

GENERAL TERMS AND CONDITIONS OF SALE

IGEPA BELUX NV
IGEPA BELUX SARL

TERMS AND CONDITIONS OF SALE

All of our products are sold under the terms and conditions and practices customary to the paper trade, as stipulated in our current price list, of which the buyer has taken cognisance upon receipt of said price list. The buyer, by virtue of the agreement between it and the supplier, is deemed to have read and accepted the terms and conditions of sale, even if they are in violation with the buyer's own terms and conditions of sale. Barring the supplier's prior written consent, no derogations whatsoever are permitted from the supplier's General Terms and Conditions of Sale.

ARTICLE 1: ORDERS

Every order of paper and/or cardboard – whether this concerns the manufacture of goods or the supply of goods held in stock – must be communicated in such a way that at least the following details, formulated in a clear and unambiguous manner, are provided to the supplier:

1. A reference to a quotation, if applicable (correspondence, a visit, the dispatch of price lists, etc.);
2. Quantity
3. Quality, with reference to a specific grade, brand or samples provided, as well as any other references that could be important.
4. For rolls:
 - Roll width
 - Roll diameter
 - Inner diameter of the tubes
 - Weight per m² or thickness (in hundreds of mm)For sheets:
 - Dimensions
 - Grain direction (if necessary)
 - Grammage (weight per m² or thickness, in hundreds of mm)
5. Presentation, packaging method
6. Delivery data, delivery address and shipping method
7. Agreed price
8. Agreed payment conditions

ARTICLE 2: SHIPPING

All orders from EUR 200 (excl. VAT) and up are delivered free of shipping charges, by means of conventional shipping methods. At the discretion of the supplier, the goods can be delivered to the buyer's place of business by the supplier's own lorries pursuant to its regular delivery rounds and possibilities, or by rail. An administrative and logistics cost of EUR 36 and a variable diesel surcharge will be charged for each delivery. If the value of goods per delivery is less than EUR 200, a small order surcharge of EUR 30 will be charged. Costs for urgent deliveries or special packaging will always be charged in full, regardless of the order amount. This applies equally to any taxes or tariffs, as well as any price increases that could become effective between the date on which the order was placed and the date of delivery.

ARTICLE 3: DIMENSIONS AND GRAIN DIRECTION

- a) Dimensions:
The dimensions of a sheet of paper or cardboard are determined by its width and length, in which the smallest number is always stated first.
- b) Grain direction:
The grain direction refers to the direction in which the majority of the paper fibres are aligned in relation to the direction in which the machine runs during the production process. The term 'long grain' is used when the fibres run parallel to the machine direction, and the term 'short' grain is used when the fibres run perpendicular to the machine direction. The grain direction will be stated clearly on the packaging of both reams and pallets. If a specific grain direction is required, this must be stated on the order form and repeated in the order confirmation.

ARTICLE 4: PACKAGING

Customary packaging materials such as paper, wood, cardboard (including shipping tubes) cannot be returned to us. If more expensive packaging material which can be reused is required, special provisions must be agreed upon in advance with regard to returning this material.

Supplementary charges are applied to special packaging materials such as wooden crates, cylinders for rolls, and entire trays.

The buyer acknowledges that the supplier satisfies the relevant packaging waste obligations in relation to inks, pursuant to Article 380 of the Act of 16 July 1993 in completion of the Federal State structure.

A supplementary fee of EUR 18 is charged for opening reams.

ARTICLE 5: TUBES AND SLEEVES

Tubes and sleeves cannot be returned to us.

ARTICLE 6: DELIVERY

Delivery times are purely indicative and non-binding. Any delays in relation to a proposed delivery date can never lead to the dissolution of the sale or compensation of damages to the benefit of the buyer.

Barring any provisions to the contrary specified in the order confirmation, the goods will be delivered to the ground floor of the buyer's premises.

If delivery becomes definitively impossible due to circumstances beyond the control of the supplier, for which the supplier therefore cannot be held liable, the supplier will not be held to fulfil its obligations.

