

# General Terms & Conditions (GTC) of Straumann Group South Africa (Pty) Ltd.

Referred to in the GTC as "Straumann"

## 1. GENERAL PROVISIONS, SCOPE, OTHER PROVISIONS

1.1 Straumann's quotations, deliveries, and other performance—including those in the future—vis-à-vis the persons named in section 1.2 shall be provided exclusively in accordance with this GTC. Straumann does not recognize contrary or different Buyer terms not contained in Straumann's GTC unless Straumann has expressly consented thereto in writing. This also shall hold true if, in knowledge of Buyer terms contrary to or different from this GTC, Straumann performs a delivery to the Buyer unconditionally.

1.2 This GTC shall apply only to persons who in entering into the agreement are acting in exercise of their commercial or independent professional activity ("entrepreneurs") and to legal entities under public law or a special fund under public law ("Buyer"). It shall not apply to individuals who enter into the agreement for a purpose that cannot be attributed to their commercial or independent professional activity ("consumers").

1.3 Regarding third-party software from manufacturers other than Straumann itself, any of the respective manufacturer's own licensing terms shall take precedence. Straumann shall make the respective manufacturer's licensing terms available to the Buyer upon request prior to formation of the agreement.

## 2. FORMATION OF THE AGREEMENT, PROVISION CHANGES, DOCUMENTATION

2.1 The agreement shall be formed:

- For orders placed via E-Shop: when Buyer obtains written confirmation of the order from the E-Shop;
- For orders placed via phone or e-mail: with the submission of the order to Straumann or Straumann's representative by Buyer.

2.2 Straumann reserves the right to make changes in design and materials relative to the product description in the catalogue, provided that the contractually stipulated use of the goods is not substantially impaired or adversely affected and the Buyer can reasonably be expected to accept the change.

2.3 Straumann retains all rights of ownership, copyrights, and industrial property rights (including the right to apply for such rights) to cost estimates, images, drawings, and other documentation; such documentation may be made accessible to third parties only if there is discernibly no need for confidentiality.

## 3. DELIVERY PERIOD, PROVISIO ON OBTAINING DELIVERY SEPARATELY, BUYER'S INABILITY TO PERFORM, DEFAULT OF ACCEPTANCE

3.1 Delivery deadlines or dates shall be agreed to as binding between the parties only if they are set forth in writing upon formation of the agreement. If a binding delivery deadline has been agreed to, the delivery deadline period shall begin on the date of order confirmation by Straumann, but not until the particulars of the desired execution to be specified by the Buyer have been fully clarified. The delivery deadline shall be considered met if the circumstances effecting the transfer of risk pursuant to section 4.1 have occurred within the stipulated time.

Apart from this, the delivery deadline shall in each instance be met only if the Buyer's duties and obligations are duly satisfied in a timely manner. Straumann reserves the right to refuse performance if the Buyer does not satisfy his contractual duties.

3.2 The delivery period shall be extended—even in the case of default—adequately in the event of force majeure or any unforeseeable impediments occurring after formation of the agreement for which Straumann bears no responsibility, if such impediments demonstrably impact the rendering of the performance owed. The same shall hold true if such circumstances arise with upstream suppliers. Straumann shall inform the Buyer of the beginning and end of such impediments as soon as possible. If the impediment continues for longer than three months or if it is clear that it will continue for longer than three months, both the Buyer and Straumann can withdraw from the agreement.

3.3 Independently of section 3.2, Straumann shall not default vis-à-vis the Buyer if a supplier of Straumann fails to deliver correctly or in a timely manner. No procurement risk shall be accepted. Straumann has the right to cancel the agreement if Straumann bears no responsibility for lack of delivery or late delivery.

