

Principles regarding subsequent deliveries and spare parts supply

For **emtechnik**, customer satisfaction is paramount. This is the basis for sustainable business success on both sides. In order to support our customers in their long-term production and sales planning, we ask them to consider the following principles for subsequent deliveries and spare parts supply, which have been developed on the basis of our many years of experience.

1. It is unavoidable that even our high quality products have to be revised from time to time. In order to be able to provide our customers with newly developed materials in accordance with the advancing state of the art, tools and molds must be modified and adapted. This is done within the scope of the resources available to us as follows:
 - In the event of changes to our products, we will notify customers who obtain them in an ongoing supply relationship of the specific changeover date in writing with a reasonable lead time.
 - Up to four weeks before the designated changeover date, the customer can order an all-time requirement of the affected products at the price valid until then. Delivery will be made according to **emtechnik's** production schedule.
 - Naturally, our warranty and guarantee commitments continue to apply unchanged after product changeovers. Instead of remedying defects, we undertake to subsequently deliver defect-free products.
 - Subsequent orders of unchanged products and spare parts are possible up to six months after product changeover, if necessary at an additional charge to the last valid offer price.
2. Some **emtechnik** products contain primary materials or vendor parts which are produced by our contractual partners. We try to make appropriate agreements with them in the event of product changes in order to be able to inform our customers as described. However, as such changes are caused outside our business operations, we cannot give any assurance in this respect.