
Terms and Conditions for Consultancy Services

§ 1 Consultancy Services

- 1.1 NORBERT HEINZ CONSULTING GmbH & Co. KG (hereinafter referred to as NHC) shall perform consultancy services as specified in writing in accordance with the current state of the art.
- 1.2 The customer shall support NHC to the extent required, in particular provide all required information.

§ 2 Cooperation

- 2.1 The customer shall name a contact person; NHC shall name a customer consultant. Both shall have the authority to make the necessary decisions or shall obtain authorization for them in a timely manner. The customer consultant shall put decisions in writing. The contact person shall provide all required information. The customer consultant shall contact the contact person as is required to ensure the proper performance of the mutual obligations.
- 2.2 The services shall be performed at the customer's location if necessary, otherwise at NHC's location. In the first case, the customer shall provide NHC's employees with adequate working conditions.

§ 3 Charges and Payments

- 3.1 Unless otherwise agreed, the customer shall remunerate NHC on the basis of costs incurred. Hourly rates, travel expenses and incidental expenses shall be paid in accordance with NHC's price list, unless otherwise agreed. NHC may submit invoices on a monthly basis.

Persons engaged by NHC shall fill out detailed time sheets which NHC shall hand over to the customer if requested. The customer may audit these sheets at any time. In case of fixed prices, travel and incidental expenses shall be reimbursed separately.

- 3.2 Participants shall be notified immediately if an event cannot take place for reasons beyond the control of NHC (for example force majeure). If any fees have already been paid, naturally these shall be refunded. Further claims are excluded.
- 3.3 If NHC's customer need to withdraw from an event, NHC will gladly accept a replacement participant at any time before the event starts, at no additional cost. Cancellations are to be made in writing, with full details of the reason for the cancellation. Please note that withdrawals from an event are subject to the following administration fees:
 - 2 to 4 weeks before the event: 50% of agreed fee
 - Less than 2 weeks before the event: the total amount shall be due

- 3.4 Payments shall be due within 8 days after invoicing.
- 3.5 Duties, taxes and levies including V.A.T. – if applicable – shall be paid by the customer on all prices.

§ 4 Rights

- 4.1 All rights in the documents and results arising from the services shall accrue to the customer. NHC shall not be restricted to use the gained know-how and to render similar consultancy services for other customers of NHC, provided NHC complies with § 6.

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- 4.2 If NHC provides documents or programs not developed under the contract, the customer may use them only within the framework of the work results under the contract, but not isolated, provided NHC has notified the customer of such deliveries in advance.

§ 5 NHC's Liability

- 5.1 NHC – including any person engaged in performing any obligation under this contract – shall be liable for damages under any claim based on normal negligence only if NHC breaches a basic obligation of the contract which jeopardizes the contract goal (cardinal obligation). In this event NHC's liability shall be restricted to EUR 10,000.00 or the contract value, whichever amount is lower. The customer may claim for a higher maximum, but NHC may then require a surcharge for the aggravated risk. The restrictions shall not apply to the extent the damages are covered under NHC's business liability insurance provided the insurance company has paid. NHC agrees to maintain the coverage of this insurance as given at the time of the execution of the contract. Claims for personal injury shall remain unaffected.

§ 6 Confidentiality Obligations

- 6.1 NHC shall keep the customer's trade and business secrets confidential for an unlimited period of time, as well as all other information obtained by NHC under or in connection with this contract, designated in writing as confidential by the customer. However, NHC shall have no obligation with respect to any information which is (i) already in NHC's possession at the time of the execution of the contract, (ii) independently developed by NHC, or (iii) which is publicly known through no wrongful act of NHC.
- 6.2 Notwithstanding § 6.1, NHC is not obliged to keep confidential any of NHC's ideas, concepts, know-how or techniques related to the development of software.
- 6.3 NHC shall oblige its employees to adhere to the confidentiality obligations.
- 6.4 NHC may include the name of the customer and a brief description of the rendered performances in a reference list. All other advertising references to the customer shall be agreed on in advance with the customer.

§ 7 Miscellaneous

- 7.1 The contract and its modifications require written form.
- 7.2 The contract shall conform with and be governed by the laws of the Federal Republic of Germany without regard to its choice of law rules. Exclusive venue shall be NHC's main place of business.