If the buyer fails to collect the goods after having been informed of their availability, or if the buyer postpones the collection of these goods, the supplier will have the right to store the goods at an external storage facility, the costs of which will be borne by the buyer, or to charge the buyer for the cost of storing the goods at the

supplier's own warehouse. If the buyer invokes force majeure, the supplier will have the right to rescind the agreement after two (2) weeks have elapsed from the date on which the buyer was informed of the availability of the goods, without any form of compensation being owed in relation to this.

If the buyer's tardiness is not due to force majeure¹, the supplier will have the right to rescind the agreement after two (2) weeks have elapsed, counting from the date on which the buyer was informed of the availability of the goods, and to claim compensation for damages plus interest from the buyer.

If delivery problems, whether attributable to the buyer or supplier, apply to only part of an order, the agreement will be rescinded pursuant to the provisions specified above, with the exception that this will only concern that part of the order to which the delivery problem relates.

Cancellations will not be accepted from the moment that the order confirmation was dispatched. If the buyer refuses to take possession of the ordered goods, the supplier will reserve the right to demand immediate payment of the full invoice amount.

ARTICLE 7: INVOICEABLE WEIGHT

- a) Rolls of paper and cardboard:
All rolls are invoiced per gross weight (weighed weight), which includes the paper and/or cardboard itself, packaging materials, reels, plugs and the customary bale ties.
- b) Uncounted paper, such as sheets of paper or cardboard:
Paper delivered in packs or on pallets are invoiced per gross weight (weighed weight), which includes both the paper or cardboard and the customary packing materials.
- c) Counted paper (sheets) and cardboard
Paper or cardboard in counted sheets are invoiced at nominal weight. The nominal weight equals the product of the actual ordered grammage (g/m²), multiplied by the surface area of the number of sheets in the packaging unit

ARTICLE 8: TERMS AND CONDITIONS OF PAYMENT

The payment term:

Barring any written agreement to the contrary drawn up in response to the order, all payments must be made in cash. Barring any explicit agreements to the contrary, the supplier's place of business shall be considered the place of payment.

Risks and costs of payment:

All risks and costs in relation to the transfer of the amount due will be borne by the buyer. Payment through a bill of exchange is only possible subject to the supplier's prior approval. All costs associated with this will be borne by the buyer.

Overdue payments:

In the event of non-payment or a failure to pay the full amount due by the due date will entitle the supplier to suspend the delivery of all orders already placed and any unfulfilled orders, or to cancel them by issuing a written notice by regular post.

Any discounts or financial accommodations agreed upon previously will, in this case, cease to apply. In the event of non-payment or a failure to pay the full amount due by the due date, the amount still outstanding will be increased by default interest at the reference interest rate² increased by seven percentage points and rounded up to the higher half percentage point, to which a minimum of EUR 50 applies, payable in cash, by operation of law and without any prior notice of default being required.

In the event of a judicial composition occurring between the moment that the order confirmation was dispatched and the delivery of the order (whether in part or in full), the payment terms will cease to apply, and the order will be paid for in cash.

ARTICLE 9: RETENTION OF TITLE

The parties expressly renounce Section 1583 of the Belgian Civil Code: the goods delivered to the buyer will remain the property of the supplier until payment for them has been made in full, pursuant to the terms and conditions of payment. The buyer is prohibited from disposing of the goods delivered to it in any way whatsoever until payment has been made for them in full. Notwithstanding the suspension of transfer of property, the risk associated with the sold goods will remain with the buyer, pursuant to the provisions of Article 6.

The supplier retains the right to take back the goods, regardless of when or where, in the event of a dispute or if full payment for the goods has not been made by the due date. The supplier can reclaim the goods by means of a notice of default sent by ordinary post or registered letter. The return of the goods will not in any way constitute grounds for the supplier to waive its rights to the amounts owed, or the costs arising from the buyer's being in default.

The buyer will insure the goods subject to retention of title against loss or damage. The buyer will inform the supplier immediately of any action taken by third parties in relation to these goods (e.g. seizure). The processing of the goods subject to retention of title by the buyer will not in any way imply a transfer of title. If the buyer, upon processing the goods subject to retention of title, has incorporated any other products belonging neither to the buyer nor the supplier into these goods, the supplier will become co-owner of the resulting new product to the value of the goods subject to retention of title. If the buyer wishes to sell the processed goods, the buyer will transfer to the supplier the amount received for the processed or unprocessed goods subject to retention of title as compensation for the termination of the right of ownership and as security for the supplier in the amount of the value of the goods subject to retention of title.

