and exclusive remedy for any claims against BII resulting from or arising out of BII's performance of services under this Agreement, including but not limited to breach of any professional obligations with the exception of damage to property, injury or deaths to persons, shall be damages not exceeding the amounts paid by the customer to BII under this Agreement. In no event shall BII be responsible for any indirect, incidental, and/or consequential damages arising out of contract, tort or otherwise (including but not limited to the loss of production or profits).

## ***Entirety of Agreement***

This Agreement constitutes the entire understanding of the parties with respect to the subject matter hereof, supersedes all prior negotiations, representations, discussions, or agreements and may only be modified or amended by writing signed by the party to be charged. Any purchase orders, releases, requests for proposals or similar documents issued by or on behalf of the customer shall not be deemed to modify or amend the provisions hereof unless the same shall be approved by BII in writing. This Agreement is made for the sole benefit and protection of BII and the customer and no other person or entity shall have any rights whatsoever under this Agreement. The customer shall indemnify BII and hold it harmless from any claims of third parties relating to or arising in any manner from BII's performance or failure of performance under this Agreement.

This Agreement is governed by the laws of the United States and of the State of Illinois.

All terms set forth herein shall survive the termination and completion of services by BII under this Agreement.

Example Remote Connect Module Diagram