



## TERMS AND CONDITIONS

### 1. ORDERS

An order is accepted by SACO only when submitted in writing and when the following conditions are met: (1) Purchaser's credit and terms of payment of the order are approved; (2) The following details are received: project name, the specifier (Designer, Architect and / or engineer) and the quote number if available, your purchase order number, price and information relating to the shipment of the order; (3) Delivery date required and acknowledged by SACO in the form of an Order Acknowledgement to Purchaser, subject to the conditions set forth in Clause 8 (see "Shipping"); (4) Color samples of non-standard SACO offerings have been approved by purchaser; (5) Approved shop drawings for modified or special designs have been received; (6) deposits have been received if required (See "Deposits"). (7) If a quotation has been submitted, the quote number must appear on the purchase order. All price changes must be submitted in writing. Missing information on the order form will result in a processing delay of your request that you will be returned to be completed.

### 2. PRICING

All prices are in US dollars. SACO reserves the right to change prices without notice. Prices are subject to change without notice. All previous price lists are hereby superseded. All prices are FOB our warehouse. The price of the product shall be the price set out in the invoice. For any Product not on the price list or a modified and/or custom Product, please contact your SACO Sales Representative for pricing.

All orders are subject to a minimum charge of 1000 \$. Parts only orders are subject to a minimum charge of 500 \$.

Purchase orders that have been accepted allowing for shipment within 60 days will carry a firm price. Written quotations are valid for a period of thirty (30) days. If a written quotation is submitted, our quotation number must be included with the purchase order.

### 3. TERMS OF PAYMENT

SACO will not ship orders C.O.D. (cash on delivery). All first orders (new Client) are on a C.I.A. (Cash In Advance) basis at order entry, until credit and payment terms can be established by SACO. Credit will be established at the sole discretion of SACO and we reserve the right to cancel or change credit terms at our discretion and may request advance payment at any time.

All invoices that are payable Net thirty (30) days and become past due are subject to an annual interest rate of eighteen (18) %, or the highest rate permitted by applicable law, calculated daily from the due date until paid. The Products delivered shall remain SACO's property until full payment has been received.

If Client defaults with any due payment, the Client shall pay for all costs and expenses, including legal expenses and attorney fees, incurred by SACO in exercising any of its rights and remedies.

### 4. TAXES

#### ORDERS OUTSIDE OF CANADA:

Any charges paid in exchange for the Services, or for any other Products or Services provided by SACO, are exclusive of any sales, use and other similar taxes and governmental charges, imposed upon by or made payable to the respective State, and arising out of sales under any Agreement or Purchase order received, and Purchaser shall pay all such taxes now or hereafter due and owing, if any such taxes are imposed upon and paid by SACO. Purchaser shall reimburse SACO within 45 days of receipt of an invoice from SACO together with any records documenting such payment, as may be reasonably requested. SACO shall honor any tax-exempt certificates provided by Purchaser as applicable by law.

#### ORDERS WITHIN CANADA:

All prices, quotations, and orders are subject to all Federal, Provincial and local taxes, as the law requires. SACO reserves the right to invoice separately for the taxes should it be necessary to make payment where they were not included at time of invoicing.

### 5. DEPOSITS

SACO reserves the right to request a deposit. When the order is ready for shipment, the unpaid balance of the order will be invoiced at the established payments terms

### 6. CATALOG

Every effort is made to ensure accuracy; however, specifications, dimensions, and information contained in our catalog (print and electronic) is subject to change without notice. Catalog sheets are not to be used for installation information. Installation guides and operation and maintenance manuals are provided with the product and should be utilized for this purpose. Failure to use the proper documentation for its intended use may result in the warranty being voided.

### 7. TERRITORY

Unless otherwise agreed in writing by SACO, the Client shall refrain from, directly or indirectly, installing or using the products outside the State or Province in which the Client is located ("Territory"), or selling, commercializing, distributing or transferring in any manner the products to any person whom the Client should reasonably expect to install or use the products outside the Territory.



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### 8. SHIPPING

Unless otherwise agreed upon by both SACO and the Client, all orders will be shipped complete EXW our warehouse. The shipping date shall be determined by SACO in accordance with the readiness of the products and factory loading. Any and all dates given are approximate only and do not constitute any guarantee of shipment or delivery on or by any particular date. The customer is responsible for arranging merchandise pickup on collecting vehicles, and risks and costs associated are transferred to customer upon freight collection.