The retention of title shall also extend to all claims in lieu of the goods subject to retention of title, such as claims arising from the transfer of the goods and claims eligible for compensation due to the destruction, damage or loss in value of the goods subject to retention of title. If the moveable goods subject to retention of title are processed or combined with other goods or substances, the retention of title shall relate to the new item created by processing or combining, limited to the value of the goods subject to retention of title.

ARTICLE 10: QUALITY OF THE GOODS

The supplier is not responsible for the buyer's product choices or ability to process the products on its machines or other equipment. If the buyer has any questions in relation to the above, the buyer should contact the supplier, who may, if requested, be able to provide the supplier with information concerning the most recent experiences in relation to the purchased products. Barring any written provision to the contrary, the provision of such information by the supplier will remain entirely free of obligation. The buyer will always remain solely responsible for its choice of products and ability to process the purchased products.

ARTICLE 11: RISK

All risks associated with shipment will be borne by the buyer.

The transfer of risk to the buyer will take place:

- at the moment when the goods were to have been collected by the buyer or its representative, with the buyer's own mode of transport, following the announcement that the goods are ready to be collected (even if the goods will effectively be collected at a later point in time);
- or at the moment when the goods are loaded, on the premises of the supplier, onto the means of transport selected for their carriage by the buyer, independently of the forwarder's liability.

¹ Force majeure is defined as a sudden, unexpected event that renders the execution of the agreement impossible, which is entirely beyond the control of the invoking party and for which this party cannot be held liable.

² Reference interest rate: the interest rate applied by the European Central Bank for its most recent main refinancing operations before the first calendar day of the relevant half year if the transaction concerned was executed subject to a fixed interest tender. If the transaction was executed subject to a variable interest tender, the reference interest rate is the marginal interest rate arising from this tender, both in the case of allocation based on a single interest rate and in the case of allocation based on a multiple interest rate.

ARTICLE 12: RETURN OF ORDERED GOODS

Goods will only be taken back by the supplier subject to a prior agreement in relation to this. If a return is accepted, the costs incurred will be charged amounting to EUR 30, and EUR 40 per fractioned pallet.

If no prior agreement was made concerning the return of goods, these will not be accepted by the supplier. Return shipments will preferably take place simultaneously with a new shipment, or depending on possibilities in relation to shipping.

The following will never, in any case, be taken back:

- Goods in damaged or non-original packaging
- Reams containing less than the packaging unit
- Processed products
- Goods without a label

ARTICLE 13: COMPLAINTS

In the event of a complaint, this will only be admissible if, upon receipt of the goods, an express reservation is noted on the delivery statement issued by the forwarder or the carrier, specifying the number and nature of the damaged or missing goods, and on condition that the complaint was communicated to the supplier by registered letter within eight (8) days from the delivery date. Upon expiry of the above term, the delivery will be deemed as irrevocably accepted and full payment for the goods delivered to the buyer will be irrefutably owed.

If the complaint relates to defects or imperfections that could only be identified subject to a thorough examination of the goods, a test or the normal passage through the machine, a complaint can be submitted within six (6) months of the goods having been taken in receipt. Upon expiry of this period, the right to submit a complaint will also lapse in the case outlined above.

Submitting a complaint does not suspend the buyer's obligation to pay for the goods to which the complaint relates.

If a complaint relates to only part of the goods supplied to the buyer, only that part of the order will be eligible for rejection. If the complaint is well-founded, the supplier will take back the goods to which the defect relates, at no extra cost, and replace them without delay or as soon as production capacity and other obligations permit, on condition that the defective goods are returned to the supplier in good condition, in their original or similar packaging. The buyer will not be entitled to any compensation if the supplier proceeds to replace the goods in accordance with the above provisions.

ARTICLE 14: COMPETENT COURT

This agreement is governed exclusively by Belgian law.

Incoterms shall be deemed accepted in their respective implementations, unless otherwise agreed in these terms and conditions.

