

Article 1. General 1.1 these terms and conditions apply to all agreements with Computers Telecom & Information Systems BV, hereinafter referred to as “CTI”, concerning the sale, delivery, repair and maintenance of software and to a lesser extent also computers, components, peripherals and related products and/or services. 1.2 the applicability of all general terms and conditions, or purchasing conditions, of which the customer can serve, is expressly rejected by CTI. 1.3 deviations and/or additions to these terms and conditions shall apply only if they have been confirmed in writing to the customer. 1.4 a copy of these terms and conditions is available free of charge from the CTI office. 1.5 CTI reserves the right to amend these terms and conditions in the meantime. 1.6. These terms and conditions are also available in two languages on our website www.ctitrading.nl

Article 2. Offer and order 2.1 All quotations of CTI, in any form whatsoever, are always without obligation, without obligation and as long as stocks last, unless otherwise agreed. 2.2 All images, drawings and data relating to weights, dimensions, colors, data relating to the applicability of the equipment for new technologies, price lists, leaflets and brochures shall be compiled with the utmost care. Slight deviations in the data provided by CTI are permissible provided that they do not result in a substantially different performance to be performed by CTI. However, CTI expressly reserves the right, taking into account the above changes and improvements in relation to the data provided, which are appropriate to technical progress. However, the customer cannot derive any rights from this.

Article 3. Agreements 3.1 with the exception of cash sales and advance payments, agreements are not made by sending an order, but only by written (email) order confirmation from CTI. 3.2 a written order confirmation or confirmation of an amendment to an agreement is deemed to reflect the agreement correctly and in full, unless the customer objects without delay.

Article 4. Prices 4.1 Prices are, unless stated otherwise, based on cash payment and delivery at the CTI site; excluding VAT; in EUR, excluding freight, assembly, installation, commissioning and instruction. 4.2 Except in the case of cash sales or remittance shipments, payment of the goods and/or services provided by CTI shall be made within 8 days of the invoice date unless otherwise agreed in writing. After the expiry of 14 days after the invoice date, the customer who is in default with timely payment, without a notice of default being required, shall be automatically in default and shall owe an interest of 1,5% per month on the outstanding invoice amount, where part of a month is considered to be an entire month. In addition, CTI is entitled to increase the amount due by the customer by (outside) judicial recovery costs, including those of lawyers, bailiffs, internal costs, etc. If these costs are not paid in time, they will be provisionally determined, in advance of the determination of the actual costs, at an amount of 15% of the unpaid invoice, with a minimum of 250,- euro. 4.3

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Payments made by the Customer shall always be for the purpose of settlement in the first place of all interest and costs due, and in the second place of invoices which are due and which are the longest open, even if the other party states that the payment relates to a later invoice. 4.4 Payment must be made without discount or settlement.

Article 5. Risk 5.1 the goods are and travel at the risk of the customer to our head office in Naarden. Location: CTI BV , Gooimeer 1, 1411DC Naarden, Netherlands. 5.2 CTI is entitled to make partial deliveries.

Article 6. Retention of title 6.1 CTI reserves the property of all goods delivered by it up to the full payment of the price of all goods delivered or yet to be delivered by CTI to the customer; As well as all claims for activities and services to be carried out by CTI for the customer in the context of the provision of goods or services to be provided, And what CTI can claim from the customer for a failure of the customer to comply with the agreement between CTI and the customer, including collection fees, interest and fines.

Article 7. Delivery and promotions 7.1 Delivery time is approximate, unless otherwise agreed. Unless intentional or gross negligence is the case, CTI shall never be liable for any infringement. 7.2 Complaints about a correct or incomplete delivery must be notified in writing by the customer to CTI within 5 days of receipt of the goods, preferably in writing. 7.3 the customer is not entitled to suspend payment on the basis of complaints.

Article 8. Warranty 8.1 CTI guarantees the manufacture and material errors, with the exception of keyboards, mice, joysticks, batteries and accumulators of portable computers and consumables such as paper, in respect of the supplied "carry-in", ribbons and removable media, etc. or the loss of information from the equipment of the magnetic media supplied with the equipment. 8.2 the warranty for CTI products bearing factory serial numbers shall be for free repair if a manufacturing or material defect is found within 12 months of the date of purchase by CTI. If a serious hardware failure occurs within 8 days of purchase, the equipment may be exchanged and returned with a full refund of the purchase amount, after consultation with and at the point of sale. This is only done when the defective product is returned in original packaging and complete, and no other reasonable solution can be presented in any way. 8.3 with respect to third-party products, CTI is under no warranty other than that which it obtained from its supplier or which the supplier grants directly to the end user. 8.4 Repair and/or replacement will not result in the warranty period to be repeated. On the repairs themselves, however, a warranty data with a duration of 90 days will be provided. 8.5 in the event of improper use, improper connection, incorrect mains voltage, lightning, moisture inaction damage or other causes beyond the control of CTI, the

warranty will be void. The guarantee shall never cover compensation for costs or damage caused by the buyer himself making or making changes or repairs to the products or if the products have been used for purposes other than those for which they are intended, or have been treated or maintained in an improper or careless manner. In the event of "viruses" being found, CTI reserves the right to remove them and charge the costs involved. 8.6 CTI is not covered by any warranty other than as provided in this article.

Article 9. Liability 9.1 for any direct or indirect damage for which CTI has not expressly accepted the liability in these terms and conditions, CTI shall not be liable, except for damage caused by intent or gross negligence on the part of CTI. 9.2 in this respect, the customer shall indemnify CTI against all claims of third parties. 9.3 the liability of CTI shall at all times be limited to the amount of the invoice amount of the delivery in question or to the maximum amount that CTI could have charged to the customer. 9.4 the limitation of liability as provided for in this article applies equally to employees, employees and all other persons used by CTI in implementation of the agreement.

Article 10. Applicability 10.1 these conditions and the agreements to which they apply shall be governed by Dutch law if tenders, orders and/or deliveries are made or made from and/or in the Netherlands. 10.2 If Dutch law applies, disputes between the parties will only be submitted to the competent court in Amsterdam.

Article 11. Software 11.1 for the supply of software, the license or other conditions attached to the information medium (e.g. CD-ROM) shall apply to the manufacturer. By opening the seal affixed to the information carrier, the buyer expressly recognizes the above conditions. The purchaser, who does not recognize the applicability of the above terms and conditions, shall have the right to return the sealed data carrier, which shall be exercised in writing within 8 days of the receipt of the software by the buyer.

Article 12. Other provisions 12.1 If individual provisions contained in these general terms and conditions would lose their full or partial effect, this will not affect the validity of the other provisions of these general terms and conditions. 12.2 the purchaser of goods of CTI in the Netherlands authorizes the registration and use of his personal data, within the meaning of the Dutch Personal Registration Act, which CTI has obtained in the normal course of its business, for his own use of CTI, But also for use in the group of which CTI is part. See also the privacy statements on the various websites.

Article 13. License keys License keys are subject to a direct exchange if the customer has not been able to conclude within 90 days that there is something wrong with the supplied software. All licenses are tested with us for entry and once again on the day of delivery, After 90 days, the customer has had extensive time to test the product's efficacy or at least to link the product to his/her Microsoft Account, thereby linking it to the rightful owner for life.