

STANDARD TRADING TERMS AND CONDITIONS OF SAFCOR FREIGHT (PTY) LIMITED trading as BIDVEST INTERNATIONAL LOGISTICS

Interpretation

1. Definitions and Interpretation

- 1.1. In these Conditions the words set out hereunder shall have the meanings assigned to them hereunder, unless the context clearly indicates the contrary:
 - 1.1.1. "Authorities" shall mean any duly constituted legal body or administrative person charged with the administration of any law.
 - 1.1.2. "BIL" shall mean Saffcor Freight (Pty) Limited trading as Bidvest International Logistics, registration number 1969/008086/07 and shall also include its cessionaries, assigns and/or successors in title.
 - 1.1.3. "Bidvest Group" shall mean The Bidvest Group Limited and all its subsidiaries and associated companies, together with each of their successors in title or assigns.
 - 1.1.4. "Business" shall mean all and any business undertaken, including any advice, information or Service provided, whether gratuitously or not, by BIL.
 - 1.1.5. "Conditions" shall mean these standard trading terms and conditions.
 - 1.1.6. "CUSTOMER" shall mean any person, whether an agent or a principal, at whose request or on whose behalf BIL undertakes or renders any Business.
 - 1.1.7. "Dangerous Goods" shall mean Goods, including without limitation radio-active materials, which are or may become dangerous, inflammable or noxious, or which by their nature may injure, damage, taint or contaminate, or in any way whatsoever adversely affect any person, goods or property, including Goods likely to harbour or attract vermin or other pests, or any Goods defined as hazardous and/or dangerous in the Tariff or rules for carriage of Transnet Limited, the National Road Traffic Act, 93 of 1996 and/or SANS 10228, or classified as such in the IMDG Code or any other code or regulations of, or published by, any Authorities;
 - 1.1.8. "Goods" shall mean any goods handled, transported or dealt with by or on behalf of or at the instance of the CUSTOMER or which come under the control of BIL or its agents, employees or subcontractors or an authorised third party on the instructions of the CUSTOMER, and includes any container, transportable tank, flat pallet, package or any other form of covering, packaging, container or equipment used in connection with or in relation to such goods;
 - 1.1.9. "INCOTERMS®" shall mean the latest official rules for the interpretation of trade terms published by the International Chamber of Commerce from time to time.
 - 1.1.10. "Owner" shall mean the owner of the Goods and any other person who may have or who acquires any interest, financial or otherwise, therein.
 - 1.1.11. "Parties" shall mean BIL and the CUSTOMER collectively, and "Party" shall mean either one of them.
 - 1.1.12. "Services" shall mean the services provided or to be provided by BIL to the CUSTOMER, which services may include, but not be limited to, forwarding, clearing, consulting, information services, warehousing and/or the transport and distribution of Goods and any services allied thereto.
- 1.2. Headings of clauses shall be deemed to have been included for purposes of convenience only and shall not modify or affect the interpretation of these Conditions.
- 1.3. Unless inconsistent with the context, words relating to the singular shall include the plural and vice versa and words relating to natural persons shall include associations of persons having corporate status by statute or common law.
- 1.4. If any provision in a definition is a substantive provision conferring rights or imposing obligations on any Party, notwithstanding that it is only in the definition clause, effect shall be given to it as if it were a substantive provision in the body of these Conditions.



- 1.5. In so far as the provisions of any written agreement between the Parties are inconsistent with these Conditions, the provisions of these Conditions shall prevail. In particular it is recorded that these Conditions will take precedence over any terms contained in the CUSTOMER's standard trading terms or purchase orders.
- 1.6. The rule of construction that the contract shall be interpreted against the Party responsible for the drafting or preparation of these Conditions shall not apply.
- 1.7. The rule which serves to restrict the meaning of general words to things or matters of the same kind as the preceding particular words (eiusdem generis) shall not apply, and whenever a term is followed by the word "including" which is then followed by specific examples, such examples shall not be construed as to limit the meaning of that term.
- 1.8. These Conditions shall be interpreted and applied in accordance with South African law.

Application and Legal Standing

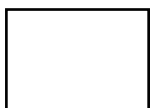
2. Application of Standard Trading Terms and Conditions

- 2.1. All and any Business undertaken or provided by BIL, or any liability which may apply to BIL, whether or not arising from the performance of the Services, is subject to these Conditions as updated from time to time.
- 2.2. BIL may at its election perform all or any Business undertaken either itself or it may procure that any member of the Bidvest Group undertakes such Business, in which event these Conditions shall apply equally (mutatis mutandis) to the relationship between the CUSTOMER and any such member of the Bidvest Group. BIL stipulates in favour of each member of the Bidvest Group that it shall have the benefit of these Conditions, which stipulation shall be deemed to be accepted by the relevant member of the Bidvest Group at the time of accepting any instruction to perform any such Business.

3. Agent

- 3.1. Where BIL performs freight forwarding (by air, ocean, road or rail) or customs clearing and related functions, BIL in procuring the carriage, storage, packing or handling of Goods shall be entitled to act as an agent for and on behalf of the CUSTOMER.
- 3.2. The offer and acceptance of a fixed price for the accomplishment of any task shall not itself determine whether such task is to be arranged by BIL acting as agent for and on behalf of the CUSTOMER or as a principal.
- 3.3. Unless otherwise agreed in writing, BIL, when acting as agent for and on behalf of the CUSTOMER, shall be entitled to enter into any contract it reasonably deems necessary or requisite for the fulfilment of the CUSTOMER's instructions.
- 3.4. The CUSTOMER acknowledges that, notwithstanding anything to the contrary contained herein, when BIL, as agent for and on behalf of the CUSTOMER, concludes any contract with a third party, such agreement is concluded between the CUSTOMER and the third party. BIL shall have no responsibility or liability to the CUSTOMER for any act or omission of such third party, even though BIL may be responsible for the payment of such third party's charges. Notwithstanding the a foregoing, BIL undertakes to cede any right of action which it may have against such third parties to the CUSTOMER upon demand.
- 3.5. The relationship between the Parties is a contract of service and does not constitute a contract of employment or partnership.

4. Subcontracting



- 4.1. Any Business entrusted by the CUSTOMER to BIL may, in the absolute discretion of BIL, be fulfilled by BIL itself, by its own employees performing part or all of the relevant Business, or by BIL employing, or entrusting such Business to third parties on such conditions as may be stipulated by, or negotiated with, such third parties for the purposes of such Business, or such part thereof as they may be employed to carry out.
- 4.2. Where BIL subcontracts any Business, it continues to act as Principal with regards to its obligations to the CUSTOMER.
- 4.3. Where the CUSTOMER subcontracts certain aspects of the services to a third party other than BIL but requires BIL to manage the third party and / or make payment to the third party, BIL shall have no liability to the CUSTOMER for the acts or omissions of that third party.