Disputes arising from this agreement will be settled:

- for Igepa Belux NV and SARL, by the Commercial Court of Ghent. Claims not exceeding EUR 1859.20 fall within the exclusive competence of the Justice of the Peace of the canton of Zomergem.

ARTICLE 15: WEIGHT AND NUMBER TOLERANCES

1. Paper and cardboard of various dimensions

Any discrepancies between the weight ordered and that delivered must be established following delivery of an order or part of an order delivered on the same day and for the same type of paper (the same fibre composition, colour, surface finish and other properties), with the same dimensions. The permitted tolerances in proportion to the tonnages delivered are as follows:

I.1. Graphic paper and cardboard of various dimensions, in the customary standard qualities. Definition: the standard grades of paper and cardboard are those defined as such by properties as type, grammage and dimensions in price lists and other commercial documents.

I.1.1. Standard grades of paper and cardboard - standard types, standard grammages and standard dimensions.

Quantity ordered	No maximum or minimum quantity specified ^(*)
More than 20 tonnes	± 2.5 %, to which a maximum of 1 tonne applies
10 - 20 tonnes	± 4%
5 - 10 tonnes	± 5%
3 - 5 tonnes	± 7%
Less than 3 tonnes ^(**)	± 8 %

^(*) If only one-sided deviations are permitted, the tolerances in this table must be multiplied by 2.

^(**) Tolerances of ± 8 % for orders ranging between 2 and 3 tonnes do not apply to bulk qualities sold exclusively by wholesalers in quantities of less than 3 tonnes.

No tolerances are permitted between the number of sheets ordered and the number of sheets invoiced for standard grades sold in BLOC PALLET units (i.e. pre-packaged units containing theoretically fixed number of sheets, as specified on the manufacturer's price list).

Counting accuracy (the difference between the number of sheets ordered and the number of sheets invoiced) will be discussed in Article 16.

I.1.2. Standard graphic paper and cardboard with a standard grammage, but with special dimensions

Quantity ordered	No maximum or minimum quantity specified in order confirmation ^(*)
Over 100 tonnes	Subject to prior agreement
50 - 100 tonnes	± 4%
20 - 50 tonnes	± 6%
10 - 20 tonnes	± 8%
5 - 10 tonnes	± 10%
3 - 5 tonnes	± 15%
Less than 3 tonnes	± 20%

^(*) If only one-sided deviations are permitted, the tolerances in this table must be multiplied by 2.

Subject to the type of paper ordered and the technical possibilities, lower tolerances can be agreed upon between the supplier and the buyer.

I.1.3. The completion of orders for graphic paper with features other than those specified in I.1.1. and I.1.2.

The tolerances for these types of paper, to be agreed upon between the supplier and the buyer, may not be less than specified in I.1.1. and I.1.2.

I.2. Cardboard (other than cardboard used exclusively for printing purposes)

Quantity ordered	No maximum or minimum quantity specified in order confirmation ^(*)
More than 100 tonnes	Subject to prior agreement
50 - 100 tonnes	± 5 %
20 - 50 tonnes	± 10%
10 - 20 tonnes	± 12%
5 - 10 tonnes	± 15%
5 tonnes and less	Subject to agreement, tolerances must, however, exceed that those that apply to quantities weighing 5 tonnes and more.

^(*) If only one-sided deviations are permitted, the tolerances in this table must be multiplied by 2.

I.3. Packaging and wrapping paper and other paper

Quantity ordered	No maximum or minimum quantity specified in order confirmation ^(*)
Over 100 tonnes	Subject to prior agreement
50 - 100 tonnes	± 4%
20 - 50 tonnes	± 6%
10 - 20 tonnes	± 8%
5 - 10 tonnes	± 10%
3 - 5 tonnes	± 15%
2 - 3 tonnes	± 20%

^(*) If only one-sided deviations are permitted, the tolerances in this table must be multiplied by 2.

Subject to the type of paper ordered and the technical possibilities, lower tolerances can be agreed upon between the supplier and the buyer.

