

## General Terms and Conditions (GTC) of Sale Sartorius BIA Separations d.o.o. products and services

### 1. General Provisions

#### A) Definitions and Interpretations

For the purposes of this document, the following definitions apply:

**"Sartorius BIA Separations"** means Sartorius BIA Separations d.o.o., a Slovenian limited liability company registered in Ajdovščina, Slovenia with the Slovenian Companies Register under registration number 1319612000.

**"Confidential Information"** means any written or oral non-public information, viewed as the property of the holder and disclosed through any mean of communication or observation by one party to the other whereby the recipient is bound to refrain from making unauthorised use thereof.

**"Customer"** means the buyer of the Product(s). In this document the Distributor is the Customer.

**"Distributor"** means the company distributing Sartorius BIA Separations Products under the terms and conditions specified in the Distributor Agreement signed with Sartorius BIA Separations.

**"General Terms and Conditions"** means this document, entitled General Terms and Conditions of Sale of Sartorius BIA Separations d.o.o. (hereafter referred to as GTC). These GTC are published on Sartorius BIA Separations website [www.biaseparations.com](http://www.biaseparations.com) and deemed to be accepted by the Customer upon transmission of a Purchase Order to Sartorius BIA Separations unless agreed differently by both parties.

**"Handling after Rent"** is a service which includes disassembling the used columns, passivating, cleaning and returning the used Housing to Sartorius BIA Separations.

**"Housing"** means each Product's specially designed housing encasing the Product's unique CIM® Monolithic Stationary Phase.

**"Order Confirmation"** means the Sartorius BIA Separations document sent to the Customer or Distributor confirming the receipt of a Purchase Order and commitment to deliver the ordered Product(s).

**"Payment Terms"** are the conditions under which Sartorius BIA Separations will complete a sale of its Products to the Customer.

**"Price"** means the Product Price or List Price that is a value for which the Customer will purchase a Product under the conditions defined by Sartorius BIA Separations in a Price list or Quotation sent to Customer for individual Purchase Order.

**"Products"** mean the products and services offered by Sartorius BIA Separations.

**"Instructions for Use"** (IFU) is a document which specifies the basic characteristics, operational parameters, and guideline instructions for handling of the product. The IFU is supplied along with the product, and is available online, on the product's corresponding web page. Custom made products may be supplied without a IFU or it might contain limited information related to operational parameters and handling.

**"Purchase Order"** means a purchase order for Product(s) sent by the Customer to Sartorius BIA Separations

**"Quotation"** is a document issued by Sartorius BIA Separations that specifies the price, delivery terms, payment terms and other conditions of the sale of the Product(s) upon customer requests. It is valid for the time period specified on the said Quotation. A reference to GTC is included in the Quotation.

**"Receipt and Presence Form"** is a form completed by the technical support person who carried out the service or installation and signed by the responsible person from the Customer where the work has been performed. This form can be used as a basis to charge for the listed services including Products used.

**"Refill"** is a service which includes disassembling of the used columns in Stainless Steel Housings, passivating and cleaning of the used Housing and assembling the refilled column.

**"Rent"** or "Rent Housing" means the rental of a Stainless Steel Housing from Sartorius BIA Separations (hereafter referred to as SS Housing).

**"Shipment Date"** means the date when the Products are shipped from the Sartorius BIA Separations Manufacturing Facility.

## **B) About GTC**

This GTC is available on the Sartorius BIA Separations website, [www.biaseparations.com](http://www.biaseparations.com). Any changes to a GTC become valid by publishing the new version of the GTC on the Sartorius BIA Separations website. A reference to this document is included in Sartorius BIA Separations' official Quotations and Order Confirmations. By sending a Purchase Order the Customer automatically accepts these GTC. A reference to GTC is a reference to these GTC as amended from time to time.

A reference to a clause is a reference to a clause in these GTC in which it appears unless indicated otherwise. A reference to the singular includes the plural and vice versa. Clause headings are for convenience of reference only and shall not affect the interpretation of these GTC. A reference to any law or regulation shall be deemed to be a reference to such law or regulation as amended, replaced or reenacted from time to time.