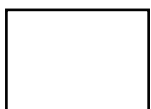
Remuneration and Payment

5. Quotations, estimates and rates

- 5.1. Any quotations or estimates given by BIL shall be valid for a period of 30 days only.
- 5.2. Notwithstanding 5.1 above, BIL shall be entitled at any time by notice to the CUSTOMER to cancel, amend or resile from any quotation or estimate in circumstances where it becomes impracticable or uneconomical for BIL to carry out the services at the quoted or estimated rate and the CUSTOMER shall have no claim whatsoever against BIL for any loss that the CUSTOMER might suffer as a result of BIL cancelling, amending or resiling from the quotation or estimate.
- 5.3. Without in any way limiting the provisions of this clause, all quotations, estimates and agreements as to rates are subject to amendment without notice, having regard to, among other things, change in the cost to BIL of performing any Service that occurs after quotation, estimate or agreement, as the case may be, or variations in the dimension/ weight, changes in currency exchange rates and upward movements in amounts payable by or on behalf of, or at the instance of BIL to third parties, including, without limitation, freight, fuel, surcharges, insurance premiums, equipment rental and labour which charges and upward movements take place after quotation. Any amendment as aforesaid will be commensurate with the increase in the cost of performing that Service, and, in the event of a dispute between the Parties, shall be determined by the then auditors of BIL or any other auditors nominated by BIL, who in such determination shall act as experts and not as arbitrators and whose decision shall be final and binding on the Parties.
- 5.4. In all cases where there is a choice of tariffs, rates or premiums offered by any third party depending on the declared value of the Goods or the extent of liability assumed by the third party, it shall be in the discretion of BIL what declaration, if any, shall be made and what liability, if any, shall be imposed.

6. Payment

- 6.1. The CUSTOMER shall pay all sums due to BIL in accordance with the granted credit terms. All payments shall be made without deduction or set-off and payments shall not be withheld or deferred because any claim or counterclaim which the CUSTOMER may allege.
- 6.2. In the absence of any written agreement to the contrary, payment of all amounts due to BIL shall be made in South African Rands at the address or into the bank account nominated by BIL.
- 6.3. The CUSTOMER shall pay BIL Value Added Tax at the then prescribed rate in respect of the exclusive amount reflected in any invoice.
- 6.4. All and any moneys received by BIL from the CUSTOMER shall be appropriated by BIL in its sole and absolute discretion to any indebtedness owing by the CUSTOMER to BIL, notwithstanding that the CUSTOMER might, when making payment, seek to appropriate the payment so made to any particular debt or portion of a debt.



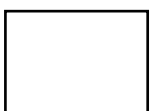
- 6.5. All documents, cash, cheques, bank drafts or other remittances, sent to BIL through the post or electronically transmitted shall be deemed not to have been received by BIL unless and until they are actually received by BIL. If any payment to BIL is affected electronically, then the CUSTOMER bears the risk in respect of such payment until the payment is received and cleared into BIL's bank account.
- 6.6. Notwithstanding that BIL may seek recovery of any amount due to it, from any person other than the CUSTOMER; the CUSTOMER shall remain liable to make payment of the said amount to BIL upon demand, at any stage.
- 6.7. BIL shall be entitled to allocate any refunds, repayments, claims and other recoveries received by it on behalf of the CUSTOMER against any amounts due by the CUSTOMER to BIL.
- 6.8. When Goods are accepted or dealt with by BIL upon instructions to collect freight, duties, charges or other expenses from the consignee or any other person, the CUSTOMER shall remain responsible therefor if they are not paid by such consignee or any other person immediately when due.
- 6.9. If accepted by BIL, instructions to collect payment on delivery shall be subject to the condition that BIL will be entitled to assume that the recipient will effect payment and regarding the collection will not be liable for any negotiable instrument which is not met on due date for payment. Such payment is collected by BIL at the CUSTOMER's risk.
- 6.10. BIL shall under no circumstances be precluded from raising a debit and obtaining payment in respect of any fee or disbursements due to it notwithstanding the fact that a previous debit or debits, whether excluding or partly excluding the items subsequently requiring to be charged or recovered, had been raised and whether or not any notice had been given that further debits were to follow.
- 6.11. The CUSTOMER acknowledges that BIL shall be entitled to provide invoices, statements and supporting documents in electronic form, and accepts electronic invoices for the purposes of claiming Value Added Tax.

7. Default and Debt Collection

- 7.1. BIL may charge interest at the maximum rate allowed by law, calculated on daily balance and compounded monthly in arrears on any amount not paid to BIL by the CUSTOMER on due date.
- 7.2. In the event of the CUSTOMER being in default of payment of any one or more amount or being in breach of any other term or condition to which a credit facility is subject, or if the CUSTOMER's creditworthiness has, in BIL's reasonable opinion, deteriorated, then BIL shall be entitled forthwith to revoke such credit facility and declare all amounts immediately due and payable.
- 7.3. If BIL institutes legal proceedings against the CUSTOMER to recover amounts due to BIL, the CUSTOMER shall be liable for all legal costs incurred by BIL on the scale as between attorney and own client, as well as collection commission and tracing agent's fees, if any.

8. Lien

- 8.1. BIL shall have a special and general lien over all Goods and any documents relating to Goods including without limitation bills of lading and permits relating thereto in its possession, as well as all refunds, repayments and other recoveries, and such Goods and documents shall be deemed to be pledged to BIL as security for all moneys whatsoever due to BIL by the CUSTOMER, sender, Owner, consignee, or their agents, if any, whether relating to the Goods or not.
- 8.2. In delivering the Goods into the custody of BIL or its agents for any purpose whatsoever, such delivery shall for the purpose hereof be deemed to be delivery of the same in pledge and as security for all amounts owed to BIL at that time or which become payable in the future. In the event of BIL utilising the services or premises of any third party for any purposes including the transportation or storage of any Goods, such third party shall be the agent of BIL for purposes of exercising BIL's right of retention under the said lien and/or pledge.



- 8.3. The CUSTOMER shall not be entitled to effect or allow to be effected any security in respect of the Goods or the documents relating to the Goods, including without limitation, any general or special notarial bond, pledge, hypothec, right of retention, or lien and pledge, without the prior written consent of BIL. The lien and pledge in favour of BIL referred to in this clause, shall operate as a first and prior charge against the Goods and the documents relating to the Goods and no other security shall rank prior to BIL's lien or pledge.
- 8.4. Should any amount due to BIL remain unpaid, BIL shall be entitled to immediately exercise its lien and shall advise the CUSTOMER in writing that it has done so. Should the amount remain unpaid for a further 14 days, BIL shall be entitled to sell the Goods in accordance with clause 24.