II. Paper and cardboard on rolls

Considering the huge diversity in roll dimensions, determining quantitative tolerances in a uniform manner is impossible. Therefore, the supplier and the buyer must agree on specific tolerances individually. However, if no agreement has been drawn up, the tolerances specified in I.1 for graphic paper and cardboard, in I.2 for cardboard, and I.3 for packaging and wrapping paper and other paper will apply.

III. Corrugated cardboard

The following tolerances, in plus or minus, on the ordered quantities are allowed:

- less than 500 pieces: 50%
- from 500 to 999 pieces: 20%
- from 1000 to 4999 pieces: 15%
- from 5000 pieces and more: 10%

These quantities apply per format, per printing, per quality, per model, per processing and per delivery. A tolerance of 3 mm in plus or minus on each dimension is allowed. This tolerance remains allowed even after approval of a model. Due to the automation of manufacturing processes, it is technically impossible to avoid the production of a number of bad pieces. A tolerance of maximum 1% per shipment is allowed for this purpose.

ARTICLE 16: COUNTING ACCURACY TOLERANCES

For orders for 'counted' sheets, the following tolerances apply:

I. Number of sheets per order of graphic paper:

When invoicing the number of sheets delivered, the number of sheets invoiced may deviate from the number of sheets delivered, but within the following limits:

- ± 3 % for orders weighing less than 1 ton and amounting to less than 5,000 sheets;
- ± 2 % for orders weighing 1 ton or more and amounting to less than 5,000 sheets.

II. Number of sheets per packaged or counted unit:

The difference between the theoretical and actual number of sheets per packaged or counted unit may not exceed the following tolerances for 95% of packaged or counted units:

- ± 3% yet at least ± 5 sheets - for graphic paper and cardboard as from 60 grams per m²
- ± 5% yet at least ± 5 sheets - for other graphic paper, packaging and wrapping paper, thin and special paper
- ± 8% yet at least ± 5 sheets - for cardboard tubes, special cardboard and strawboard.

ARTICLE 17: GRAMMAGE TOLERANCES (PER M²)

I. Distribution of the unit value within an order:

The discrepancies between the grammage ordered and the actual grammage delivered may not exceed the values specified below for 95% of the sheets delivered:

I.1. For uncoated printing and writing paper and uncoated packaging and wrapping paper

Ordered grammage	No minimum or maximum in order confirmation
Up to and including 32 g/m ²	± 2.5 g/m ²
33 to 39 g/m ²	± 8%
40 to 59 g/m ²	± 6%
60 to 179 g/m ²	± 5%
180 to 224 g/m ²	± 6%
225 g/m ² and above	± 7%

I.2. For coated printing and writing paper and coated packaging paper:

The tolerances specified above will be increased by one percentage point up to and including 32 g/m² and by 2 percentage points for all values exceeding this.

Example: ± 2.5 grams becomes ± 3.5 grams, and ± 6 % will become ± 8 %.

I.3. In all cases where no special agreements were made beforehand, additional tolerances will be permitted for special printing paper, such as drawing paper and other thin paper, whether coated or not, and crêpe paper, amounting to 1 percentage point for uncoated types specified under I.1 as well as for coated types specified under I.2.

I.4. Maximum or minimum grammage in order confirmation

If a minimum or maximum grammage is specified, the tolerances in the above three paragraphs will be multiplied by two.

II. Average grammages delivered

The discrepancies between the grammages ordered and the grammages supplied may not exceed the values specified below:

II.1. Uncoated printing and writing paper and uncoated packaging and wrapping paper

Ordered grammage	No minimum or max. in order confirmation
Up to and including 32 g/m ²	± 2.5 g/m ²
33 to 39 g/m ²	± 6%
40 to 59 g/m ²	± 4%
60 to 179 g/m ²	± 3% ⁽¹⁾
180 to 224 g/m ²	± 4%
225 g/m ² and above	± 5%

⁽¹⁾ For standard grammages between 60 and 179 g/m², special tolerances can be agreed upon for specific types of paper: the percentages specified above can then be lowered to 2.5 %.

If a specific grade of paper is supplied in quantities of up to 3 metric tonnes, the tolerances specified above will be increased by 1 percentage point: 2.5 grams becomes 3.5 grams, and 6% becomes 7%.

