



General Terms and Conditions – Arcotech Field Services

Company name: Arcotech Field Services

Field Service Engineer: Rob Cornelissen

Established in: Rotterdam

Version: 5 September 2026

1 – Definitions

Service Provider: Arcotech Field Services, established in Rotterdam.

Client: The purchaser of the services. The services may include installation, commissioning, preventive or corrective maintenance, troubleshooting, inspections, training and technical advice.

2 – Applicability

These terms and conditions apply to all quotations, assignments and agreements. Deviations from these terms and conditions are only valid if agreed in writing.

3 – Quotations and Agreement

Quotations are valid for 30 days and are non-binding unless otherwise stated. An agreement is concluded upon written acceptance or as soon as the work commences.

4 – Performance of Services

The Service Provider shall perform the work to the best of its knowledge, ability and professional expertise.

The Client shall provide safe access, the necessary information and any permits that fall under the Client's responsibility.



5 – Rates

Services are performed at the agreed hourly or daily rate, excluding VAT. The agreed rates are valid per calendar year. Any rate changes for the following calendar year will be communicated to the Client in good time before the start of the new calendar year.

Additional work will be invoiced separately. Travel time, surcharges and waiting time will be charged in accordance with the assignment confirmation.

5.1 – Waiting Time

If the Service Provider has to wait during the performance of the services due to circumstances that cannot be attributed to the Service Provider, such waiting time will be charged as working time.

Waiting time includes, but is not limited to, waiting for access to the location, availability of machines, materials, parts, tools, personnel or instructions from the Client, as well as delays caused by the work of third parties.

This also includes waiting time resulting from delays, cancellations or changes to flights, train journeys or other forms of transportation that are necessary for the performance of the assignment.

Waiting time will be charged at the agreed hourly rate. A minimum of two hours applies to each individual waiting period, regardless of the actual duration of the waiting time.

This minimum is intended to avoid administrative handling and disputes regarding short periods of waiting time.

Waiting time will be recorded in the Service Provider's time records.

Any compensation or reimbursement paid by a carrier or insurer is separate from the compensation for waiting time owed by the Client.

6 – Travel and Accommodation Expenses

Airfare, hotels, local transportation, visas, vaccinations where required, parking fees, tolls and other agreed travel-related expenses shall be reimbursed by the Client or paid directly by the Client.

7 – Invoicing and Payment

Invoices have a payment term of 14 days. In the event of late payment, statutory commercial interest and reasonable collection costs shall be payable.

The Service Provider is entitled to suspend the services in the event of overdue payments.



8 – Cancellation

Cancellation up to 7 calendar days before the start of the assignment is free of charge.

In the event of cancellation at a later date, 50% of the reserved services may be invoiced.

In the event of cancellation within 24 hours, 100% of the first reserved working day, plus demonstrable travel and accommodation expenses, may be charged.

9 – Liability

Liability is limited to direct damages and to a maximum amount equal to the invoice amount of the relevant assignment or the amount paid out under the liability insurance, whichever is applicable.

Consequential damages, loss of profit, production losses and indirect damages are excluded to the extent permitted by law.

10 – Force Majeure

Force majeure includes, but is not limited to, illness, pandemics, war, strikes, natural disasters, transportation problems, flight cancellations and government measures.

Obligations shall be suspended for as long as the force majeure situation continues.

11 – Confidentiality

The parties shall treat confidential information strictly confidential and shall use such information solely for the performance of the agreement.

12 – Intellectual Property

Rights to documentation, software, PLC programs, drawings and reports developed by the Service Provider shall remain with the Service Provider unless otherwise agreed in writing.

13 – Safety

The Client shall provide a safe working environment and shall provide all relevant safety instructions and personal protective equipment (PPE) requirements.

The Service Provider is entitled to suspend or stop the work in the event of unsafe conditions.

14 – Applicable Law and Disputes

All agreements are governed by Dutch law.

Disputes shall be submitted to the competent court in the district of Rotterdam, unless mandatory law provides otherwise.



15 – Work Reports and Time Records

During the performance of the assignment, the Service Provider shall prepare a weekly work report.

The work report shall contain, where applicable:

- An overview of the work performed
- The date or dates on which the work was performed
- The location(s) where the work was performed
- The hours worked per day
- Travel hours
- Any waiting time
- Materials or parts used, if agreed
- Details, findings or recommendations

The work report shall be provided digitally to the Client on a weekly basis and shall form the basis for invoicing, unless the parties have agreed otherwise in writing.

If the Client has any comments or objections regarding the work report, these must be communicated to the Service Provider in writing within five (5) working days of receipt.

If no response is received within this period, the work report shall be deemed correct and complete and accepted by the Client.