This document can be amended or updated without prior notice to Customers. The version valid for the specific case is the one published on the Sartorius BIA Separations website on the day the Customers' Purchase Order is received.

## **2. Quotations and Quotation Documents**

Sartorius BIA Separations may provide a Customer with a written Quotation specifying the Quote Number, Product Code, Product Description, List Price, and Quantity of each Product as well as Customer's Bill Sartorius BIA Separations d.o.o., January 2020 GTC-10.0-2020 to and Ship to information, Expiration date of the Quotation, and reference to these GTC. Important notes are included on the bottom of the page.

The Quotation normally also includes costs of Handling, Packing, and Shipping, provided that they are specifically stated on the Quotation. If not specifically stated, these costs are not included in the price. Shipping and Insurance costs might be subject to change if the Customer makes any special shipping requests.

Sartorius BIA Separations applies Insurance costs for shipments of Products with a value which exceeds (including Handling and Packing costs) 5.000,00 Euros. Upon a Customer's request, Sartorius BIA Separations can apply Insurance costs for shipments of Products with a value (including Handling and Packing costs) which does not exceed 5.000,00 Euros.

Any Quotation provided by Sartorius BIA Separations to the Customer is valid for the period of time specified in the Quotation and is binding subject to acceptance of the Customer's Purchase Order by Sartorius BIA Separations in accordance with Section 3 of these GTC.

### **3. Purchase Orders**

A Customer may submit a Purchase Order (PO) for Products with the accompanying costs as specified in a valid Quotation or Product Price list. Any Purchase Order shall specify (i) the part number of ordered Products; (ii) the quantity of the ordered Products; (iii) Customer's VAT identification number (for VAT ID holders); (iv) any special Customer's requirement. By submitting the PO the Customer accepts the Price and other payment conditions for Products ordered as well as these GTC.

All Purchase Orders shall become binding for Sartorius BIA Separations only when Sartorius Separations issues and sends an Order Confirmation (OC) to the Customer. Sartorius BIA Separations reserves the right not to confirm the order received by the Customer.

An Invoice can be issued to the Customer on the basis of Presence form / Report issued by a member of Sartorius BIA Separations' Technical Support team. This form lists the Services performed and/or Products used/left at the Customer's place / laboratories.

### **4. Conditions of Sale and Delivery Terms**

Sartorius BIA Separations shall select the type of packaging in which the Products shall be delivered to the Customer.

Sartorius BIA Separations shall make commercially reasonable efforts to process the Customer's Purchase Order and issue an Order Confirmation (OC) within one working day. The Shipment Date is determined based upon whether or not the Products are in stock. The Customer shall be informed about the indicative Shipping Date in the Order Confirmation. The Customer has the right to request changes to the OC within 24 hours after the receipt of the OC. After this period, the OC becomes binding for both parties.

Partial deliveries are permitted and are subject to Customer notification by Sartorius BIA Separations or by Sartorius BIA Separations d.o.o., January 2020 GTC-10.0-2020 written agreement between Sartorius BIA Separations and the Customer.

Other special requests are also possible and are subject to a written agreement between Sartorius BIA Separations and the Customer.

### **5. Prices and Payment Terms**

Prices of Sartorius BIA Separations Products are presented in the current Price list or in the Quotation. Sartorius BIA Separations reserves the right to change prices at any time, whereby such change has no effect on valid Quotations. The prices of Products listed in each Quotation are EXW (Incoterms 2020).

Basic terms of payment are (i) Advanced Payment or 1 st instalment payment, (ii) open account, provided that the Customer has a credit rating acceptable to Sartorius BIA Separations, and (iii) secured account, where the Customer provides Sartorius BIA Separations with collateral.

Payment terms may also include standard terms of payment and a Credit limit that Sartorius BIA Separations may determine at its sole discretion for each Customer.

Prior to confirming any Purchase Order, Sartorius BIA Separations may, in its sole discretion, request the Customer to make an Advance Payment ("1st Instalment Payment") and/or require the Customer to submit certain documents and/or obtain certain releases. If Sartorius BIA Separations requires the Advanced Payment and/or any other documentation or releases from the Customer, Sartorius BIA Separations shall promptly inform the Customer in writing of its requirements.