II.2. For coated printing and writing paper, as well as coated packaging and wrapping paper, the above tolerances will be increased by 2 percentage points.

II.3. In all cases where no special agreements were made beforehand, additional tolerances will be permitted for printing paper and special paper such as drawing paper and other thin paper, whether coated or not, amounting to 1 percentage point for uncoated types specified under II.1 as well as for coated types specified under II.2.

II.4. For cardboard:

1. Multilayer cardboard and corrugated cardboard:

80 to 249 g/m ² :	± 6%
250 to 499 g/m ² :	± 5%
500 g/m ² and above:	± 8%
2. Special cardboard ± 8 %
3. Cardboard tubes and miscellaneous products ± 8 %

II.5. For crêpe paper ± 10 %

II.6. In all cases where no special agreements were made beforehand between the buyer and the producer, additional tolerances will be permitted for multilayer cardboard, corrugated cardboard, cardboard tubes and crêpe paper, amounting to 1 percentage point for the types specified under II.4 and II.5.

If a maximum or minimum weight is specified in the order confirmation, the tolerances in paragraphs II.1 and II.5 will be multiplied by 2.

ARTICLE 18: THICKNESS TOLERANCES

If the buyer wants a certain thickness for a specific goal, the buyer must agree on a suitable tolerance with the manufacturer in lieu of the grammage tolerance.

ARTICLE 19: DIMENSIONAL TOLERANCES FOR PAPER AND CARDBOARD ON ROLLS

I. Width

The tolerance permitted for rolls not exceeding 1.60 m in width is ± 0.5%, to which a maximum of ± 3 mm and a minimum of ± 2 mm applies.

If the buyer has set a maximum or minimum roll width, the tolerance specified above will be multiplied by 2. The tolerances permitted for rolls exceeding 1.60 m in width must be recorded a special agreement.

II. Diameter

In cases where the diameter of a roll is specified in the order confirmation, and in which the buyer has agreed to this requirement, the tolerances for differences in diameter are as follows:

- For paper:
 - If no specifications for minimum or maximum diameter were given: - 4 cm and + 2 cm
 - If specifications for minimum diameter were given: + 4 cm
 - If specifications for maximum diameter were given: - 8 cm
 - Special agreements can be made for bulky paper
- For cardboard:
 - If no specifications for minimum or maximum diameter were given: ± 6 cm
 - If specifications for minimum diameter were given: + 12 cm
 - If specifications for maximum diameter were given: - 12 cm

Rolls at the end of a mother roll of the last order will nevertheless be accepted by the buyer, on condition that the diameter of these rolls is larger than half the diameter ordered.

ARTICLE 20: TOLERANCES FOR DIMENSIONS AND SQUARENESS OF PAPER IN SHEETS

I. Paper and cardboard (other than in Paragraph II) in sheets

I.1. Dimensional tolerances

The following maximum deviations are permitted for both dimensions of sheets:

- Precision cut: $\pm 0,2\%$ or $\pm 0,4\%$ ^(*), to which a minimum applies of ± 2 mm or ± 4 mm ^(*)
 - Machine cut: $\pm 0,4\%$ or $\pm 0,8\%$ ^(*), to which a minimum applies of ± 3 mm or ± 6 mm ^(*)
- ^(*) If no lower tolerance was agreed upon and this requirement is stated on the order form.

I.2. Squareness tolerances

For precision-cut paper, the tolerance for squareness is 0.3%, to which a minimum of 2 mm applies, calculated on grounds of the actual lengths and widths of the sides.

For machine-cut paper, the tolerance for squareness is 0.6%, to which a minimum of 4 mm applies, calculated on grounds of the actual length and width of the sides.

Note: The tolerances specified under I.1 and I.2 apply exclusively to sheets of which the short side is equal to or longer than 40 cm.

If the type of paper ordered and the technical conditions permit, lower tolerances can be agreed upon between the supplier and the buyer for specific orders.

II. Cardboard tubes - special-purpose cardboard and strawboard

II.1. Tolerances and dimensions

The following maximum deviations are permissible for both the sheet length and width:

- Precision cut: $\pm 0,3\%$ or $\pm 0,6\%$ ^(*), to which a minimum applies of ± 2 mm or ± 4 mm ^(*)
- Machine cut: $\pm 0,5\%$ but a minimum of 5 mm applies

^(*) If no lower tolerance was agreed upon and this requirement is stated on the order form.