We are not responsible for any damages, penalties or labor charge-backs resulting from delayed shipments or from our inability to ship by the acknowledged shipping date. If SACO's ability to manufacture and deliver the products shall be curtailed or limited, directly or indirectly, by acts of God, fires, sabotages, wars, riots, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, embargoes, acts of governmental bodies or agencies foreign or domestic, act of public enemy, strikes, lockouts or labor difficulties or any other occurrences whatsoever beyond SACO's reasonable control, in whole or in part, the occurrences shall constitute valid grounds for the suspension of delivery to the Client upon notification and without penalty to SACO. In such a case, the date of delivery shall be extended for a period equal to the delay. SACO shall notify the Client promptly of any of those events and specify the revised date of delivery as soon as practical. At the Client's request, SACO may, for a period of time not exceeding thirty (30) days and at no additional cost to the Client, store products ordered by the Client if the Client is not ready to receive such merchandise.

Title to any goods sold and the risk of loss of such goods passes to Client upon delivery by SACO or SACO's vendors to the Client's carrier, and any claims or losses or damage in transit shall be filed by Client directly with the carrier. Special shipping requests will be accommodated when possible. Client may be charged extra for optional packaging.

### 9. RETURNS

All return requests must be made in writing within thirty (30) days of the invoice date. No merchandise may be returned without a return merchandise authorization (RMA). Authorized returns freight charges will be the responsibility of the Client. All RMA requests must include original invoice, packing slip or purchase order as well as the reason for the return. For Standard Products, a minimum restocking fee of thirty-five (35) % of the product value will be indicated on the return authorization. Please note that all modified, specially discounted, custom items are sold on Non-Cancelable, Non-Returnable terms (NCNR).

Returned merchandise must be in original packaging. An additional ten (10) % handling fee may apply to merchandise not returned in original cartons. SACO will not accept unauthorized returns. All returns must have a RMA number clearly marked on the boxes as well as on the waybill and commercial invoice. Merchandise sent to SACO without a RMA number will be returned to Client's at his expense. Credits for returns will be issued only after inspection and acceptance by SACO. Damaged material will not be credited.

SACO reserves the right to refuse damaged or out of warranty merchandise.

### 10. ORDER CANCELLATION OR SUSPENSION

The Client may, at no charge, cancel a Standard Product order in writing provided the order was sent to SACO twenty-four (24) hours or less prior to cancellation. Please note that all modified, specially discounted, custom items cannot be cancelled.

After that time-frame, cancellation or suspension of orders will be accepted by SACO, in writing, provided that the Client shall assume any and all costs related to the cancellation or suspension. Postponement of deliveries at Client's request, if for a period over thirty (30) days, will not be made without SACO's approval; all merchandise ready for shipment after that time shall be invoiced to Client and a set fee of five (5) \$ per day shall be charged to the Client until the products are finally released for shipment by the Client.

### 11. DESIGN CHANGES

SACO reserves the right to make changes in design, construction, software, firmware of products, which in SACO's judgment constitutes an improvement, without notice or obligation to the Client. SACO cannot guarantee that replacement parts will be available after five (5) years of delivery of a product. This does not apply to products that were being liquidated at the time of delivery; as such parts would not be available for the aforementioned items.

### 12. WARRANTY AND DISCLAIMERS

SACO warranty obligations for the components supplied to our Client are limited to the terms set forth below.

SACO warrants its own products against defects in materials and workmanship for the Warranty Period extending five (5) years, the effective beginning date being the Date of Reception by Client. Third-party products that we may sell as part of the order are covered by the third-party manufacturer's warranty.



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If a defect arises and SACO receives a valid claim within the Warranty Period, at its option, SACO will (1) repair the product at no charge, using new or refurbished replacement parts or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product.

All Warranty work must be done at the factory and will not be dealt with in the field.

SACO warrants replacement products or parts provided under this warranty against defects in materials and workmanship from the date of the replacement or repair for ninety (90) days or for the remaining portion of the original product's warranty, whichever provides for longer coverage. When a defective product or part is exchanged, any replacement item becomes the Client's property and the defective item becomes SACO property.

To the maximum extent permitted by law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. SACO specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If SACO cannot lawfully disclaim or exclude implied warranties shall expire on expiration of the warranty period. No SACO reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

To the maximum extent permitted by law, SACO is not responsible for direct, special, incident or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including any costs of recovering or reproducing any program or data stored on the product. SACO specifically does not represent that it will be able to repair any product under this warranty or make a product exchange without risk to or loss of programs or data.

For consumers who have the benefit of consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by this warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations. To the extent that liability under such consumer protection laws and regulations may be limited, SACO liability is limited, at its sole option to replacement or repair of the product or supply of the repair service again.