9. Duties, Taxes, Imposts, Levies, Deposits and Discounts

- 9.1. The CUSTOMER, whether or not the cause of payment was due to an, act, instruction or omission of the sender, Owner and/or consignee and their agents, if any shall be liable for any duties, taxes, imposts, levies deposits or out-lays of whatsoever nature levied by or payable to the Authorities, intermediaries or other parties at any port or place for or in connection with the Goods and whether at the time of entry and/or at any subsequent time and for any payments, fines, penalties, expenses, loss or damage or whatsoever incurred or sustained by BIL in connection therewith or arising therefrom.
- 9.2. BIL shall bear no liability in consequence of the fact that there may be a change in the rate of duty, wharfage, cargo dues, freight, railage or cartage or any other tariff, before or after the performance by BIL of any act involving a less favourable rate or tariff or by virtue of the fact that a saving might have been effected in some other way had any act been performed at a different time.
- 9.3. Where as a result of any act or omission by or on behalf or at the instance of BIL and whether or not such act or omission was negligent, any duty, tax, levy, railage, wharfage, cargo dues, freight, cartage or any other impost or charge has been paid or levied in an incorrect amount, then any responsibility or liability to the CUSTOMER which BIL may otherwise have will cease and fall away if the CUSTOMER does not within a reasonable time having regard to all the circumstances, and in particular to the time allowed for the recovery from the payee of any amount overpaid, advise BIL that an incorrect amount has been paid or levied and do all such acts as are necessary to enable BIL to effect recovery, where applicable, of the amount incorrectly paid or levied.
- 9.4. BIL is entitled to the benefits of any discounts obtained and to retain and be paid all brokerages, commissions, allowances, and other remunerations of whatsoever nature in relation to the Goods or Services and shall not be obliged to disclose or account to the CUSTOMER, or principal for any such amounts received or receivable by it.

Liability and Insurance

10. Limitation of Liability

- 10.1. BIL shall not be liable for any claim of whatsoever nature and howsoever arising (whether in contract or in delict or arising out of the provision of the Services or not, or for damages or otherwise) unless such claim arises from a grossly negligent act or omission on the part of BIL, its employees or subcontractors.
- 10.2. Without limiting the generality of the limitations or exclusions of BIL's liability, BIL is specifically not liable for:
 - 10.2.1. loss of or damage to Goods, unless it occurs at a time when the Goods in question are in the actual care and custody of BIL, its employees or subcontractors and under their actual control; or
 - 10.2.2. any shortage or defect in the Goods in BIL's warehouse which does not exceed 0.3% of the quantity of the Goods stored for the period in question.
- 10.3. Notwithstanding anything to the contrary contained in these Conditions or elsewhere, BIL shall not be liable for any indirect loss, including but not limited to: consequential, incidental or remote loss; special or speculative damages; or loss of profit, business or production.



- 10.4. In the event that BIL is liable to the CUSTOMER in terms of these Conditions or otherwise, in no case whatsoever shall any liability of BIL, howsoever arising, exceed:
- 10.4.1. in the case of loss of or damage to Goods in transit via domestic road freight (where BIL acts as carrier), the lesser of the actual customs or insurance declared value of the Goods or R 1 500 000 per conveyance;
 - 10.4.2. in the case of loss of or damage to Goods in storage in BIL's warehouses (where BIL acts as warehouseman), the lesser of the actual customs or insurance declared value of the Goods or R 250 000 per incident (and for the purposes of a stock shrinkage claim an incident shall be defined as an annual stock take);
 - 10.4.3. in the case of any other loss, double the amount of the fees raised by BIL for its Services rendered in connection with the Goods, but excluding any amount payable to sub-contractors, agents and third parties; and
 - 10.4.4. in any event, R 5 000 000 in the annual aggregate.
- 10.5. The CUSTOMER agrees that no claim shall be made against any director, servant or employee of BIL in his or her personal capacity which imposes or attempts to impose any liability upon him or her in connection with the provision of the Services, and the CUSTOMER waives all and any such claims.

11. Claims

- 11.1. No claim of any nature whatsoever and howsoever arising may be brought against BIL unless BIL has received written notice of the claim from the CUSTOMER specifying full details thereof within 14 days of the date of the event giving rise to the claim, or of the CUSTOMER reasonably becoming aware thereof, whichever is the later.
- 11.2. BIL shall in any event be discharged from all liability whatsoever and howsoever arising in respect of any Service provided to the CUSTOMER or which BIL has undertaken to provide, unless summons or other process initiating legal proceedings is issued and served on BIL within 12 months after the cause of action in respect of any such alleged liability arose.

12. Insurance

- 12.1. BIL shall have no obligation to procure any insurance on the Goods.
- 12.2. BIL may, in its capacity as a mandated representative and on express written instructions given by the CUSTOMER, assist the CUSTOMER to obtain marine cargo insurance cover for the Goods.
- 12.3. Where BIL assists the CUSTOMER to obtain insurance as set out in this clause, the following conditions will apply:
- 12.3.1. BIL acts solely as agent for and on behalf of the CUSTOMER in relation to the procurement of the cover;
 - 12.3.2. BIL shall not be liable for the consequences of any failure to obtain insurance cover unless such failure is due to gross negligence on behalf of BIL;
 - 12.3.3. BIL shall not be under any obligation to assist the CUSTOMER to obtain separate insurance in respect of separate consignments of Goods but may procure the insurance of all or any such consignments under any open or general policy;
 - 12.3.4. The insurance thus procured will be on the terms specified by the insurance company or underwriter taking into account the risk in relation to the Goods, and will be subject to such exceptions and conditions as may be imposed by the insurer or underwriter and BIL shall be under no obligation whatsoever to assist the CUSTOMER to obtain separate cover for any risks so excluded; and
 - 12.3.5. Should any insurer dispute its liability in terms of any insurance policy in respect of the Goods, the CUSTOMER shall have recourse against such insurer only and BIL shall not have any responsibility or liability whatsoever in relation thereto.
- 12.4. If the Goods are transported, or are to be transported, by rail, it shall be the obligation of the CUSTOMER to instruct BIL prior to receipt of the Goods into its or the rail carrier's custody or control, as to whether BIL is to accept the rail carrier's standard terms or any offer of insurance of the Goods, on behalf of the CUSTOMER, or to request BIL to endeavour to place such insurance cover with such other underwriter as directed by the CUSTOMER. In any event the CUSTOMER acknowledges

that it is aware of the terms and conditions under which the rail carrier (currently Transnet, but which includes any successor thereof, or that entity operating under a new name) undertakes the rail carriage of containerised Goods, the terms and conditions of the insurance cover offered by the rail carrier and their limitations of liability in the event of such insurance cover not being accepted and under no circumstances whatsoever shall BIL be liable for any loss suffered by the CUSTOMER and howsoever caused, while the Goods are in the custody of the rail carrier.