II.2. Squareness tolerances

The tolerance for squareness is $\pm 2\%$, to which a minimum of ± 5 mm applies, calculated on grounds of the actual length and width of the sides.

Please note: The tolerances specified under II.1 and II.2 apply exclusively to sheets of which the short side is equal to or longer than 40 cm.

ARTICLE 21: OTHER PROPERTIES

With regard to all technical properties for which no tolerances are specified above, minor deviations cannot give rise to complaints on the part of the buyer as long as the goods delivered to the buyer are suitable for the purpose specified in the order confirmation. The waviness of paper and cardboard is not considered a hidden defect. Buyers of custom orders are obliged to accept paper or cardboard that does not completely match the specification details in all respects, but does meet the requirements in relation to their envisioned purpose up to a maximum quantity of 10% of the initial order.

ARTICLE 22: STANDARD DISPERSION OF MEASURED VALUES

All the tolerances specified in these Terms and Conditions of Sale shall be deemed to have been observed if 95% of the measured values fall within the prescribed tolerance limits. Additionally, measured unit values may present a maximum deviation of 1.5 x the value of the tolerance, provided these do not exceed 4.5% of the amount measured.

Some test results may exceed the limit of 1.5 x the standard tolerance, provided these do not exceed a maximum of 0.5% of the total number of tests conducted.

Example: Article 20 provides for a tolerance of $\pm 0.2\%$ for a length of 1 m, for example, in respect of net dimensions. This implies a deviation of ± 2 mm. These tolerances will be deemed as observed if:

- at least 95% of the measured values are within $1\text{ m} \pm 2\text{ mm}$;
- a maximum of 4.5 % of the measured values end up above $1\text{ m} \pm 2\text{ mm}$ yet are within the limits of $1\text{ m} \pm 3\text{ mm}$ (1.5 x the tolerance);
- a maximum 0.5 % of the measured values exceed $1\text{ m} \pm 3\text{ mm}$.

ARTICLE 23: TESTING METHODS

With respect to the test conditions, the latest ISO standards will be used as a reference, if these standards are identical in all respects to the national standards applied in the manufacturer's country. If this is not the case, it is recommended that the national standards of the country of origins are applied. In the absence of standards, the inspection specifications will in all cases be the subject of a prior agreement.

The ISO standards are currently as follows:

I. Sampling for tests: ISO 186 - 1985 Paper and board - Sampling to determine average quality.

II. Sampling conditions: ISO 187 - 1977 Paper and board - Conditioning of samples. The specific climatic conditions applicable during the testing procedure and corresponding to the standard must be the subject of a prior agreement.

III. Determination of counting accuracy

1. The methods to be applied for counting must be the subject of a prior agreement.
2. With respect to quantity, the sampling method to be used must satisfy at least ISO standard 186/1985.

IV. Determination of grammage: ISO 536 - 1976 Paper and board - Determination of grammage.

V. Determination of thickness: ISO 534 - 1988 Paper and board - Determination of thickness and apparent bulk density or apparent sheet density.

VI. Dimensions and squareness:

The specifications below describe only one testing method: Other methods may also be used.

VI. 1. Testing equipment

Measuring table: a sturdy frame supporting a metal, plastic or glass plate. Right angles: a metal arm graduated in 0.5 mm, fastened securely onto the plate of the measuring table by means of screws, and checked with a standard arm.

An auxiliary ruler, graduated in 0.5 mm.

VI. 2. Testing method

Inspection of sheet length/width: place a small section of the side to be inspected on the horizontal arm, aligning it perfectly flush to the vertical arm. Read the value on the horizontal arm.

Measure all four sides in case of possible deviations in squareness.

Inspection of corners: align the first side (lengthwise) flush with the horizontal arm hook.

Align the side perfectly flush against the vertical arm.
Measure the deviation of an angle larger than 90° on the horizontal arm and smaller than 90° along the vertical arm using the auxiliary ruler.
To check the other three corners, slide the sheet clockwise across the square (do not turn the sheet over, because the reference line may vary).