An Advanced Payment ("1st Instalment Payment") of:

(i) 50 % of the price is obligatory upon the Customer's order of:

- Product of 400 ml or larger volume (cGMP and non-cGMP compliant),
- PATfix TM
- custom designed products,
- services

(ii) 30 % of the price is obligatory upon Customer's order of:

- cGMP compliant Products up to 80 ml volume

for all Customers, unless agreed otherwise between the parties in a written form.

In a case where the Customer cancels a Purchase Order, Sartorius BIA Separations shall decide at sole discretion if an Advanced payment may will be refunded.

If the Customer defaults on any of its payment obligations to Sartorius BIA Separations or if the Customer's financial condition shall at any time seem inadequate to Sartorius BIA Separations to warrant further shipments, Sartorius BIA Separations shall have the right (i) to require a full Advanced payment of a Purchase Order and of all due accounts, (ii) to cancel any Purchase Order and delay any shipments of Products to the Customer until payment is made or assurances required by Sartorius BIA Separations are received, or (ii) cancel any Purchase Order upon written notice to the Customer.

Unless agreed otherwise in writing by Sartorius BIA Separations the Customer bears the Shipping costs, whereby Sartorius BIA Separations sends shipments using the following parities (Incoterms 2020):

(i) FCA (Free Carrier)

(ii) DAP (Delivered at Place)

Sartorius BIA Separations applies Insurance costs for shipments of Products with a value which exceeds (including Handling and Packing costs) 5.000,00 Euros. Upon a Customer's request, Sartorius BIA Separations can apply Insurance costs for shipments of Products with a value (including Handling and Packing costs) which does not exceed 5.000,00 Euros.

The Payment due date is specified on the Invoice. Sartorius BIA Separations may charge late fees on any overdue amounts at a rate of fifty per cent (50 %) per annum above the base rate of Bank of Slovenia and may charge a fee for processing reminders and other legal fees. The interest shall accrue on a daily basis and be compounded monthly.

Sartorius BIA Separations reserves the right to start the process of collection of outstanding accounts or unpaid Invoices, including any interest or charges for the late payment. In addition, it reserves the

right to conduct credit checks, to send collection letters and to take action with assistance of a collection agency or a solicitor. The Customer irrevocably accepts his obligation to pay late interest rates and any fee applied for processing reminders. Sartorius BIA Separations reserves the right to proceed with legal action if the Customer doesn't fully settle financial obligations towards Sartorius BIA Separations in due time.

## **6. Rent, Return of Rented Parts**

In case of rented SS Housing, Sartorius BIA Separations, at its option, will provide and deliver to the Customer a new or refurbished SS Housing. If Sartorius BIA Separations provides a refurbished SS Housing, Sartorius BIA Separations guarantees that the SS Housing was treated in accordance with internal procedures and complies with the quality requirements.

There are two types of rental agreements:

(i) Renting the SS Housing from Sartorius BIA Separations from the Sartorius BIA Separations Shipment date until the date on which the Customer has paid rent to Sartorius BIA Separations equal to 120% of the price for the SS Housing as specified in the Order Confirmation. Upon final payment, the SS Housing and associated Product becomes the property of the Customer.

(ii) Renting the SS Housing from Sartorius BIA Separations from the Sartorius BIA Separations Shipment date until the date when the Housing is returned to Sartorius BIA Separations. The Customer fully accepts the obligation to pay for the cost of handling after the rent is terminated and the SS Housing is returned to Sartorius BIA Separations ('Handling after Rent').

The Customer is obliged to request and comply with Sartorius BIA Separations return instructions for the rented SS Housing. The Customer shall bear all shipping costs and expenses to and from the Sartorius BIA Separations facility. The Products are to be shipped DDP (Incoterms 2020).

The Customer is responsible for the sterilisation and/or sanitization of any part(s) (including outer surface) prior to return of the rented SS Housing to a designated Sartorius BIA Separations location. Sartorius BIA Separations will accept the returned product only in the original product packaging accompanied by a signed Complaint Intake Form which is available on the Sartorius BIA Separations web page.