3.4 If it becomes discernible after the agreement is entered into that Straumann's payment claim is jeopardized by the Buyer's inability to perform, Straumann shall be entitled to refuse its performance and

its actions in preparation for performance. The right to refuse performance shall lapse if the payment is effected or security for it is provided. Straumann can set a reasonable deadline for the Buyer to pay or provide security. If the deadline passes without satisfaction, Straumann shall be entitled to withdraw from the agreement.

3.5 If the Buyer defaults on acceptance of the delivery items or with payment of the purchase price, Straumann can withdraw from the agreement and/or demand damages in lieu of performance after a reasonable grace period required by law and set by Straumann has expired without satisfaction. If a claim for damages in lieu of performance is asserted, Straumann can demand, without proof, compensation amounting to:

- a) 20% of the purchase price, if the delivery item is a serial or standard product and no situation pursuant to the following subsection b) is present, or
- b) 100% of the purchase price, if the delivery item has been rendered unusable by the Buyer's default of acceptance, or
- c) 100% of the purchase price, if the delivery item has been individually produced in keeping with the Buyer's wishes and Straumann has incurred expenses in order to ensure readiness to deliver.

Straumann reserves the right to claim further damages.

3.6 If Straumann defaults on delivery, the Buyer shall be entitled to demand delivery or, after a reasonable grace period has expired, withdraw from the agreement. Straumann's liability for any damages caused by default of performance shall be subject to the limits set forth in section 8.

## 4. DELIVERY, DISPATCH, AND TRANSFER OF RISK

4.1 All E-Shop Orders shall be free of delivery charge.

Shipments are made for the account of Straumann, except for the following conditions:

- For all orders under the value of R1000,00 excl. VAT extra freight charges apply.
- For early bird deliveries: extra freight charges apply.
- For orders of digital equipment: freight charges shall be determined by volume, weight and destination

4.2 Unless special arrangements are made concerning the shipping method, Straumann shall choose the shipping method at its own discretion, assuming no guarantee that its method will be the safest, fastest, or least expensive. Damage suffered during transport must be reported to Straumann and to the delivering carrier promptly and in writing, but no later than within five (5) days.

4.3 Whenever Straumann is acting merely as reseller of products of other manufacturers and it has been agreed that the Buyer will collect the goods, Straumann will make the products available for collection in the respective manufacturer's standard packaging, without additional packaging for transport.

4.4 Partial deliveries and partial performance shall be permissible to a reasonable extent. Such permissible partial deliveries and partial performance can be invoiced by Straumann individually.

## 5. PRICES AND PAYMENT

5.1 All prices are indicated in local currency and shall, for lack of a special agreement, be considered to be Carriage Paid to (named place of destination) (CPT under Incoterms 2020).

5.2 The price shown in Straumann's written order confirmation—or if there is no written confirmation—the price shown in the customer price list (catalogue) valid on the date when the order is placed shall apply. The customer price lists produced by Straumann can be modified by Straumann at any time. It is up to the Buyer to obtain information from Straumann concerning the prices valid on the day on which the agreement is entered into.

5.3 In the absence of stipulations to the contrary, for all standard orders payments shall be due in full within 75 days from the invoice date, with a 10% settlement discount applicable within 21 days from the invoice date. The settlement discount shall be deducted manually and timely by the Buyer or it will be forfeited. For special offers and orders of digital equipment, payment terms may change and the settlement discount shall not be applicable. The different payment terms will be clearly indicated on the invoice. Payment shall be considered made when Straumann can dispose of the amount (receipt of payment). Overdue accounts will be on hold until receipt of full payment.

5.4 All costs incurred in connection with payment, in particular bank charges and other fees in addition to value-added tax, shall be borne by the Buyer and due immediately.

5.5 If the Buyer defaults on payment, Straumann can demand default interest in the amount provided by law.

5.6 The Buyer may set off only if a final court judgment declares his counterclaims to be owed, such claims are uncontested, or Straumann has acknowledged them.