Results

Deviations in length/width: provide the least favourable values for both the long and the short side.
Deviations in squareness: provide all four variants. Base any adjustments on the least favourable values.

ARTICLE 24: TOLERANCES FOR ENVELOPES

Deviations in size for envelopes: any deviations in the size of the envelope, as well as the position and size of the window, may not exceed 2 mm.

Deviations in the paper: the customary deviations for graphic paper also apply to the paper used in the manufacture of envelopes.

ARTICLE 25: WARRANTY EXCLUDED FOR VISIBLE DEFECTS

The warranty for hidden defects lapses if the customer fails to submit a complaint within eight (8) days after delivery. In this case, the guarantee is limited to the delivery of equivalent goods, in which all costs such as shipping, insurance, etc. are borne by the buyer, with the explicit exclusion of all loss or damage, whether direct or indirect, and of whatever nature.

The parties are not liable to each other for indirect damage, consequential damage, product loss, loss of profit or loss of income.

The supplier's liability cannot in any case be invoked from the moment that the goods delivered to the buyer have been combined with other substances or processed.

Neither will the supplier bear any responsibility for the use and resale of the goods. Igepa shall apply the same warranty as the manufacturer, under the same conditions. The warranty period applied by Igepa will also be identical to that applied by the manufacturer.

ARTICLE 26: ACCEPTANCE

Any offer made by the supplier to a prospective buyer will only be binding to the supplier for a period of fifteen (15) days, to be counted from the day on which the offer was dispatched.

ARTICLE 27: FORCE MAJEURE

Depending on whether they constitute a temporary or permanent impediment to the execution of the agreement, force majeure events shall suspend or terminate, by operation of law, the supplier's obligations in connection with this agreement and relieve the supplier of any responsibility or compensation that might result from these. The following shall be regarded as cases of force majeure on the part of the supplier: war or similar events, decisions or acts of public authorities, general strikes, lock-outs, trade union riots, fires, floods, shortages of fuel, energy or raw materials or impossibility of transport or any other cause beyond the supplier's control which would impede the production, supply or transport of the goods. This list is not exhaustive.

ARTICLE 28: RETENTION OF PROPERTY - DISSOLUTION

In the event of dissolution, the goods delivered to the buyer will revert to the supplier, without prejudice to the supplier's right to compensation for any loss incurred as a result of the dissolution. The compensation for loss of profit is estimated at a flat rate of 30% of the sales price. Amounts already paid shall be added to the total compensation.

The goods sold will remain the property of the supplier until the purchase price has been paid in full, including the principal amount and any accessory amounts. If the goods have been resold, the supplier will retain the right to claim the sum corresponding to the value of the resold goods. The reservation of title is transferred to the resale price. From the moment of delivery onwards, the buyer will bear all risks, including force majeure and destruction, and the burden of preserving or safeguarding the goods. Failure to pay any of the amounts due on the due date may result in the recovery of the goods.

ARTICLE 29: CANCELLATION OF THE ORDER

In the event of cancellation of the order by the buyer, the buyer will be liable to pay a flat-rate compensation amounting to 30% of the sales price.

ARTICLE 30: ONLINE AND OFFLINE IMAGES

All images are provided purely for informative purposes and may differ from the actual appearance of the product represented.

ARTICLE 31: CLAUSES

The following clauses may be invoked. With regard to sales:

The goods supplied by us are invoiced at the price valid on the day of the order, if the order is to be delivered immediately.

With regard to standing orders, IGEPA BELUX SA has the right to adjust its prices at any time to compensate proportionally for an increase in its own costs, inter alia in the following - non limitative - cases: (i) an increase in the price of raw materials, goods or services required to produce and acquire the goods, including but not limited to an increase in personnel costs, (ii) change in type, design, the quality of packaging, shipping and delivery methods, or other specifications relating to the goods in the order or quotation, (iii) requests for overtime, (iv) volume shortages, (v) unexpected events beyond IGEPA BELUX NV's reasonable control which impeded IGEPA BELUX NV's performance of the agreement, (vi) fluctuations in exchange rates, (vii) shipping charges and import duties and/or tariffs.