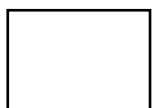
13. Indemnity

- 13.1. Without prejudice to BIL's rights under these Conditions, any agreement between the Parties and/or at law, the CUSTOMER indemnifies and holds BIL harmless against all liabilities, damages, costs and expenses whatsoever incurred or suffered by BIL (unless and to the extent caused by the wilful misconduct or gross negligence of BIL) arising directly or indirectly from or in connection with:
- 13.1.1. BIL complying with the requirements or instructions of the CUSTOMER or any Authority regarding the Goods or Services;
 - 13.1.2. any warranty given to BIL by the CUSTOMER being untrue or incorrect;
 - 13.1.3. any act or omission or breach of these Conditions by the CUSTOMER or any person, subcontractor or carrier acting on its behalf or under its instruction;
 - 13.1.4. the late or non-provision by the CUSTOMER of any documentation required by the Authorities;
 - 13.1.5. any claim made by the Owner, the consignor or consignee (if not BIL), the carrier (where BIL is the consignor or consignee), the CUSTOMER's clients or suppliers or any third party in connection with the Services or Goods;
 - 13.1.6. the contents, quality, nature, legality, inherent vice, counterfeit nature, defect in or description of the Goods;
 - 13.1.7. the loading, offloading, marking, labelling, numbering, weight, measurements, non-delivery, mis-delivery or defective packaging of the Goods unless done by BIL in terms of a written agreement between the Parties;
 - 13.1.8. the defective condition of, or overweight, containers or vehicles, unless provided by BIL in terms of a written agreement between the Parties;
 - 13.1.9. the provision of Services in relation to Special Goods unless in terms of a written agreement between the Parties;
 - 13.1.10. any claims of a general average nature which may be made against BIL in connection with the Goods; and / or
 - 13.1.11. death, bodily injury or damage to persons or personal property as a result of the wilful or negligent act or omission of the CUSTOMER or any person acting on its behalf.

Customer

14. Instructions

- 14.1. The CUSTOMER's instructions to BIL shall be precise, clear, comprehensive and in writing. Oral instructions, standing or general instructions or instructions given late, even if received by BIL without comment, shall not in any way be binding upon BIL, but BIL may act thereupon in the exercise of its absolute discretion.
- 14.2. Unless specific written instructions are timeously given to and accepted by BIL, BIL shall not be obliged to make any declaration for the purpose of any statute, convention, or contract, as to the nature or value of any Goods or as to any special interest in delivery. In particular, BIL shall be under no obligation to make any declaration or to seek any special protection or cover from any carrier in respect of any Dangerous Goods or other Goods which require special conditions of handling or storage, or to arrange for any particular Goods to be carried, stored or handled separately from other Goods.
- 14.3. In the absence of specific instructions given timeously in writing by the CUSTOMER to BIL, the latter shall, in its reasonable discretion, decide at the means, route, procedure and time to perform or to procure the performance of any or all of the acts which may be necessary or requisite for the discharge of its obligations to the CUSTOMER.
- 14.4. Notwithstanding anything to the contrary herein contained, if at any time BIL should reasonably consider it to be in the CUSTOMER's interests or for the public good to depart from any of the



CUSTOMER's instructions, BIL shall be entitled to do so and shall not incur any liability in consequence of doing so.

- 14.5. If events or circumstances come to the attention of BIL, its agents, employees, or subcontractors which, in the opinion of BIL, make it in whole or in part, impossible or impracticable for BIL to comply with a CUSTOMER's instructions BIL shall take reasonable steps to inform such CUSTOMER of such events or circumstances and to seek further instructions. If such further instructions are not timeously received by BIL in writing, BIL shall, in its sole discretion, be entitled to detain, return, store, sell, abandon, or destroy all or part of the Goods concerned at the risk and expense of the CUSTOMER.
- 14.6. In any event, it shall always be in BIL's sole discretion as to whether to accept any instruction for Services to be provided, even if credit terms have previously been granted expressly or by implication.
- 14.7. BIL shall have no obligation to take any action in respect of any Goods which may be recognisable as belonging to the CUSTOMER unless and until it receives suitable instructions and all necessary documentation relating to the Goods.

15. CUSTOMER's Undertakings

- 15.1. The CUSTOMER undertakes to supply to BIL all information relating to its business and/or the Goods that is relevant to the provision by BIL of the Services. The CUSTOMER shall be deemed to have reasonable knowledge of all matters directly or indirectly relating to its business and Goods.
- 15.2. The CUSTOMER warrants that:
 - 15.2.1. it is either the Owner or the authorised agent of the Owner of any Goods in respect of which the CUSTOMER instructs BIL and that each such person is bound by these Conditions;
 - 15.2.2. in authorising the CUSTOMER to enter into any contract with BIL, the Owner, sender or consignee is bound by these Conditions for itself and its agents and for any parties on whose behalf it or its agents may act, and in particular, but without prejudice to the generality of the foregoing, it accepts that BIL shall have the right to enforce against them jointly and severally any liability of the CUSTOMER under these Conditions and/or to recover from them any sums to be paid by the CUSTOMER which upon proper demand have not been paid;
 - 15.2.3. all information and instructions supplied or to be supplied by it to BIL is and shall be accurate, true and comprehensive, and in particular, without derogating from the generality of the foregoing, the CUSTOMER shall be deemed to be bound by and warrants the accuracy of all descriptions, values and other particulars furnished to BIL for customs, consular and other purposes, and the CUSTOMER warrants that it will not withhold any necessary or pertinent information;
 - 15.2.4. the Goods will be properly, adequately and appropriately prepared and packed, stowed, labelled and marked, having regard, among other things, to the Services to be provided by or on behalf of BIL and the characteristics of the Goods involved, and are capable of withstanding the normal hazards inherent in the provision of such Services;
 - 15.2.5. if any Goods require special storage, packaging or labelling because of their nature or properties or in accordance with any regulation, convention or statute, that all such requirements shall be complied with.
 - 15.2.6. where Goods are carried in or on containers, trailers, flats, tilts, railway wagons, tanks, igloos or any other unit load devices specifically constructed for the carriage of Goods by land, sea or air, that:
 - 15.2.6.1. save where BIL has been given and has accepted specific written instructions to load the transport unit, the transport unit has been properly and competently loaded and the weight of the Goods and transport unit, as well full specifications of the Goods are accurately disclosed;
 - 15.2.6.2. the Goods involved are suitable for carriage in or on the transport unit; and
 - 15.2.6.3. the transport unit is itself in a suitable condition to carry the Goods loaded therein and complies with the requirements of all relevant transport Authorities and carriers.
- 15.3. Without prejudice to BIL's rights to claim damages from the CUSTOMER arising out of a breach by the CUSTOMER of any of the warranties in clause 15.2 above, such breach shall result in the Goods being handled by BIL at the sole risk of the CUSTOMER.