## 6. RETENTION OF TITLE AND OTHER SAFEGUARDS

6.1 Straumann retains title to the delivered items until all claims, including future ones, from the business relationship with the Buyer (including incidental claims, such as interest) have been satisfied in full.

6.2 The Buyer may process the delivery items in the proper and ordinary course of business, resell them with retention of title, or use them in the course of rendering other contractual performance to third parties; however, he may not pledge them or transfer them by way of security.

6.3 If the Buyer defaults on payment or breaches other essential contractual duties, Straumann shall be entitled to temporarily take back the goods under reservation or, if u, can demand that the Buyer assign to Straumann his right to request return of the goods from third parties. If applicable, Straumann shall be authorized to have the retention of title entered in the relevant register intended for recording retentions of title, at the Buyer's expense. In the absence of an express written declaration, exercising the retention of title and returning the goods shall not constitute withdrawal from the agreement. Straumann shall be authorized to generate income with the returned goods through sale, leasing, or any other means; any income generated with the returned goods shall be applied to the Buyer's debts, less reasonable administrative costs and amortization. The right to take back shall not extend to the portion of the goods for which payment has already been made (e.g., through an advance).

6.4 The Buyer hereby assigns to Straumann the claim in the amount of the invoice value of the goods under reservation arising from an action deemed permissible in section 6.2 or on other legal grounds (e.g., event insured against, unlawful act). Straumann accepts the assignment. Straumann revocably empowers the Buyer to collect the claim assigned to Straumann in his own name and for Straumann's account. This collection authorization may be revoked only for objectively justified reasons, in particular if the Buyer fails to properly satisfy his payment obligations or an application has been filed to institute insolvency proceedings. In such a case, the Buyer must, upon demand by Straumann, provide the information concerning the assigned claims that is needed for collection, make relevant documentation available, and report the assignment to the debtor. The assignment of claim pursuant to the first sentence shall serve to secure all claims—including future ones—arising from the business relationship with the Buyer.

6.5 In the event of any attachment or pledging of goods by third parties, the Buyer must inform said third parties of the retention of title by Straumann and promptly provide Straumann with written notice thereof. If the third party is unable to reimburse Straumann for the court or out-of-court costs incurred through the legal measures taken against such an attachment or pledging, then the Buyer shall be liable for the loss that results for Straumann.

## 7. BUYER'S DUTY TO INSPECT, NOTICE OF DEFECTS, RIGHTS IN THE CASE OF MATERIAL DEFECTS

7.1 In the case of a purchase that is a commercial transaction for both parties, the Buyer must provide written notice of any kind of defects—except hidden defects—within eight working days (Saturday shall not count as a working day) following delivery; otherwise, the goods shall be considered approved. Written notice of hidden defects must be provided within eight (8) working days (Saturday shall not count as a working day) following discovery; otherwise, the goods shall be considered approved in respect of such defects as well.

7.2 If a loss of or damage to the delivery items from delivery of the goods to the Buyer by the transport company is externally evident to the Buyer, it shall be up to the Buyer to have the transport company attest to the loss or damage (notice of loss) and notify Straumann of this promptly, attaching the attestation. The same shall apply if the Buyer discovers at a later time a loss or damage that initially was not externally evident.

7.3 If material defects are present in the goods, Straumann shall have the option of remedying or curing the defect as subsequent performance or delivering new goods free of defects. If a defect is remedied, Straumann shall bear all expenses required to remedy the damage, in particular the costs of transport, unless such costs were incurred through dispatching the goods to a place other than the place of performance. In the event of replacement delivery, Straumann can demand that the Buyer return the defective item

If Straumann is unwilling or unable to undertake remedying/replacement delivery, in particular because remedying/replacement delivery is delayed beyond reasonable periods for reasons for which Straumann bears responsibility, or if remedying/replacement delivery in some other way fails at least twice, then the Buyer, if further attempts at subsequent performance are unreasonable for it, shall be entitled at his option to withdraw from the agreement or to reduce the purchase price. The Buyer can withdraw from the agreement in connection with a minor defect only with Straumann's consent.