### 13. EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to the products manufactured by SACO. De-installation, shipment to SACO, re-installation and any associated onsite

labor is not covered under this Limited Warranty. SACO is not liable for any damage to or loss of any programs, data, or other information stored on any media contained within the products or any non-SACO product or part not covered by this warranty. Recovery or reinstallation of data or other show information is not covered under this Limited Warranty unless data or other show information was written by SACO.

This warranty does not apply:

- (a) to damage caused by accident, abuse, misuse, misapplication, or non-SACO products;
- (b) to damage caused by service performed by anyone other than SACO;
- (c) to a product or a part that has been modified without the written permission of SACO;
- (d) to damage caused by accidents, misuse or errors in installation;
- (e) to failure of color stability in non-standard paint colors; or
- (f) if any SACO serial number has been removed or defaced.

### 14. INTELLECTUAL PROPERTY

« Intellectual Property » means any and all intellectual property rights existing anywhere in the world, including (a) inventions (whether or not patentable and whether or not reduced to practice), patents, patent applications, provisionals, reissuances, divisions, revisions, supplementary protection certificates, continuations, continuations-in-part, extensions, renewals, substitutions and reexaminations, and all patents issuing on the foregoing and all equivalent or similar rights anywhere in the world in inventions and discoveries including invention disclosures; (b) registered or unregistered trademarks, service marks, trade dress, logos, trade names and corporate names, business, corporate and product names and slogans and any other indicia of source or origin, together with all goodwill associated therewith; (c) works of authorship (whether or not published), copyrights, neighbouring rights, moral rights, industrial designs and applications for industrial designs; (d) mask works and any equivalent or similar rights in semiconductor masks, layouts, architectures or topologies; (e) databases, data compilations and data collections; (f) trade secrets and other confidential information, including discoveries, research and development, know how, formulas, compositions, processes, techniques, technical data, designs, drawings, specifications, customer lists, supplier lists and business and marketing plans; (g) right, title and interest and benefit in and to domain names and social media identities and the respective accounts therefor and registrations thereof; (h) rights in computer programs and software implementations of algorithms, models and methodologies, source code, object code and executable code, whether embodied in software, firmware or otherwise, designs, methods, techniques, processes, files, descriptions, flow charts and other work products



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used to design, plan, organize and develop any of the foregoing, screens, user interfaces, report formats, firmware, development tools, templates, menus, buttons and icons, and data and documentation related to any of the foregoing; and (i) all applications, registrations and renewals in connection with any and all of the foregoing.

The Purchaser acknowledges the validity and the ownership of SACO's Intellectual Property and that such Intellectual Property is and shall remain SACO's property. The Purchaser shall not (i) in any way do anything to infringe upon, harm or contest the validity of the Intellectual Property, (ii) seek to register, register or appropriate for any reason whatsoever the Intellectual Property anywhere in the world and (iii) use the Intellectual Property in any manner other than in the manner permitted by the present Agreement or otherwise expressly permitted by SACO in writing.

Without limiting the generality of the foregoing, the Purchaser shall not reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code, techniques, processes, algorithms, know-how or other information from the binary code portions of the SACO firmware and other embedded Technologies (collectively "Reverse Engineering") or permit or induce the foregoing. The Purchaser may however engage in Reverse Engineering solely for purposes of obtaining such information as is necessary to achieve interoperability of independently created software with the SACO Technology, or as otherwise and to the limited extent permitted by directly applicable law, but only if: (a) Reverse Engineering is strictly necessary to obtain such information; and (b) Purchaser has first requested such information from SACO and SACO failed to make such information available (for a fee or otherwise) under reasonable terms and conditions. Any information supplied to or obtained by Purchaser under this section is to be treated as confidential information of SACO, may only be used by Purchaser for the purpose described in this section, and will not be disclosed to any third party or used to create any software which is substantially similar to the expression of the SACO Technology.

The Purchaser agrees not to remove or alter SACO's trademarks, which are affixed to the Products, nor affix any additional trademarks or trade designations to any of the Products that bear SACO's trademarks without the prior written consent of SACO.

The Purchaser's obligations set forth above shall survive and continue to bind the parties after the termination of this Agreement.

### 15. LITIGATION AND GOVERNING LAW

All disputes arising out of this Agreement shall be subject to the exclusive jurisdiction of the competent courts of the district of Montreal, Quebec. This Agreement shall be governed by the laws of the Province of Quebec, Canada.

### 16. MISCELLANEOUS

Offers and acceptance made by facsimile or email are legally binding as though executed originally. If any provision of this Agreement is found to be null or unenforceable, the remainder shall continue to be in full force and effect. This Agreement constitutes the entire Agreement between SACO and the Client with regard to the purchase and sale of the Products and shall supersede all prior Agreements, undertaking and communications between the Client and SACO with regard to such purchase and sale.