- 15.4. The CUSTOMER undertakes:
- 15.4.1. that no claim shall be made by it against any servant, agent or subcontractor of BIL (where BIL acts as principal) which imposes or attempts to impose upon him or her any liability in connection with the Goods or the rendering of any Services and the CUSTOMER hereby waives all and any such claims, which claims should be made directly against BIL in terms of these Conditions; and
 - 15.4.2. to ensure that any contracts relating to the Goods concluded by the Customer with third parties shall include a provision that BIL, its employees, agents and subcontractors shall have the benefit of any rights, defences or liberties in such contracts excluding or limiting the liability of the Customer in respect of the Goods as if such provisions were expressly for their benefit.
- 15.5. BIL stipulates in favour of each of its employees, agents and subcontractors, existing and future, that the CUSTOMER gives the undertakings, waivers and indemnities in clause 15.4 to them, which stipulation is open for acceptance by the said employees, agents and subcontractors for an indefinite period.

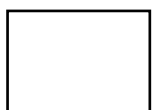
Services

16. Transport

- 16.1. BIL deals with Goods only on the basis that it is neither a common carrier nor a public carrier.
- 16.2. Every undertaking to convey Goods is subject to the condition that BIL has available a suitable vehicle or vehicles at the appropriate time.
- 16.3. BIL shall be entitled to issue in respect of the whole or part of any contract for the movement of Goods, a warehouse and/or forwarding receipt, a consignment or delivery note, or a container terminal or transport order, (any of which may reflect BIL or another as the carrier in terms thereof).
- 16.4. Where the vehicle is loaded at the CUSTOMER's premises or under the CUSTOMER's supervision, the CUSTOMER shall be liable for all costs, fines and/or penalties arising from the overloading of any vehicle or incorrect weight distribution of Goods on a vehicle.
- 16.5. BIL shall be entitled to issue in respect of the whole or part of any contract for the movement of Goods, a combined transport document or bill of lading ("CTBL") in a form that shall be within BIL's discretion, including a FIATA combined transport bill of lading, a warehouse and/or forwarding receipt, an air or sea waybill, a consignment or delivery note, a container movement or transport order, a Groupage or house bill of lading or a received for shipment or despatch bill of lading, (any of which may reflect BIL or another as the carrier in terms thereof) provided that where a CTBL is issued these trading terms and conditions shall continue to apply as between BIL on the one part and the CUSTOMER and/or the Owner on the other part, (save with regard to the Owner, to the extent that they conflict with the terms and conditions applicable to the CTBL, in which event the provisions of the CTBL shall to the extent of such conflict only, have precedence). The issue of the CTBL by BIL shall entitle it to raise an additional charge determined by BIL, to cover any additional obligations arising under the CTBL.

17. Collection and Delivery

- 17.1. Unless the Parties have agreed to the contrary in writing, BIL shall not be responsible for the loading or offloading of vehicles, save at its own premises; provided that BIL may give assistance in that regard where such assistance is customary and practicable, but any assistance so given shall be without liability on the part of BIL.
- 17.2. BIL may refuse to receive any Goods if it has reasonable cause to do so, including, but not limited to circumstances where BIL is not satisfied that arrangements have or will be made for the removal of such Goods from its premises.
- 17.3. The CUSTOMER shall accept all responsibility for damage or loss of whatsoever nature within its or any consignee's premises to vehicles or Goods due to unsuitability of access to the loading or offloading points.



- 17.4. BIL shall be entitled to deliver Goods to the bearer of any delivery order or other document relating to such Goods, notwithstanding that such delivery order or other document provides for delivery to a named party or to his order. BIL shall be entitled to assume that the person presenting such delivery order or other document is the person lawfully entitled to take delivery and is not required to verify signatures appearing on such delivery order or other document.
- 17.5. If the CUSTOMER, consignee or party nominated by the CUSTOMER fails to uplift or take delivery of any Goods at the appropriate time and place then BIL's liability in respect of such Goods shall cease forthwith and BIL shall be entitled to store the Goods or any part thereof at the sole risk and expense of the CUSTOMER.
- 17.6. Unless otherwise agreed in writing between the Parties, time shall not be of the essence in respect of deliveries made by BIL on behalf of the CUSTOMER.
- 17.7. An acknowledgement of receipt of Goods shall not constitute an admission in regard to the state, condition or quantity of the Goods.

18. Warehousing

- 18.1. All Goods delivered to BIL for warehousing shall be properly packed and labelled and in the event of any such Goods requiring special storage, packaging or labelling because of its nature or properties or in accordance with any regulation, convention or statute, all such requirements shall be complied with; and notice of any special storage requirements of any such Goods shall be given to BIL in writing prior to the delivery of the Goods into the custody of BIL or its agents.
- 18.2. BIL shall not be obliged to take delivery of any Goods in the event of it reasonably being of the view that such Goods or the handling and storage thereof are for any reason whatsoever undesirable.
- 18.3. Every undertaking to warehouse Goods is subject to the condition that BIL has available a suitable storage facility at the appropriate time.

19. Packing

- 19.1. In the event that BIL agrees to undertake the packing of the Goods into any container or the packaging or unitisation of the Goods for any purpose, it shall be the obligation of the CUSTOMER to provide BIL with full packing and labelling instructions in writing, including but not limited to any requirements as to internal or other securing, mass distribution, maximum aggregate mass restrictions, labelling, temperature control or other restrictions, information as to the properties of the Goods and any noxious or other possible hazardous or dangerous properties they might possess, failing which such packing shall be effected by BIL at the sole risk of the CUSTOMER.

20. In-house Staff

- 20.1. In the event that BIL agrees to place a BIL employee on the CUSTOMER's site to provide an in-house logistics solution, BIL will at all times remain the employer notwithstanding that the employee may report to the CUSTOMER on a day to day basis in respect of work completed.
- 20.2. In addition to the other provisions of clause 28, should the employee be required to work on the CUSTOMER's computer systems and / or equipment, any data created as a result thereof (including but not limited to email correspondence) remains the intellectual property of BIL. On the termination of the assignment, the CUSTOMER shall, export all such data into a readable format and provide it to BIL, and thereafter destroy all such data (including backups) from its system except and to the extent that it is required by law to retain the information.
- 20.3. BIL will provide an employee who has been adequately trained and has the required skills and knowledge, but any decision taken by the CUSTOMER to follow advice given by the employee, in whole or in part, shall not give rise to any liability on BIL's part unless BIL acted with gross negligence in providing the employee.



