



**ASSOCIATES OF CAPE COD, INC.
GENERAL TERMS AND CONDITIONS**

Associates of Cape Cod, Inc., (hereafter “ACC”) offers for sale or license its Products and Services, (collectively hereafter “Products”) subject to the following standard Terms and Conditions. Together with the price, quantity, quality, shipping, delivery or other such Terms in any accompanying ACC quotation or license, these Terms and Conditions constitute the complete agreement (“Contract”) for sale of Products by ACC and shall exclusively govern their acquisition by Purchaser or Licensee (hereafter “Purchaser”). Modifications to these Terms and Conditions will not be effective unless incorporated into a written agreement executed by an officer of ACC and Purchaser. ACC’s failure to object to provisions contained in any purchase order or other form or document from Purchaser shall not be construed as a waiver of these Conditions nor an acceptance of any such provision. By ordering Products from ACC, Purchaser represents that it has read, understood, and complies with these Terms and Conditions.

1. **NOTICE:** Sale of any Product or Services is expressly conditioned on Purchaser’s assent to these Terms and Conditions. Any acceptance of ACC’s offer is expressly limited to acceptance of these Terms and Conditions and ACC expressly objects to any additional or different terms proposed by Purchaser. No facility entry form shall modify these Terms and Conditions even if signed by ACC’s representative. Any order to perform work and ACC’s performance of work shall constitute Purchaser’s assent to these Terms and Conditions. Unless otherwise specified in the quotation, ACC’s quotation shall expire 30 days from its date and may be modified or withdrawn by ACC before receipt of Purchaser’s confirming acceptance.
2. **Nature of Products and Services:** The Products offered for sale or license by ACC may include hardware, software, biological and/or chemical compounds that may be of unknown toxicity and hazard and are sold to Purchaser solely for research and development, quality control or product release purposes or services related to the ACC Contract Test Service laboratories (hereafter “CTS”). The Products are sold for use solely in a laboratory where exposure to chemical substances is controlled via use of prudent laboratory practices for handling chemical substances of unknown toxicity. ACC Products are not provided for resale, disclosure or transfer to any third party. In the absence of a valid distribution agreement from ACC, no distribution, except for purposes of disposal, is allowed for any Products purchased from ACC.
3. **Warranties and Disclaimer:** ACC EXPRESSLY DISCLAIMS ANY STATED OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF ANY PRODUCTS SUPPLIED UNDER THIS AGREEMENT. ACC warrants that the Products will have the identity described and will have the purity represented by ACC in the associated label or Certificate of Compliance or Certificate of Analysis as, and only as, determined by the analytical methodologies specified by ACC. Purchaser’s rights under this subparagraph warranty provision are governed by the ACC Return Policy set forth below. Alteration or misuse of any Products voids any and all warranties provided hereunder.
4. **Limitation of Liability:** IN NO EVENT SHALL ACC, ITS PARENT, AFFILIATES, SUBSIDIARIES, OR SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES TO PURCHASER. ACC AND ITS SUPPLIER’S TOTAL LIABILITY UNDER THIS AGREEMENT WITH RESPECT TO ANY TRANSACTION SHALL IN NO EVENT EXCEED THE INVOICED AMOUNT PAID BY PURCHASER FOR SUCH TRANSACTION. IN NO EVENT SHALL ACC BE LIABLE UNDER ANY LEGAL THEORY (INCLUDING BUT NOT LIMITED TO CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT OR WARRANTY OF ANY KIND) FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS), EVEN IF ACC HAD NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. IF ACC MANUFACTURES CUSTOM GOODS BASED ON INSTRUCTIONS, SPECIFICATIONS, OR OTHER DIRECTIONS PROVIDED BY PURCHASER, ACC SHALL NOT BE LIABLE FOR THE LACK OF SUFFICIENCY, FITNESS FOR PURPOSE OR QUALITY OF THE GOODS TO THE EXTENT ATTRIBUTABLE TO SUCH INSTRUCTIONS, SPECIFICATIONS, OR OTHER DIRECTIONS.
5. **Indemnification:** Purchaser shall indemnify, defend, and hold harmless ACC, its suppliers, subsidiaries, employees, agents, successors, representatives, officers, and assigns from all direct or indirect losses, claims, damages, costs, and expenses (including attorney fees) incurred by ACC or a listed party resulting from the Purchaser’s acquisition, handling, storage, shipping, use or disposal of the Products supplied to them by ACC.
6. **Payments and Other Charges:** ACC reserves the right to provide or decline credit terms at its discretion. Unless otherwise noted on customer’s quotation, payment terms are net 30 from receipt of invoice and all payments shall be made in US Dollars. If Purchaser defaults in making any payment to ACC when due, ACC, at its option and without prejudice to our other lawful remedies, may defer delivery or cancel the Contract. Any use tax, sales tax, excise tax, duty, inspection or testing fee, or any other tax, fee or charge imposed by any governmental authority, on or measured by the transaction between Purchaser and ACC shall be paid by Purchaser in addition to the prices quoted or invoiced. Purchaser shall provide ACC at the time the order is submitted an exemption certificate or other document acceptable to the authority imposing the tax, fee or charge. If ACC is required to pre-pay any such tax, fee or charge, such amount shall be added to the invoice. Unpaid invoices over 60 days past due are assessed an additional finance charge of 18% per annum. Accounts with invoices 90 or more days past due will result in a credit hold and pre-pay status. ACC reserves the right to add an energy surcharge to any invoice, without notice. Quotations do not include shipping charges unless shipping/handling fees are specifically identified as line item. Shipping charges shall be added to the final invoice. The purchasing entity is responsible for the proper authorization of all orders prior to transmitting any order to ACC; Purchaser accepts full responsibility to pay in full for all goods ordered and delivered against any accepted order, tender or similar instrument, and agrees to hold ACC harmless and will protect and defend ACC from any attempt to recover monies already paid to ACC that later become the subject of any financial recovery action by institutional or governmental degree or similar instrument.
 - a. **Credit Card Transaction Limits**