7.4 Rights relating to material defects can arise only if the delivery item has a material defect upon transfer of risk (in particular defective execution, poor materials). There shall be no rights relating to material defects in the case of inappropriate or improper use or handling of the delivery item, natural wear and tear, or inappropriate conditions for use, etc.

7.5 Straumann's liability for injury arising from the defectiveness of the delivery item shall be subject to the limits named in section 8.

7.6 If the defective delivery item is a third-party product, Straumann shall be entitled to assign its defect claims against its upstream suppliers to the Buyer and refer him to (judicial) recourse in connection therewith. Straumann can be held liable under sections 7.4-7.5 only if the claims against Straumann's upstream suppliers are unenforceable despite timely (judicial) recourse or if recourse in the specific case cannot be reasonably expected.

## 8. RETURNS OF GOODS

8.1. The following provisions shall apply if the Buyer wishes to return any goods:

- a) The following goods may never be returned:
  - Goods that are temperature-controlled, e.g. biomaterials and resins.
  - Goods that are custom-made, e.g. Straumann CARES abutments
  - Goods supplied in accordance with Buyer's individual specifications, even if unopened
- b) Any other Goods may not be returned for credit:
  - if they or the wrapper is in any way defaced or damaged;
  - if they have been removed from their wrapper or undergone any sterilization or disinfection process; or
  - if 30 days have passed since the date of the invoice ("30-day Period").
- c) Straumann will arrange collection and carry the freight cost of return if the goods are returned within the 30-day Period. If the return happens after the 30-day Period, Buyer shall pay for the freight cost for the return.
- d) A copy of the invoice, a delivery note, or a Return Request number issued online must accompany all returns. Straumann reserves the right to refuse credit if these are not included.
- e) Goods returned for credit or exchange must be securely packaged for protection in transit. Credit or exchange will only be issued upon determination that the goods are in an acceptable condition.
- f) Credit for returned goods will only be issued upon determination of acceptable condition, Straumann's decision being final regarding the condition of returned goods.
- g) Once the 30-day Period has expired, only implants can be returned (and then only for exchange) up to 12 months after date of invoice. Implants can only be considered for exchange if they are in original, unopened packaging with at least one year shelf life left. Upon exchange, a credit will be made for the original price paid and the replacement implant will be invoiced separately and will incur standard carriage charges.
- h) Implants sent for credit must be accompanied by any healing caps/closure screws sent free of charge with the original order. If the healing caps/closure screws are not returned, the list price at time of order will be charged.
- i) All returns must be shipped (prepaid) to:  
Returns Department, Straumann Group South Africa (Pty) Ltd.,  
Waterstone Village Office Park  
Unit 6, 2nd Floor  
Cnr R44 & Main Road  
Somerset West, 7130  
Cape Town  
Customer Service: +27 (0)21 850 0823

## 9. STRAUMANN SERVICE SET

9.1. Should the Buyer need assistance in the retrieval of broken components in a Straumann implant case and require the use of the "Straumann Service Set" (along

with support from a Straumann representative), this will be provided at no charge, provided that original Straumann components have been used throughout the entire implant treatment.

9.2 Should it transpire that non-Straumann components have been used as part of the restoration, Straumann reserves the right to levy a charge up to a maximum of R10 000 to the Buyer, whether the use of non-original components is noted before, during, or after use of the "Straumann Service Set".

## 10. LIMITATION OF LIABILITY

10.1 Straumann shall be liable only for willful misconduct and gross negligence. Straumann shall in no way be liable for lost profits, collateral damage, indirect damage, special damage, consequential damage, or other similar types of damage.

10.2 In case of initial impossibility of delivery, Straumann shall only be liable if the impediment of performance was known to Straumann or if the lack of knowledge is due to gross negligence on the part of Straumann.

