

# General Terms and Conditions of Business of TÜV Rheinland (India) Pvt Ltd

1. **Scope**
  - 1.1. The following terms and conditions apply to agreed services including information and deliveries as well as ancillary services and other secondary obligations provided within the scope of contract performance.
  - 1.2. If there is any conflict between these terms and conditions and the client's General Terms and Conditions of Business, including the client's Terms and Conditions of Purchasing, if any, these terms and conditions shall apply. No contractual terms and conditions of the client shall form part of the contract unless specifically referred to or incorporated in the documents forming the contract with the client.
2. **Quotations**

Unless otherwise agreed, all quotations submitted by TÜV Rheinland (India) Pvt Ltd shall be subject to change without notice.
3. **Coming Into effect and duration of contracts**
  - 3.1. The contract shall come into effect for the agreed term upon the quotation letter of TÜV Rheinland (India) Pvt Ltd or a separate contractual document being signed by both contracting parties, or upon the works requested by the client being carried out by TÜV Rheinland (India) Pvt Ltd. If the client instructs TÜV Rheinland (India) Pvt Ltd without receiving a prior quotation from TÜV Rheinland (India) Pvt Ltd (quotation), TÜV Rheinland (India) Pvt Ltd is - in its sole discretion - entitled to accept the order by giving written notice of such acceptance (including notice sent via electronic means) or by performing the requested services.
  - 3.2. The contract term starts upon the coming into effect of the contract in accordance with article 3.1 and shall continue for the term agreed in the contract.
4. **Scope of Services**
  - 4.1. The scope of the services shall be decided solely by a unanimous declaration issued by both parties. If no such declaration exists, then the written confirmation of order by TÜV Rheinland (India) Pvt Ltd shall be decisive.
  - 4.2. The agreed services shall be performed in compliance with the regulations in force at the time the contract is entered into.
  - 4.3. Furthermore, TÜV Rheinland (India) Pvt Ltd is entitled to determine (in its sole discretion) the method and nature of the assessment unless otherwise agreed in writing or mandatory provisions require a specific procedure to be followed.
  - 4.4. On execution of the work there shall be no simultaneous assumption of any guarantee of the correctness (proper quality) and working order of either tested or examined parts nor of the installation as a whole and its upstream and/or downstream processes, organisations, use and application in accordance with regulations, nor of the systems on which the installation is based. In particular, no responsibility shall be assumed for the construction, selection of materials and assembly of installations examined, nor for their use and application in accordance with regulations unless these questions are expressly covered by the contract.
  - 4.5. In the case of inspection work, TÜV Rheinland (India) Pvt Ltd shall not be responsible for the accuracy or checking of the safety programmes or safety regulations on which the inspectors are based, unless otherwise expressly agreed in writing.
5. **Performance periods/dates**
  - 5.1. The contractually agreed periods and dates of performance are based on estimates of the work involved which are prepared in line with the details provided by the client. They shall only be binding if confirmed as binding by TÜV Rheinland (India) Pvt Ltd in writing.
  - 5.2. If binding periods of performance have been agreed, these periods shall not commence until the client has submitted all required documents to TÜV Rheinland (India) Pvt Ltd. This also applies, even without express approval by the client to all extensions of agreed dates for performance not caused by TÜV Rheinland (India) Pvt Ltd.
6. **The client's obligation to cooperate**
  - 6.1. The client shall guarantee that all cooperation required on its part, its agents or third parties will be provided in good time and at no cost to TÜV Rheinland (India) Pvt Ltd.
  - 6.2. Design documents, supplies, auxiliary staff, etc. necessary for performance of the services shall be made available free of charge by the client. Moreover, collaborative action of the client must be undertaken in accordance with legal provisions. Standards, safety regulations and accident prevention instructions.
  - 6.3. The client shall bear any additional cost incurred on account of work having to be redone or being delayed as a result of late, incorrect or incomplete information or lack of proper cooperation. Even where a fixed or maximum price is agreed, TÜV Rheinland (India) Pvt Ltd shall be entitled to charge extra for such additional expense.