To protect customers and maintain compliance with applicable regulations, the following transaction limits apply:

 - Per-Order Limit: Each individual order is limited to a maximum transaction value of \$5,000.
 - Annual Customer Limit: Each customer is subject to a cumulative annual transaction limit of \$50,000, calculated over a rolling 12-month period or calendar year (as defined elsewhere in these Terms).
 - Enforcement: We reserve the right to decline, cancel, or request additional verification for any transaction that exceeds, or is reasonably suspected of exceeding, these limits.
 - Adjustments: We may modify these limits at any time in accordance with the amendment provisions of these Terms.
7. **Order Acceptance, Delivery, Acceptance and Return Policy:**
 - a. Orders placed and subsequently confirmed by Customer Service are active and result in inventory assignment to that specific order and are prepared for shipment and cannot be cancelled.
 - b. Purchaser shall comply with any applicable laws and regulations, including all required licenses and approvals, governing the purchase and use of the Products supplied by ACC. Unless otherwise specified in writing, all sales are Ex Works, International Commercial terms (EXW Incoterms 2020 as amended) our shipping point. Delivery shall be deemed to have occurred upon physical receipt of the shipment, or in the case of software Products, upon Purchaser’s electronic acceptance of the accompanying software license. If a Product fails to conform to the integrity, quantity, identity, purity or specifications set forth in

the description of the Product, in order for the Purchaser to maintain rights to consideration or return, Purchaser shall identify the specific non-conformance in writing to ACC within ten (10) business days. Ten (10) business days following Delivery without written notice of a non-conformity, acceptance has been established. Before offering any consideration or replacing the Product, ACC shall have the right to confirm any non-conformity. ACC shall pay the shipping, packaging, and insurance expenses associated with such return and replacement. Notwithstanding the foregoing, items authorized for return must arrive at ACC's facilities in a state satisfactory for resale to be eligible for Product credit. A restocking charge of 25% or \$25 (whichever is greater) shall be charged on returns that are not the result of any error or fault of ACC. Shipping charges will not be credited. Goods may not be returned within 120 days of the expiry date. Unless otherwise specified in writing, NO RETURN FOR CREDIT OR EXCHANGE FOR CUSTOM-MADE PRODUCTS, FDA REGISTERED PRODUCTS OR PRODUCTS REQUIRING FREEZING OR REFRIGERATION WILL BE ALLOWED UNDER ANY CIRCUMSTANCES. Upgrades to any software Products shall be according to the then current ACC upgrade policy.

c. For shipment of samples for testing in ACC CTS, Purchaser shall comply with any applicable laws and regulations, including all required licenses and approvals, governing the purchase and use of the Services supplied by CTS, and the legal shipment of Samples to CTS. Acceptance by CTS shall be deemed to have occurred upon the completion of a satisfactory inspection of the Sample shipment. For acceptance, a shipment of Samples must be received in a container approved for the legal shipment appropriate for the type of samples enclosed, be in an unbroken container and labeled correctly so as to identify its contents. If a Sample shipment fails to conform to the above specifications, CTS may dispose of the container as waste, and immediately notify the Purchaser, if identifiable, and invoice for the appropriate disposal charge. Samples submitted to CTS are held in a secure setting only for the time period required for testing. Unless otherwise specified in writing, NO RETURN OF SAMPLES TO THE PURCHASER WILL BE MADE UNLESS AGREED IN WRITING PRIOR TO COMMENCEMENT OF TESTING. Sample data resulting from analysis will be sent to Purchaser by facsimile, phone or as a .pdf file via electronic mail, or as specified.

8. **Risk of Loss, Title, and Security Interest:** Risk of loss shall pass to Purchaser upon delivery by ACC of the Product(s) to a common carrier regardless of which party selected that common carrier, or in the case of samples sent to CTS, until receipt and acceptance by CTS, or in the case of software Products upon the Purchaser's electronic acceptance of the accompanying software license. Title to the Products shall pass to Purchaser following full invoice payment to ACC. Until full invoice payment has been received, ACC shall retain a Security Interest in the Product. If necessary, ACC may file a copy of this Agreement as a "Financing Statement" to secure its security interest.