10.3 The above exclusions of liability do not apply in case of fraudulent concealment of defects and in as far as the exclusion is legally possible.

10.4 Any liability exclusions and limits of liability for Straumann set forth in this GTC shall also apply to the personal liability of Straumann's staff, employees, representatives, assignees, and agents.

## 11. INTELLECTUAL PROPERTY

11.1 The GTC and any related contractual provision shall not be interpreted to mean that they transfer to the Buyer Straumann's intellectual property rights to goods. Straumann shall remain the exclusive holder of intellectual property rights to goods. Moreover, all representations, plans, calculations, and other documents generated under the GTC and any contractual provision shall remain with Straumann.

## 12. SPECIAL PROVISIONS ON ORDERING DENTAL PROSTHESES AND JAW MODELS BASED ON SCANNED DATA

If the Buyer orders dental prostheses or jaw models through electronic transmission of data that he has generated with a scanner (referred to hereinafter as "Scan Orders"), the following provisions shall apply additionally:

12.1 In the case of electronic orders of dental prostheses, the Buyer waives his right to receipt of notice of acceptance from Straumann. Upon acquisition of the scanner, each scanner Buyer shall receive from Straumann a permanent Buyer number and password for purposes of electronic data transmission. The order can be placed only if the user interface form provided by Straumann has been completed.

12.2 Straumann shall issue to the Buyer an invoice for the dental prostheses delivered on the basis of Scan Orders received. Delivered jaw models shall be invoiced immediately.

12.3 To enable Straumann to satisfy its delivery obligations relating to Scan Orders, the Buyer must duly satisfy his duties to cooperate in a timely manner. In particular, the Buyer shall ensure that the scanner data are recorded accurately, that all needed information is included, and that the entirety of the scanned data is transmitted to Straumann. Employees who operate the scanner and prepare Scan Orders must thus be trained accordingly.

12.4 In the case of Scan Orders, Straumann shall produce the dental prostheses and jaw models in accordance with the data transmitted to Straumann using the material chosen by the Buyer. Thus, there shall be no claims in the event of defects resulting from improper operation of the scanner, faulty transmission of the scanned data, transmission of faulty data, ordering inappropriate materials, or fitting the dental prosthesis with the patient. Finally, there shall be no defect claims if the defect is attributable to post-processing or alteration of the dental prosthesis or jaw model by the Buyer.

12.5 If the Buyer provides notice of a material defect in a dental prosthesis or jaw model, the Buyer must send it to Straumann promptly, together with the previously scanned model, so as to give Straumann the opportunity to review the complaint. If Straumann concludes that the Buyer scanned the model improperly and thus transmitted faulty data, Straumann shall notify the Buyer of this conclusion without delay and provide both data sets to him as evidence. Only upon instruction by the Buyer will Straumann produce and deliver another dental prosthesis or jaw model in such cases, at the Buyer's expense, based on the correct data set.

## 13. SPECIAL PROVISIONS FOR SCAN AND CARES® SCAN&SHAPE SERVICE

13.1 If the Buyer uses Straumann ScanService, Straumann will produce the individualized abutment or another prosthetic element ("Prosthetic Element") in accordance with the design and dimensions of the wax-up model to be provided by the Buyer. The wax-up model must be new and must not have been used previously. By sending in the wax-up model, the Buyer acknowledges that he has pre-approved design and production (design pre-approval). Straumann shall not be responsible for defects in the design or fit of the Prosthetic Element. The wax-up model must be disinfected upon delivery to Straumann. The Buyer must confirm in a written statement that disinfection has occurred. The packaging of the wax-up model must also comply with applicable transport and safety laws.

13.2 If the Buyer uses the CARES® Scan&Shape Service, Straumann will develop and produce the Prosthetic Element exclusively in accordance with the design parameters and dimensions specified by the Buyer in the order (order form or online). Straumann will not change the design parameters, dimensions, and form specified and approved by the Buyer. Straumann shall not be responsible for defects in the design or fit of the Prosthetic Element.