Sartorius BIA Separations will not accept a returned SS Housing which is (i) contaminated or cannot be cleaned adequately to accepted standards within the biopharmaceutical industry or (ii) is damaged due to the operation other than normal use.

If, upon return to Sartorius BIA Separations, the rented SS Housing cannot be refurbished due to the Customer's improper use or failure to comply with the IFU, Customer shall, in addition to the rental fee, pay to Sartorius BIA Separations the full price for the Housing (according to the Price List).

Upon the Customer's return of a rented SS Housing, Sartorius BIA Separations will destroy the CIM® Monolithic Stationary Phases. In case the Customer would like the CIM® Monolithic Stationary Phase to be stored, Storage service can be offered according to section 8 of this GTC.

## **7. Products for Refill**

If the Customer requests a refill with the monolithic stationary phase, the Customer is obliged to request and comply with Sartorius BIA Separations return instructions prior to returning the products for Refill. The Products shall be shipped to the designated Sartorius BIA Separations location, unless

otherwise defined in writing. The Customer shall bear all shipping costs and expenses to and from the Sartorius BIA Separations facility. The Products are to be shipped DDP (Incoterms 2020).

The Customer is responsible for the sterilisation and/or sanitization of any part(s) (including outer surface) prior to return of the SS Housing to a designated Sartorius BIA Separations location.

Sartorius BIA Separations will accept the returned Product only in the original product packaging accompanied by a signed Complaint Intake Form which is available on the Sartorius BIA Separations website. Sartorius BIA Separations will not accept a returned SS Housing which is (i) contaminated or cannot be cleaned adequately to accepted standards within the biopharmaceutical industry or (ii) is damaged due to the operation other than normal use.

Upon refill, Sartorius BIA Separations shall test the Product and provide evidence to the Customer that the Product meets all of the quality requirements as of a new Product.

If the returned SS Housing cannot be refurbished due to Customer's improper use or failure to comply with the IFU, the refill service shall not be performed until the Customer agrees to purchase or rent a new SS Housing. Any rent paid on the previous housing, shall not be applied to the cost of a new or rented SS Housing.

The refill period starts on the day of the Sartorius BIA Separations' confirmation of the delivery of the SS Housing to the designated Sartorius BIA Separations location.

## **8. Storage**

Sartorius BIA Separations offers Storage services at its facility, which includes the storage of the Product according to IFU. The Storage service fee as set forth in the Price List applies from the day the column arrives to the Sartorius BIA Separations facility to the day the column leaves the Sartorius BIA Separations premises.

If the Customer requests storage of the Product, the Customer is obliged to request and comply with Sartorius BIA Separations return instructions prior to returning the Products for storage. The Products shall be shipped to the designated Sartorius BIA Separations location, unless agreed otherwise in writing.

## **9. Warranty**

The Sartorius BIA Separations CIM® Monolithic Stationary Phases and CIM® Monolithic Columns are consumable material. The general Shelf life of the CIM® Monolithic Stationary Phases and CIM® Monolithic Columns is specified in the IFU and every product is labelled with its specific Expiry date.

For the Sartorius BIA Separations instrument PATfix TM the warranty is limited to two years, excluding glass breakage, damages due to stoppage and consumable materials such as membranes, light bulbs, columns, bushings, gaskets and valves. Sartorius BIA Separations' liability shall be restricted to the replacement of defective material or repair only. Transportation costs are borne by the customer. In case of failure of replacement or repair the customer may demand a reduction in price or cancellation of the contract with respect to the defective material. The customer has to inspect the shipping package and goods delivered immediately and shall immediately give written notification of any defects to Sartorius BIA Separations, in case of non-obvious defects within 10 working days after delivery.

Immediately upon delivery and before acceptance of the Package to the Customer's premises, the Customer shall carefully examine and inspect the Package for damage, which may indicate possible damage to the Product during transport. This shall include examining any shock indicators that may have been included on the Package.

Upon receipt, it is mandatory to take clear photos of both the packaging and product.