9. **Laws and Jurisdiction:** This Agreement will be interpreted and enforced in accordance with the laws of the Commonwealth of Massachusetts without regard to provisions of the conflicts of laws. Exclusive jurisdiction and venue to enforce this Agreement or any provision thereof shall reside in the state or federal courts located in the Commonwealth of Massachusetts.

10. **Export Control:** ACC has made a commitment to respect and comply with export regulations and regional laws. All ACC products, including instrumentation and software, are intended for use in the country of first sale and the availability of installation, upgrades, patches, warranty coverage, extended warranty coverage, diagnosis/confirmation/repair, technical advice and all related support are contingent on use of the products in that country. In order to continue the full range of support for ACC products for products moved to a different country of original sale, ACC must be informed in writing and ACC will respond with a writing acknowledging the new country of operation. If for any reason the product shipping/receipt/ownership/use is prohibited by statute/guideline/law/policy in the new country, ACC shall have no obligation, liability, or responsibility to address or cure such a situation.

11. **Commitment:** This quotation is based on the commitment to purchase the total shown in the associated quotation for the quote period. ACC reserves the right to adjust or discontinue the quotation if the average purchases fall below the agreed to commitment level. Contract Testing Service initiation times quoted are good faith estimates and are not guaranteed unless confirmed in writing by ACC.

12. **Pricing:** In order to receive the quoted prices, the quotation number must be referred to at the time the order is placed. Credits will not be issued for orders not referencing the quotation number. Shipping Charges: Unless specified differently in writing as part of a valid quotation, all current shipping rates consistent with the type, size and urgency of the order submitted by the customer shall be added to the final customer invoice.

13. **Customer Audits:** On-site audits are limited to one day per year and scheduled by mutual agreement. Customers must contact ACC's Audit Coordinator to initiate the audit approval and scheduling process. A current confidentiality agreement is required, and auditors are required to comply with applicable ACC Quality and Safety procedures. ACC SOPs are available for viewing during on-site audit, neither original SOPs or copies will be made available outside of the company. On-site audits will be made available to customers purchasing commercially reasonable quantities of product; audits are limited to one day per year and scheduled by mutual agreement. Customers who are, or are owned by, direct competitors with ACC will not have on-site audit rights.

14. **Privacy Policy and GDPR compliance information can be found at http://www.acciusa.com/pdfs/ACC_PrivacyStatement.pdf.**

15. **Supplier Resiliency / Third Party Vendor Oversight Reporting:** ACC reserves the right to decline participation in any form of supply chain resilience, profit recovery or vendor reporting or oversight programs. ACC does not recognize any party but the original purchaser as the customer of record for any and all reporting. Costs related to participation in such programs acceptable to ACC shall be borne by the entity mandating participation and billed by ACC on an hourly basis at \$90.00 per hour.

16. **Software:** Software products from ACC are covered by a software license agreement, the terms and conditions of which are cumulative with these General Terms and Conditions. No warranty of any kind is provided for software database set-up, recovery, transfer or manipulation.

17. **Staff training:** Under no circumstances will ACC train its staff on any customer's programs, procedures, codes of conduct or reporting requests.

18. **Insurance:** Under no circumstances will ACC add a customer/client/vendor or other third party as a name or additional insured on ACC's insurance.

19. **General Provisions:** In computing the number of days for purposes of this Agreement, the time shall be so computed as to exclude the first day when notice is given and include the last day of any period. All days shall be counted, including Saturdays, Sundays, and holidays; provided, however, that if the final day of any time period falls on a Saturday, Sunday, or holiday, then the final day shall be deemed to be the next day, which is not a Saturday, Sunday, or holiday. Neither party shall be held liable or deemed to be in default under this Agreement if prevented from performance of its obligations by reasons of *force majeure* or other contingencies beyond its control, including but not limited to strikes, fires, earthquakes, wars, restraints affecting shipping or other transportation, natural calamities or acts of any government or supranational legal authority. In case of a conflict between these Terms and Conditions and any purchase order, these Terms and Conditions shall control. Software products from ACC are covered by a software license agreement, the terms and conditions of which are cumulative with these General Terms and Conditions. No warranty of any kind is provided for software database set-up, recovery, transfer or manipulation. Under no circumstances will ACC train its staff on any customer's programs / procedures nor add a Purchaser to any ACC insurance policy as a named or additional insured body. ACC reserves the right to decline participation in any form of supply chain resilience or vendor oversight programs. Costs related to mandatory participation in such programs shall be borne by the entity mandating participation and billed by ACC on an hourly basis at \$90.00 per hour. ACC reserves the right to correct any typographical or clerical errors in pricing, specifications, quotations or acknowledgements. These Terms and Conditions are subject to change without notice.