Goods

21. Landed Goods

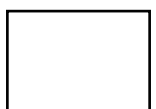
- 21.1. Where it is necessary for an examination to be held or other action to be taken by BIL in respect of any discrepancy in the Goods which are landed or discharged from any vehicle or other transport unit, no responsibility or liability shall attach to BIL for any failure to hold such examination or to take any other action unless BIL has been timeously advised by the landing or discharge agent that such Goods have been landed and that such a discrepancy exists.
- 21.2. Should BIL undertake to examine or count Goods received by it that are bundled, palletised or packed in any manner such that their number cannot be quickly and easily counted, BIL shall incur no liability in respect of any error or inaccuracy in such counting, whether as a result of negligence on the part of BIL or otherwise. BIL shall be entitled to levy a charge on the CUSTOMER for the counting of Goods in such circumstances.

22. Special Goods

- 22.1. Except under special arrangements previously made in writing BIL will not accept or deal with bullion, coins, banknotes, stamps, deeds, cheques, securities or other currency, precious stones, jewellery, valuables, personal effects, household goods, antiques, pictures, human remains, livestock, plants, tobacco products, spirits, wine, mobile telephones and their components, or computers and their components or parts. Should the CUSTOMER nevertheless deliver such Special Goods to BIL or cause BIL to handle or deal with any such Special Goods otherwise than under special arrangements previously made in writing BIL shall incur no liability whatsoever in respect of such Goods, and in particular, shall incur no liability in respect of its negligent acts or omissions in respect of such Goods.
- 22.2. The CUSTOMER undertakes not to tender for transportation any Goods which require temperature control without previously giving at least two days written notice to BIL of their nature and particular temperature range to be maintained and in the case of a temperature controlled container stuffed by or on behalf of the CUSTOMER, the CUSTOMER further undertakes that the container has been properly precooled or preheated as appropriate, that the Goods have been properly stuffed in the container and that its thermostatic controls have been properly set by the CUSTOMER. If the above requirements are not complied with BIL shall not be liable for any loss of or damage to the Goods caused by such non-compliance.

23. Dangerous Goods

- 23.1. The CUSTOMER shall obtain in advance BIL's specific written consent to accept any Dangerous Goods into its possession or control or into the possession or control of any of its employees, sub-contractors, agents or employees.
- 23.2. The Customer shall, at all material times, provide BIL with current Material Safety Data Sheets in respect of Dangerous Goods as required by law.
- 23.3. The CUSTOMER warrants that any Dangerous or Hazardous Goods, and the case, crate, box, drum canister, tank, flat, pallet, package or other holder or covering of such Goods will comply with any applicable laws, regulations or requirement of any Authority or carrier and that the nature and characteristics of such Goods and all other data required by such laws, regulations or requirements will be prominently and clearly marked on the outside cover of such Goods.
- 23.4. The CUSTOMER furthermore warrants that any consignee in respect of Dangerous Goods will be authorised and/or qualified to uplift, receive and/or handle such Goods.
- 23.5. If any Dangerous Goods are delivered to BIL, such Goods may for any good reason as BIL in its discretion deems fit including, without limitation, the risk to other Goods, property, life or health, be destroyed, disposed of abandoned or rendered harmless or otherwise dealt with at the risk and expense of the CUSTOMER and without BIL being liable for any compensation to the CUSTOMER or any other party, and without prejudice to BIL's rights to recover its charges and/or fees including the costs of such destruction, disposal, abandonment or rendering harmless or other dealing with the Goods.



- 23.6. The CUSTOMER indemnifies BIL against all loss, liability or damage caused to BIL arising out of or relating to Dangerous Goods, unless such loss is due to BIL's gross negligence.

24. Bonded Goods

- 24.1. Whenever Goods are moved under duty and/or VAT suspension, either within South Africa or across border, the Goods remain under SARS Customs control until the legislated acquittal processes have been complied with.
- 24.2. Where the CUSTOMER nominates or appoints the transporter, the CUSTOMER is responsible for:
- 24.2.1. Obtaining the acquittal documentation as prescribed by law;
 - 24.2.2. Providing this documentation to BIL as soon as reasonably possible but at the latest within the prescribed 30 day period; and
 - 24.2.3. Retaining copies of the documentation.
- 24.3. Should the CUSTOMER fail to provide the documentation within the prescribed time period, duty and VAT will become payable, and penalties will be imposed by SARS Customs and / or other relevant authorities. The CUSTOMER will be fully liable for these payments and penalties.

25. Abnormal loads

- 25.1. BIL shall not transport abnormal loads unless an agreement to that effect is concluded in writing between the Parties relating to, among other things:
- 25.1.1. route surveys;
 - 25.1.2. the cost of any traffic escorts required by the Authorities and any charges for raising overhead wires, switching off power, removing obstacles along the route, and/or any other work that might be necessary for the passage of such loads;
 - 25.1.3. access to loading and off-loading sites; and
 - 25.1.4. an indemnity from the Customer regarding the costs of repairing any damage caused by the passage of the load over private property (unless caused by the negligence of BIL, its employees, agents or subcontractors).
- 25.2. Any agreement to transport abnormal loads shall be subject to the condition that:
- 25.2.1. the relevant permits are timeously obtained from the Authorities; and
 - 25.2.2. the Authorities approve a suitable and direct route and do not subsequently vary such route.

26. Sale of Goods

- 26.1. Without limiting or affecting any of BIL's other rights under these Conditions, BIL may, in its sole discretion, dispose of or sell, by private treaty or public auction or otherwise, all or part of the Goods in the care, custody or control of BIL, if:
- 26.1.1. such Goods have begun to deteriorate or are likely to deteriorate;
 - 26.1.2. such Goods are insufficiently addressed or marked;
 - 26.1.3. the CUSTOMER cannot be identified;
 - 26.1.4. the Goods have not been collected or accepted by the CUSTOMER or any other person; provided that, if BIL has an address for the CUSTOMER, then such sale or disposal shall be effected only after the expiration of 21 days from BIL posting a notice to the CUSTOMER at that address to collect or accept such Goods and/or pay all outstanding amounts.
- 26.2. The CUSTOMER hereby authorises BIL to effect such a sale by either public auction or private treaty, on reasonable notice not exceeding 14 days. The net proceeds of any such sale, after deducting therefrom all costs, charges and expenses incurred by BIL, shall be applied in reduction or discharge as the case may be, of the CUSTOMER's obligations to BIL in respect of such Goods without prejudice to BIL's rights to recover from the CUSTOMER any balance which may remain owing to BIL after the exercise of such rights. Should the total amount collected by BIL, after deducting therefrom all costs, charges and expenses incurred by BIL in respect thereof, exceed the full amount of the CUSTOMER's obligations to BIL in respect of such Goods, BIL shall be obliged to refund such excess to the CUSTOMER.