13.3 The Buyer's wax-up model shall not be returned to the Buyer, but is instead destroyed ninety days after delivery of the Prosthetic Element. If the Buyer has not submitted notice of defects within that period, the expiry of that period shall be considered to constitute acceptance that both the design and the dimensions of the Prosthetic Element correspond to the wax-up model.

13.4 If the Buyer changes or adapts the Prosthetic Element delivered by Straumann, any and all liability for defects on the part of Straumann shall be excluded.

## 13. SPECIAL REGULATIONS FOR ORDERING THE CLEARCORRECT PRODUCTS

If the Buyer orders ClearCorrect products via the ClearCorrect portal <https://dr.clearcorrect.com>, the following regulations also apply:

13.1 The contract only enters into force if the Buyer approves the final treatment setup by clicking on the "confirmation button" in the portal. Ancillary agreements, verbal statements of employees and representatives and amendments to confirmed orders (including amendments to delivered items) require written confirmation from Straumann in order to be effective.

13.2 Neither ClearCorrect Operating, LLC nor Straumann provide medical advice. A treatment setup, which is created and prepared based on the purchaser's input, should only be seen as part of the technical and plan-related support for the Buyer and should not be interpreted as medical advice. The Buyer is solely responsible for prescribing and performing the treatment.

13.3 Neither ClearCorrect Operating, LLC nor Straumann can guarantee the success of treatment with ClearCorrect products.

13.4 ClearCorrect products are manufactured and delivered based on ClearCorrect Operating, LLC's general terms and conditions which can be viewed at [https://www.straumann.com/content/dam/media-center/clearcorrect/en/documents/general-terms-and-conditions/480\\_236-00.pdf](https://www.straumann.com/content/dam/media-center/clearcorrect/en/documents/general-terms-and-conditions/480_236-00.pdf)

13.5 If provisions in ClearCorrect Operating, LLC's general terms and conditions contradict Straumann's general terms and conditions, Straumann's general terms and conditions shall take precedence.

#### **14. SPECIAL PROVISIONS FOR ORDERS PLACED VIA STRAUMANN E-SHOP**

If the Buyer orders products via the Straumann E-Shop, the following provisions shall apply additionally:

14.1 The South Africa internet portal are directed at persons in South Africa authorised based on their professional qualification (dentists, dental practitioners, dental laboratories etc.).

14.2 Registration shall be required in order to be able to place orders via the website. The user name and password shall not be transferrable to third parties. The pages relating to ordering are accessible only to registered users of the website.

14.3 Offers made by Straumann on the website shall not be binding. The Buyer shall place his order by inputting the information requested in the order form and sending the order to the website. The Buyer's order shall be binding. The Buyer shall first receive electronic confirmation that the order has been received. Straumann shall then review the information sent by the Buyer. If the outcome of this review is positive, Straumann shall accept and execute the order.

14.4 Delivery deadlines or dates shall be binding only if they are expressly set forth in writing when the agreement is entered into. General information provided on the website shall not constitute any warranty as to deadlines and dates.

#### **15. CONCLUDING PROVISIONS**

15.1 Unless stipulated otherwise, the place of performance shall be Straumann's registered office.

15.2 This GTC, the underlying contractual relationship, and all disputes arising therefrom, including any regarding limitation periods, set-off claims, claims in tort, and interest claims, shall be governed by the laws of South Africa.

15.3 All disputes arising from the GTC or the underlying agreement or in connection therewith shall be subject to the exclusive jurisdiction of the ordinary courts at Straumann's registered office.

15.4 If any or several of the above provisions of these GTC should be or become entirely or partially invalid, the remaining provisions shall continue to be effective. The invalid provision shall be replaced by the valid provision closest to the intended economical purpose of the invalid provisions. The same applies to an omission contained in the contract.