7. **Invoicing of work**
  - 7.1. If the scope of performance is not laid down in writing when the order is placed, invoicing shall be based on costs incurred. If no payment is agreed in writing, invoicing shall be in accordance with the TÜV Rheinland (India) Pvt Ltd price list valid at the time of performance.
  - 7.2. Unless otherwise agreed, work shall be invoiced according to the progress of the work.
  - 7.3. If the execution of an order extends over more than one month and the value of the contract or the agreed test price exceeds ₹2,500.00 converted into Indian Rupees at the prevailing exchange rates, TÜV Rheinland (India) Pvt Ltd may demand payments on account or in instalments.
8. **Payment terms**
  - 8.1. All invoice amounts shall be due for payment on receipt of the Invoice, subject only to statutory deductions as per applicable tax laws. No discounts shall be granted.
  - 8.2. Payments shall be made to the bank account of TÜV Rheinland (India) Pvt Ltd as indicated on the invoice, stating the invoice and customer numbers.
  - 8.3. In cases of default of payment, TÜV Rheinland (India) Pvt Ltd shall be entitled to claim default interest at a rate of 18% p.a. At the same time, TÜV Rheinland (India) Pvt Ltd reserves the right to claim further damages.
  - 8.4. Should the client default in payment of the invoice despite being granted a reasonable grace period, TÜV Rheinland (India) Pvt Ltd shall be entitled to cancel the contract, withdraw the certificate, claim damages for non-performance and refuse to continue performance of the contract. TÜV Rheinland (India) Pvt Ltd also reserves the right to publish the names of defaulting clients in public domain as may be fit and also meet any other requirements as prescribed by accreditation agencies.
  - 8.5. The provisions set forth in article 8.4 shall also apply in cases involving returned cheques, cessation of payment and commencement of insolvency proceedings against the client's assets or cases in which the commencement of insolvency proceedings has been dismissed due to lack of assets.
  - 8.6. Objections to the invoices of TÜV Rheinland (India) Pvt Ltd shall be submitted in writing within two weeks of receipt of the invoice.
  - 8.7. TÜV Rheinland (India) Pvt Ltd shall be entitled to demand appropriate advance payments.
  - 8.8. TÜV Rheinland (India) Pvt Ltd shall be entitled to raise its fees at the beginning of a month if overheads and/or purchase costs have increased. In this case, TÜV Rheinland (India) Pvt Ltd shall notify the client in writing of the rise in fees. This notification shall be issued one month prior to the date on which the rise in fees shall come into effect (period of notice of changes in fees). If the rise in fees remains under 5% per contractual year, the client shall not have any special right of termination. If the rise in fees exceeds 5% per contractual year, the client shall be entitled to terminate the contractual relationship by the end of the period of notice of changes in fees. If the contract is not terminated, the changed fees shall be deemed to have been agreed upon expiry of the above period.
  - 8.9. Only legally established and undisputed claims may be offset against claims by TÜV Rheinland (India) Pvt Ltd.
9. **Acceptance**
  - 9.1. Any part of the work ordered which is complete in itself may be presented by TÜV Rheinland (India) Pvt Ltd for acceptance as an instalment. The client shall be obliged to accept it immediately.
  - 9.2. If the client fails to fulfil its acceptance obligation immediately, acceptance shall be deemed to have taken place 4 calendar weeks after performance of the work if TÜV Rheinland (India) Pvt Ltd has specifically made the client aware of the aforementioned deadline upon performance of the service.
10. **Confidentiality**
  - 10.1. For the purpose of this agreement, "confidential information" means all information, documents, images, drawings, know-how, data, samples and project documentation which one party (the "disclosing party") hands over, transfers or otherwise discloses to the other party (the "receiving party"). Confidential information also includes paper copies and electronic copies of such information.