If, following the Customer's examination and inspection of the Package, the Customer believes the Product to be defective or non-conforming, the Customer shall act in accordance with the provisions of the Carrier's GTC. The Customer shall also inform Sartorius BIA Separations in writing within one (1) working day about such situation.

Sartorius BIA Separations guarantees that the products and packages meet all of the required technical standards when they are sent from the Sartorius BIA Separations facilities, but cannot assume the responsibility for any damage to the Products or packaging that occurs during shipment.

Sartorius BIA Separations warrants to the Customer that all Products shall be free from material defects in labour and under normal conditions of use and shall conform to Sartorius BIA Separations written specifications as set out in the relevant Certificate of Analysis.

Within sixty (60) working days from the date of Product delivery to the Customer's premises, the Customer shall test the Product according to Sartorius BIA Separations approved testing procedures unless onsite installation and testing is provided by Sartorius BIA Separations. Customer shall inform Sartorius BIA Separations in writing if Product fails any of Sartorius BIA Separations approved testing procedures within sixty (60) working days of the date of delivery of Product to Customer's premises.

In the case where Sartorius BIA Separations performs the on-site installation and testing of the Product, the warranty period for the Installed Products shall begin upon the date on which an Installation Report for that Installed Product has been signed by the Sartorius BIA Separations representative and the Customer's representative or 2 months after the Product delivery, whatever is sooner. Sartorius BIA Separations reserves the right to invalidate the Customer's warranty for the Installed Products if the Customer relocates such Product.

If the Product has suffered an Inspection or a Testing Failure, Sartorius BIA Separations shall replace the Product at Sartorius BIA Separations costs.

If the customer requests a replacement Product for defective or non-conforming Products, the customer is required to return the defective or non-conforming Products within fourteen (14) days of the date of delivery of replacement Product to Customer's premises. If the customer does not return the Product in the above period Sartorius BIA Separations reserves the right to issue an invoice in the amount of the value of received goods plus shipping and packing costs according to the valid price list.

All returns of defective or non-conforming Products must be approved by Sartorius BIA Separations. Sartorius BIA Separations shall accept the returned Product only in the original product packaging accompanied by a signed Complaint Intake Form the Customer is responsible for the sterilisation and/or sanitization of any part(s) (including outer surface) prior to return of the product to a designated Sartorius BIA Separations location. Sartorius BIA Separations is responsible for all shipping, packing, insurance, customs clearance costs and other expenses linked to the return of the defective or non- conforming Products to Sartorius BIA Separations.

After the delivery of the defective or non-conforming products to the Sartorius BIA Separations facilities, Sartorius BIA Separations shall inspect the returned products. In case the inspection shows that a defect was caused by the Customer or, that the returned Products meet the quality control



specifications, the Customer will refund Sartorius BIA Separations for all costs associated with the transportation and inspection of the returned Products.

This warranty is exclusive and is in lieu of all other warranties, expressed or implied, including any implied warranties of quality and performance, merchantability, satisfactory quality or fitness for any incidental purpose, written, oral, or implied. All other express or implied warranties are, to the fullest extent permitted by applicable law, expressly excluded by Sartorius BIA Separations. The remedy for defective or non-conforming Products set out in this Section shall be no more than the Customer's payment of the Product and shall constitute fulfilment of all liabilities of Sartorius BIA Separations, whether in warranty, contract, negligence, tort, strict liability or otherwise in respect of any defect, non-conformity or deficiency in any Product.

#### **10. Liability and INDEMNITY**

Sartorius BIA Separations is only liable for compensation on the grounds of intent or of gross negligence. Liability is limited to damage which is in line with this GTC and which could reasonably have been foreseen. The liability for slight negligence is hereby waived.

Sartorius BIA Separations' liability becomes time barred within two months after those entitled to assert a claim have gained knowledge of (i) the damage and (ii) the liable party, but not later than one year after the purchase of the Product upon which the claim is based. In no event shall Sartorius BIA Separations be liable to the Customer, whether in contract, tort, breach of statutory duty or otherwise, for any direct or indirect loss of profit; loss of revenue; loss of anticipated savings; loss of business, goodwill or reputation or any indirect, incidental or consequential losses or damages arising out of or in connection with any of its obligations or duties under these GTC.