27. Waste

- 27.1. If waste (defined in the National Environmental Management: Waste Act, 59 of 2008, as amended) is generated at any premises controlled by BIL, whether as a result of the leakage of the Goods or otherwise:
- 27.1.1. BIL shall be responsible for the management, clean-up and/or disposal of such waste in an environmentally sound manner and with no harm to health, in accordance with the relevant legislation;
 - 27.1.2. the CUSTOMER shall approve the manner of transport and place of disposal of such waste in writing within a reasonable time if required by BIL; and
 - 27.1.3. the CUSTOMER shall be responsible for any costs incurred as a result of any actions taken by BIL in terms of this sub-clause, unless and to the extent that the waste was caused by the gross negligence or wilful default of BIL.
- 27.2. If BIL stores waste on behalf of a CUSTOMER and such waste has not been uplifted within 90 days of BIL receiving same, despite a request therefor by BIL, BIL shall, without further notice, be entitled to dispose of such waste forthwith in accordance with the relevant legislation at the CUSTOMER's cost.

General

28. Compliance with Legislation

- 28.1. If BIL is obliged, in the execution of any of its duties and/or responsibilities to comply with any common law or legislative enactment of any nature whatsoever, then BIL by complying therewith, shall not be deemed to waive nor abandon any of its rights in terms of these Conditions; or to have assumed any onus, obligation, responsibility or liability in favour of the CUSTOMER.
- 28.2. The CUSTOMER agrees to abide by BIL's Safety, Health and Environmental Rules when on any of BIL's sites.
- 28.3. BIL will retain all records in relation to the Services for the period required by the applicable laws and regulations.
- 28.4. BIL and the CUSTOMER, as well as their agents, employees, subcontractors and intermediaries, must comply with any anti-corruption legislation applicable to either or both Party. This includes not giving or offering to give, receiving or offering to receive any bribe, facilitation payment, political contribution, gift or other advantage which violates this anti-corruption legislation.
- 28.5. BIL and the CUSTOMER, as well as their agents, employees, subcontractors and intermediaries, hereby warrant that they have not and will not engage in any anti-competitive behaviour in relation to these Conditions or any contract between the Parties. Anti-competitive behaviour means any communication (by any means, whether electronic, written, verbal or otherwise), agreement (by any means, whether formal, informal, contractual, non-contractual, written or verbal) or other form of co-ordination or co-operation with any competitor (whether past, present or potential) that is unlawful or otherwise restricted or prohibited under applicable competition laws.
- 28.6. BIL and the CUSTOMER undertake to strictly observe and abide by any rules and regulations applicable to the import, export, re-export or transshipment of the Goods, such as those relating to embargoed or sanctioned countries, commodities or services, for example and not limited to the economic and trade sanctions as defined by the Office of Foreign Asset Control (OFAC) of the US Department of the Treasury, the Export Administration Regulations (EAR) as defined by the Bureau of Industry and Security of the US Department of Commerce and the International Traffic in Arms Regulations (ITAR) as defined by the US Department of State or any other governmental authorities.

29. Confidentiality, Personal Information, Intellectual Property and Non-Solicitation

- 29.1. Each Party agrees to treat as strictly confidential the operations, business and affairs of the other Party and not to divulge any information relating thereto to any third party, agent or employee, save



as required by law, in respect of the execution of these Conditions or agreement between them, whether prior to, during or after the currency of these Conditions or the said agreement.

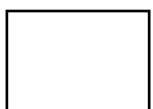
- 29.2. All documentation furnished by one Party to the other Party pursuant to these Conditions or any agreement between them will remain the property of that Party and upon the request of that Party will be returned to it.
- 29.3. Each Party acknowledges that all right, title and interest in and to any information which the other Party has an interest in being kept confidential vests in that Party and that neither Party has any claim of any nature in and to the confidential information of the other Party.
- 29.4. The Parties shall only process each other's personal information or that of their employees in accordance with the requirements of the Protection of Personal Information Act, 4 of 2013 and / or the EU General Data Protection Regulation as applicable.
- 29.5. All intellectual property rights of any nature whatsoever whether capable of registration or not (and whether registered or not) in either Party's name including but not limited to either Party's trademarks, logos and images shall remain the sole property of that Party. The other Party shall not acquire any rights in relation thereto and shall not make any use thereof without formal written consent.
- 29.6. A Party shall not be entitled, either directly or indirectly, to approach the other Party's employees with the intent to offer employment without the other Party's prior written consent, which consent shall not unreasonably be withheld.

30. Breach and Termination

- 30.1. BIL shall be entitled to terminate the provision of Services to the CUSTOMER on 30 days' written notice at any time should it become uneconomical or impractical for BIL to continue.
- 30.2. Without prejudice to its rights under these Conditions, any agreement between the Parties and/or at law, either Party shall be entitled to cancel any agreement between it and the other Party by written notice if:
 - 30.2.1. the other Party commits any breach of its obligations under these Conditions or the said agreement and fails to remedy that breach within 14 days of its being given written notice to do so;
 - 30.2.2. the other Party commits any act of insolvency in terms of any applicable insolvency legislation;
 - 30.2.3. the other Party commences business rescue proceedings;
 - 30.2.4. the other Party is deemed to be unable to pay its debts in terms of any deeming provision of any applicable legislation relating to companies or insolvency;
 - 30.2.5. the other Party compromises or attempts to compromise with its creditors;
 - 30.2.6. any provisional or final order is granted for the sequestration, winding up, bankruptcy or judicial management of the other Party, or any equivalent order is made in terms of any applicable law regarding the status of the other Party;
 - 30.2.7. the other Party fails to satisfy any default or other judgement granted against it, within 10 days.
- 30.3. If the CUSTOMER is a consumer to which the National Credit Act, 34 of 2005 applies, and has breached any terms or conditions herein, then BIL shall be entitled to any remedies provided in the National Credit Act, 34 of 2005, which may include cancellation of the agreement or as provided in any other legislation or common law.

31. Force Majeure

- 31.1. A Party shall not be liable for a failure to perform any of its obligations hereunder due to a force majeure event (which includes but is not limited to war, civil war, civil violence, riots, revolutions, acts of piracy, acts of sabotage, terrorism, sabotage, natural disasters, destruction by lightning, explosions, fires, destruction of installations, industrial action or strike, changes of law, acts of Authority, whether lawful or unlawful) that is beyond its reasonable control and that it could not reasonably be expected to have taken into account at the time of the conclusion of these conditions



or any agreement between the Parties, provided that the Party subject to the *force majeure* event shall give prompt notice to the other Party of its nature and estimated duration.