  - 10.2. The disclosing party shall mark all confidential information disclosed in written form as confidential before passing it on to the receiving party. The same applies to confidential information transferred by email. If confidential information is disclosed orally, the receiving party shall be appropriately informed in advance.
  - 10.3. All confidential information which the disclosing party transmits or otherwise discloses to the receiving party in accordance with this agreement:
    - a) may only be used by the receiving party for the purposes of performing the purpose of the contract, unless expressly otherwise agreed in writing with the disclosing party;
    - b) may not be copied, distributed, published or otherwise disclosed by the receiving party, unless this is necessary for fulfilling the purpose of the contract or TÜV Rheinland (India) Pvt Ltd is required to pass on confidential information, inspection reports or documentation to the authorities or third parties that are involved in the performance of the contract;
    - c) must be treated by the receiving party with the same level of confidentiality as the receiving party uses to protect its own confidential information, but never with a lesser level of confidentiality than that which is objectively required.
  - 10.4. The receiving party shall disclose any confidential information received from the disclosing party only to those of its employees who need this information to perform the services required for the subject matter of this contract. The receiving party undertakes to oblige these employees to observe the same level of secrecy as set forth in this confidentiality clause.
  - 10.5. Information for which the receiving party can furnish proof that:
    - a) it is generally known at the time of disclosure or has become general knowledge without violation of this agreement; or
    - b) it was disclosed to the receiving party by a third party entitled to disclose this information; or
    - c) the receiving party already possessed this information prior to disclosure by the disclosing party; or
    - d) the receiving party developed it itself, irrespective of disclosure by the disclosing party, shall not be deemed to constitute "confidential information" as defined in this agreement.
    - e) H is mandated by law or by an order of the Courts to disclose such information.
  - 10.6. All confidential information shall remain the property of the disclosing party. The receiving party hereby agrees to immediately (i) return all confidential information, including all copies, to the disclosing party, and/or, on request by the disclosing party, to (ii) destroy all confidential information, including all copies, and confirm the destruction of this confidential information to the disclosing party in writing, at any time if so requested by the disclosing party but at the latest and without special request after termination or expiry of this contract. This does not extend to include reports and certificates prepared for the client solely for the purpose of fulfilling the obligations under this contract which shall remain with the client. However, TÜV Rheinland (India) Pvt Ltd is entitled to make file copies of such reports, certificates and confidential information that form the basis for preparing these reports and certificates in order to evidence the correctness of its results and for general documentation purposes.
  - 10.7. From the start of this contract and for a period of three years after termination or expiry of this contract, the receiving party shall maintain strict secrecy of all confidential information and shall not disclose this information to any third parties or use it for itself.
11. **Copyrights**
  - 11.1. TÜV Rheinland (India) Pvt Ltd shall retain all exclusive and joint copyrights in the expert reports, test results, calculations, presentations etc. prepared by TÜV Rheinland (India) Pvt Ltd.
  - 11.2. The client may only use expert reports, test results, calculations, presentations etc. prepared within the scope of the contract for the contractually agreed purpose.
  - 11.3. The client may use test reports, test results, expert reports, etc. only complete and un-shortened. Any publication or duplication for advertising purposes needs the prior written approval of TÜV Rheinland (India) Pvt Ltd.
  - 11.4. Client acknowledges and agrees that it is not authorised to make commitments on behalf of TÜV Rheinland India Pvt. Ltd. without prior written approval of TÜV Rheinland India Pvt. Ltd. and that, subject to this, it shall not hold itself out to third parties as having such powers. Further, Client shall not, without the prior written approval of TÜV Rheinland India Pvt. Ltd. make reference to its relationship with TÜV Rheinland India Pvt. Ltd. nor use or permit to be used by any person under its control any of the patents, trademarks or trade or brand names, registered designs or any other industrial or intellectual property rights owned or controlled by TÜV Rheinland India Pvt. Ltd. or any company affiliated with TÜV Rheinland India Pvt. Ltd.
12. **Complaints**
  - 12.1. Complaints must be submitted in writing to the TÜV Rheinland (India) Pvt Ltd.
