

| TERMS AND CONDITIONS | | | p. 1(2) |
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Terms and Conditions for NanoCal AB's services

The following terms and conditions govern the sale of NanoCal AB's products and services

1. Definitions

- 'Delivery' refers to the date the service is to the customer by the customer receives the equipment referred to in the order.
- 'product' refers to the service that is sold in accordance with these rules.
- 'Specifications' refers to the manufacturer's published specifications or customer's specifications.
- 'Calibration' is comparative measurement against Standards that have traceability to nationally or internationally recognized Standards or definitions.
- 'Alignment' intends to bring the equipment malfunction to an appropriate level for the purpose
- 'Repair' refers to a measure to restore or enhance features or functions of the equipment.

2. Prices

Prices are quoted normally. Prices are valid only for the period indicated on the quotation.
The stated prices are exclusive of VAT and any other charges that adjustment, repair, and spare parts and recalibration as the customer will pay.
Easier adjustments and recalibrating included in the price unless they occupy considerable time.
For calibration at your location, costs for travel and accommodation will be charged.
If possible shared costs on multiple clients
Prices include documentation, labels, billing costs, packaging and handling costs.
Unless otherwise stated in the quotation that will transport to and from NanoCal AB.
At additional costs announces NanoCal AB customer for approval before the action takes place.

3. Service

Normally the measuring instruments are calibrated and calibration document is created.
When adjustment is necessary, the instrument is adjusted if possible without contacting the customer first. Then a new calibration document is created.
For major adjustments or discrepancies, the customer will be contacted to decide on action.
The above services apply unless otherwise agreed with the customer.

4. Orders, cancellation and Returns

All orders must be accepted by NanoCal AB. The delivery time is normally 2-3 working days plus transportation at pre-booked service.
For larger orders is a check of the customer's creditworthiness done.
The customer has the right to cancel an order before delivery has begun. The customer may then be required on such charges NanoCal AB forced to pay in the form of travelling cancellation, parts orders and other applicable fees.
Termination or modification of order can only take place with NanoCal AB's approval.
Complaints must be notified NanoCal AB within 8 days of receipt of the equipment or by appointment.

5. Delivery

Shipping address must be specified when ordering.
NanoCal AB is obliged to inform the customer about delivery delays or other delivery changes than what is offered if these are significant.
Transportation is normally done with DHL, PostNord or Schenker. If the customer wants to be responsible for their own transportation, please notify NanoCal AB.
NanoCal AB takes reasonable steps to fulfill the customer's transportation requirements. If NanoCal AB does not consider itself able to meet these requirements, a new agreement has been made, otherwise the customer must cancel the order.
Delivery is done to the address provided by the customer when ordering. Otherwise, the customer will pay the additional costs incurred in connection with the new shipping address.

6. Payment

Payment is by invoice within thirty (30) days from the invoice date. NanoCal AB reserves the right to change credit and payment terms of the customer's financial situation causing this.
NanoCal AB has the right to terminate its obligations if the customer fails to pay due claim or fails to fulfill its obligations under these Conditions within ten (10) days of written request.

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7. Warranty

During calibration, repair or maintenance used by the manufacturer's published specifications, technical information or procedures or instructions or NanoCal AB established procedures. Customer's own procedures or specifications is not covered by warranty.

NanoCal AB warrants only, issued by the calibration records, the equipment was in the condition stated in these documents, and the points are measured during calibration or verification as it is sent from NanoCal AB. Other parameters than those measured not guaranteed. Other errors or omissions are not covered by NanoCal AB's warranty.

NanoCal AB is not responsible for loss, errors or omissions arising from transport, or for errors or omissions in the installed software or the equivalent of the equipment unless NanoCal AB installed software.

The warranty does not cover customer's improper or inadequate handling, carelessness, accident or abuse of the equipment.

NanoCal AB guarantees that the calibration and maintenance is performed in a workmanlike manner.

Only those above warranties apply, and no other, whether oral or written, express or implied.

8. Damages

NanoCal AB, its agent, or subcontractor shall not be liable under any circumstances for damages for lost profits, savings, loss of production, damage without a significant impact on the customer, downtime, loss of data, third party damage, consequential damage, restoration costs, loss of income, coverage costs or other indirect damages, whether the claim is based on contract, tort, warranty or otherwise what this might be.

Unless otherwise provided by mandatory law, the NanoCal AB's liability is limited to SEK 10 000 000.

9. General

NanoCal AB is not responsible for delays relating to fulfill their obligations under these rules or for failure to finish because of reasons beyond NanoCal AB's control.

If any party is declared bankrupt, occupies the composition proceedings, goes into liquidation, fails to duly fulfill accepted gear or other non-contentious relationship or otherwise assumed to be insolvent, the other party is entitled to cancel the order.

Customer is deemed to have accepted the terms of this document, in that order, received by NanoCal AB.