- 31.2. Relief from liability for non-performance by reason of the provisions of this clause shall commence on the date upon which the Party seeking relief gives notice of the force majeure event relied upon and shall terminate upon the date which such event ceases to exist.
- 31.3. The Parties hereto shall co-operate and collaborate and use all reasonable efforts to overcome the force majeure event concerned and/or nullify its effect.
- 31.4. If the force majeure event substantially or permanently prevents the continued performance by either Party of its obligations in terms of these Conditions or any agreement between them for a period exceeding 30 consecutive days, then either Party shall be entitled, by giving notice in writing, to terminate the said agreement with effect from 7 days after giving of such notice.

32. Notices and domicilia

- 32.1. Each Party chooses as its domicilium citandi et executandi for all purposes under these Conditions and any agreement between them, the physical address most recently provided by it to the other in writing.
- 32.2. Either Party shall be entitled to change its domicilium by way of written notice to the other specifying its new domicilium provided that such new address shall be a street address within the Republic of South Africa.
- 32.3. All notices by one Party to the other shall be delivered, to the chosen domicilium citandi et executandi of the addressee and shall be deemed to have been received on the date of delivery or dispatch unless the contrary is proved.
- 32.4. Copies of all notices shall in addition be emailed to BIL on Legal@BidvestIL.com, and to the CUSTOMER on the email address most recently provided.

33. Electronic Data

- 33.1. Notwithstanding the provisions of any legislation or other law regulating electronic communications and transactions, BIL shall only be deemed to have received electronic data and/or messages when such electronic data and/or messages have been retrieved, processed and read by the addressee.
- 33.2. Under no circumstances whatsoever and howsoever arising shall BIL be liable for any loss or damage arising from or consequent upon the provision by BIL to the CUSTOMER in whatever manner and/or form, of incorrect information, including electronically communicated information or data, where such incorrect information or data has been generated by and provided to BIL by any person with whom BIL conducts business, and/or any other third party.
- 33.3. BIL shall furthermore under no circumstances whatsoever be liable for any loss or damage arising from or consequent upon any failure and/or malfunction, for whatever reason, and regardless of negligence in whatever degree on the part of BIL, of BIL' computer systems and/or software programmes provided and/or operated by BIL and/or by any person with whom BIL conducts business and/or any third party, which systems shall include BIL' electronic automated information service provided to the CUSTOMER.

34. Licenses

- 34.1. BIL shall be excused from performing Services in terms of any agreement between it and the CUSTOMER if any license, permit or similar authorisation lawfully required for it to do so is revoked, terminated, not issued or not renewed for any reason whatsoever.

35. INCOTERMS®

- 35.1. Any INCOTERM which might be made applicable to any contract between BIL and the CUSTOMER or between BIL acting on behalf of the CUSTOMER and any third party shall be interpreted in



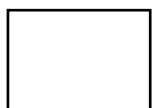
accordance with the published guidelines issued from time to time by the International Chamber of Commerce and particularly the Introduction to the official publication containing the latest INCOTERMS® published and in force as at the time of the incorporation of INCOTERMS® into such contract. If any specific Incoterm as published, is in the view of BIL inappropriate for the transaction to be undertaken, or is unclear, then BIL shall, on notice to the CUSTOMER, have the right to amend or vary that term, or add rules or provisions for the interpretation thereof.

36. Dispute Resolution

- 36.1. The Parties shall negotiate in good faith with a view to settling any dispute arising out of or relating to this agreement. For the purposes of this clause, a dispute will not include an unpaid account where there is no valid reason therefor.
- 36.2. If the dispute cannot be resolved, it will be referred to the managing director or chief executive officer (or such other director as designated by the a foregoing) of each Party for determination, who will meet within 14 days of the referral.
- 36.3. If the dispute cannot be resolved within 14 days of this meeting, it may be referred for resolution by arbitration in accordance with the rules (domestic or international, as the case may be) of the Arbitration Foundation of Southern Africa (“AFSA”).
- 36.4. The arbitration shall take place in Johannesburg, South Africa.
- 36.5. The arbitration will be heard by one arbitrator appointed by agreement between the Parties, or failing such agreement, by the AFSA.
- 36.6. The decision of the Arbitrator is final and binding on the Parties and may be made an order of court at the instance of any party to the arbitration.
- 36.7. This clause is a separate, divisible agreement from the rest of these Conditions and shall remain in effect even if these Conditions are nullified or cancelled for whatsoever reason or cause.
- 36.8. Nothing herein contained shall be deemed to prevent or prohibit the Parties from seeking interim or urgent relief in a court of competent jurisdiction.

37. General

- 37.1. Notwithstanding the Electronic Communications and Transactions Act, 2002, no amendment or variation of these Conditions or any agreement between the Parties shall be of any force or effect unless reduced to writing and physically signed by a duly authorised director of BIL. Whilst correspondence for operational reasons may occur via email, no formal amendment or variation may be concluded via email.
- 37.2. No failure, refusal or neglect by a Party to exercise any rights under these Conditions or any agreement between the Parties, or to insist upon strict compliance with or performance of another Party’s obligations under these Conditions or such agreement, shall constitute a waiver of the provisions of these Conditions or such agreement or of any of that Party’s rights. A Party may at any time require strict compliance with the provisions of these Conditions or any agreement between the Parties and shall not be prejudiced or estopped from exercising any of its rights which may have arisen in the past or may arise in the future.
- 37.3. Each of the provisions of these Conditions and any agreement between the Parties shall be considered as separate terms and conditions. In the event that these Conditions or any such agreement are affected by any legislation or any amendment thereto, or if their provisions are by virtue of such legislation or otherwise held to be illegal, invalid, prohibited or unenforceable, then any such provisions shall be ineffective only to the extent of the illegality, invalidity, prohibition or unenforceability and each of the remaining provisions shall remain in full force and effect as if such illegal, invalid, prohibited or unenforceable provision was not a part of these Conditions or any agreement between the Parties.



- 37.4. Neither Party may cede or assign any of its interest in, or its rights and obligations deriving from, these Conditions or any agreement to any third party without the other party's prior written consent, except for a cession or assignment made as part of an internal reorganization of either party, which will not affect their shareholding.
- 37.5. BIL makes no warranties and representations to the CUSTOMER save as may be specifically provided herein or as notified in writing by BIL to the CUSTOMER.

DULY AUTHORISED CUSTOMER REPRESENTATIVE

Full Name:

Place:

Signature:

Designation:

Company:

Date:

DULY AUTHORISED BIL DIRECTOR

Full Name:

Place:

Signature:

Designation:

Company:

Date:

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