  - 12.2. If the complaint is justified, the TÜV Rheinland (India) Pvt Ltd. will accordingly initiate action.
  - 12.3. Should the complaint be untenable from the point of view of the TÜV Rheinland (India) Pvt Ltd.
  - 12.4. This will be communicated to the complainant and the latter for comment within a period of 30 calendar days. Should not agreement with the complainant the parties agree to hold arbitration otherwise, legal action will be taken
13. **Liability of TÜV Rheinland**
  - 13.1. Irrespective of the legal basis and in particular in the event of a breach of contractual obligations and tort, the liability of TÜV Rheinland (India) Pvt Ltd for all damage, loss and reimbursement of expenses caused by legal representatives and/or employees of TÜV Rheinland (India) Pvt Ltd shall be limited to: (i) in the case of contract with a fixed overall fee, an amount equal to the overall fee for the entire contract in the case of contracts for annually recurring services, an amount equal to the agreed annual fee; (ii) in the case of contracts expressly charged on a time and material basis to a maximum of ₹10,00,000/- (Rupees Ten Lacs only). And in the case of framework agreements that provide for the possibility of placing individual orders, to an amount equal to three times the fee for the individual order under which the damage occurred. The maximum liability of TÜV Rheinland (India) Pvt Ltd is limited in any event of damage or loss to the contract value, unless specifically agreed otherwise. TÜV Rheinland (India) Pvt Ltd shall not be liable for personnel made available by the client to support TÜV Rheinland (India) Pvt Ltd in the performance of its services regulated under this contract. The client shall identify TÜV Rheinland (India) Pvt Ltd against any claims made by third parties for all loss that may be caused to or suffered by TÜV Rheinland (India) Pvt Ltd due to acts of omission and commission by the client.
  - 13.2. The limitation periods for claims for damages shall be based on statutory provisions.
  - 13.3. None of the provisions of this article 12 changes the burden of proof to the disadvantage of the client.
14. **Partial Invalidity, written from, place of jurisdiction**
  - 14.1. No ancillary agreements to this contract have been concluded.
  - 14.2. All amendments and supplements must be in writing in order to be effective; this also applies to amendments and supplements to the requirement for the written form.
  - 14.3. Should one or several of the provisions under this contract be or become ineffective, the contracting parties shall replace the invalid provision with a legally valid provision that comes closest to the content of the invalid provision in legal and commercial terms.
  - 14.4. The place of jurisdiction for all disputes arising in connection with this contract shall be Bangalore. This contract is governed by Indian substantive law.
  - 14.5. All claims, disputes, differences, etc., arising out of and/or connected with the contract between TÜV and the client shall be resolved through arbitration to be conducted under the provisions of the Arbitration and Conciliation Act, 1996, and any amendments thereof in the arbitration law from time to time. The seat of arbitration shall be Bangalore, India. The Arbitral Tribunal shall comprise of a Sole Arbitrator to be nominated by the mutual consent of TÜV and the client the arbitration proceedings shall be conducted in the English language only.
  - 14.6. Subject to resolution of disputes through arbitration, only the Courts in Bangalore, India, shall be exclusive jurisdiction over all matters arising out of and/or connected with the contract between TÜV and the client.
15. The contracting entity allows test and inspections commissioned to be witnessed by witness assessors of all the bodies granting accreditations, approvals or designations with regard to the tests and inspections to be carried out.
16. The client shall ensure TÜV Rheinland employee is provided with a safe work environment for executing the work assignments at client's premises and also provide necessary HSE inductions on workplace hazards, additional activity specific personnel protective equipment as applicable. The customers visiting TÜV Rheinland premises must ensure to comply with TÜV Rheinland's HSE policies & procedures especially related to Personal Protective Equipment (PPE). Please contact TÜV Rheinland Representative/ Business HSE Coordinator to understand the specific HSE Requirements.



Mr. Bhavik Trivedi  
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TÜV Rheinland (India) Pvt. Ltd.