

Standard Framework Agreement

AS OF JANUARY 2013

The following regulations apply in addition to our general terms and conditions (in the currently valid version) and are also Basis of all business conduct:

Quality guidelines

The manufacture of all products is secured according to DIN EN ISO 9001:2008. Further or specified quality agreements can be additionally agreed upon upon request.

Documentation proofs

Documentation is provided in accordance with the customer's specifications available at the time of the request.

New products and product changes

All changes to a product as well as all new developments can be accompanied by an appropriate initial sampling and an additional pilot series if required. The delivery of the initial samples and the pilot series is subject to agreement. All changes to a product (incl. corresponding discontinuation scenarios) must be notified to Knapheide in writing by the customer in good time.

Limitation of liability

In the unwanted case of damage caused by Knapheide, remedial action will be taken immediately. However, the compensation for damages is limited to 100 times the value of the goods.

Prerequisite for warranty

A prerequisite for making use of Knapheide's warranty / liability is the proper storage and assembly of the delivered products.

Terms of delivery

As a standard we ship our goods in cartons on pallets or in grid boxes. The basis for this is the Cologne pallet exchange principle, i.e. the Euro pallets or lattice boxes are exchanged step by step. If required, we also offer high-security packaging, such as plastic boxes with integrated wooden bed, separately at extra cost.

Severability clause

Should individual provisions of the contract prove to be legally ineffective, this shall not affect the effectiveness of the remaining provisions of this contract. The invalid or unenforceable provision shall be replaced by a valid and enforceable provision whose effects come as close as possible to the economic objective which the contracting parties pursued with the invalid or unenforceable provision.