The Customer shall be solely responsible for the Products' and the technical information's suitability for the purpose intended by Customer or Customer's clients.

Customer will indemnify, defend and hold harmless Sartorius BIA Separations from and against all liabilities, losses and expenses, including counsel fees and disbursements, arising from the breach of any of these Terms and Conditions, or for personal injury or property damage relating directly or indirectly to the performance of any goods or service provided.

#### **11. Retention of Title and Transfer of Risk**

Sartorius BIA Separations retains title to the Products until full payment has been received by Sartorius BIA Separations for the Products sent to the Customer. The liability of the Products shall pass to the Customer from the Shipment Date.

The Customer shall, upon the request of Sartorius BIA Separations, be able to demonstrate that the storage conditions and maintenance is in compliance with any recommendations as shown on the relevant IFU.

In the event of any act or omission by or of Customer that is contrary to the terms of this GTC including without limitation, in the event of a delay in payment, Sartorius BIA Separations shall be entitled to withdraw this GTC and to take back the delivered Products.

#### **12. Confidential information**

In the event that Confidential Information is exchanged, each party will protect and safeguard the Confidential Information of the other in the same manner in which its own equivalent or similar



confidential and trade secret information is treated, but in no event with no less a reasonable degree of care. Each party shall: (i) not disclose Confidential Information of the other party to any person other than any of its directors, employees or contractors who need to know such information in order to comply with its obligations under any Purchase Order or these General Terms and Sartorius BIA Separations d.o.o., April 2025 GTC-11.0-2025 Conditions; or (ii) not use any Confidential Information of the other party other than as necessary to perform its obligations or exercise its rights under any Purchase Order or these General Terms and Conditions.

No obligation with respect to Confidential Information is imposed upon a recipient where the Confidential Information: (i) was in the recipient's possession before disclosure without an obligation of confidentiality; (ii) becomes a matter of public knowledge through no fault of the recipient; (iii) is rightfully received by the recipient from a third party without a duty of confidentiality; (iv) is independently developed by the recipient; (v) is disclosed under operation of law; or (vi) is disclosed by the recipient with the discloser's prior written approval.

### **13. Force Majeure**

Sartorius BIA Separations shall not be liable to the Customer for any failure to fulfil or delay in fulfilling the Purchase Order or any damage to Products caused in full or in part, directly or indirectly, by strikes, lockouts, floods, fires, acts of God, unusually severe weather, accidents, embargoes, war, any order of any government or governmental agency, delays in the delivery of supplies or completed merchandise by the supplier thereof, or any cause beyond the control of, or occurring without the fault of Sartorius BIA Separations.

### **14. Waiver of breach**

The waiver or failure of either party to enforce the terms of these GTC in one instance shall not constitute a waiver of said party's rights under these GTC with respect to other violations.

### **15. Miscellaneous**

These GTC shall be governed by and construed in accordance with the laws of Germany. Any disputes arising out of or in connection with these GTC, whether contractual or non-contractual, shall be governed by and determined in accordance with the laws of Germany and the competent German court.

To the extent that any provision of these GTC is determined illegal or unenforceable in a particular country, the remainder of these GTC will remain in full force and effect.

These GTC constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, understandings and negotiations between them in respect of the subject matter hereof. The Customer acknowledges that in accepting these GTC, it is not relying on any statement, agreement, undertaking, warranty, promise or other arrangement of any nature, whether written or otherwise, relating to the subject matter of these GTC. Except in the case of fraud, neither party shall have any right or action against the other party arising out of or in connection with any such statement unless it is repeated in these GTC.

Sartorius BIA Separations d.o.o.  
Mirce 21  
SI-5270 Ajdovščina  
Slovenia

SARTORIUS

Amendments, if any, shall be in writing and valid only when signed by both parties.

These GTC may not be sold, assigned, or transferred without the written consent of both parties

April 2025

Sartorius BIA Separations d.o.o.  
Mirce 21  
5270 Ajdovščina  
Slovenia