



November 2022

General Terms and Conditions for Support Agreements

1. DEFINITIONS

- a. "Customer" means any person or entity placing an order with QIAGEN for maintenance of Equipment.
- b. "QIAGEN" means the QIAGEN entity with a registered address stated on the Customer quotation
- c. "Equipment" means the molecular biology robotic workstations and/or any other instrumentation specified in the Support Agreement.
- d. "Loaner Instrument" means the instrument with specifications similar to the Equipment, made available to the Customer for the time necessary to provide the Service.
- e. "Service" means maintenance and/or other service for the Equipment provided to Customer by QIAGEN as specified in the Support Agreement.
- f. "Part(s)" means the goods sold or otherwise delivered to Customer by QIAGEN as part of the Service.
- g. "Support Agreement" means the agreement entered into by Customer and QIAGEN for Service and/or Parts.
- h. "Response Time" means the time from QIAGEN's receipt of Customer's request for support (subject to requirements set forth in sec. 6 (h)) to QIAGEN's dispatch of a service specialist to Customer's site. In the event that QIAGEN determines, in its sole discretion, that a Service Specialist should be dispatched, QIAGEN will use commercially reasonable efforts to have the service specialist on site. Unless otherwise agreed with the Customer, for Service requests placed after 1.30 p.m. CET the Response Time as stated in Support Agreement referenced in the quotation shall run from 9.00 a.m. CET the following working day.
- i. "Uninterrupted Power Supply (UPS)" means a device that allows a computer to keep

running when the primary power source is lost and provides protection from power surges.

2. TERMS AND CONDITIONS

- a. The Support Agreement shall be subject to the quotation, if any, and these Terms and Conditions ("Terms"). All other terms or conditions of service, purchase, sales or otherwise shall be binding only with the specific written consent of QIAGEN. Any other terms, conditions or provisions whether proposed by Customer orally or in writing, shall be of no effect and the sale of Part(s) or performance of Service by QIAGEN shall not constitute acceptance of such other terms, conditions, or provisions. These Terms shall override and supersede any previous negotiations, agreement, or arrangement between QIAGEN and Customer in relation to the supply of the Service and/or Part(s).
- b. Unless specifically agreed in writing and signed by QIAGEN's authorized representative, information and advice given orally or contained in QIAGEN's publicity material, advertisements and in catalogues and in correspondence between QIAGEN and Customer before the date of the Support Agreement is given gratuitously and without liability on the part of QIAGEN and shall not form part of the Support Agreement.
- c. Unless stated in the Support Agreement or expressly agreed in writing and signed by QIAGEN's authorized representative, no term, condition, warranty or representation (whether express or implied by statute, law, custom or usage) as to the nature, quality or fitness of Part(s) or their conformity with any description or sample is given by QIAGEN or shall form part of any contract between QIAGEN and Customer.

3. ELIGIBILITY

- a. Equipment is eligible for inclusion under the Support Agreement, provided that it is covered by a valid QIAGEN warranty or sufficient QIAGEN Support Agreement immediately prior to the commencement date of the Service, and

previous Service has been exclusively performed by QIAGEN or QIAGEN's authorized representative.

- b. Equipment not falling within clause 3(a) shall be subject to inspection and approval by QIAGEN prior to entering into the Support Agreement. Customer shall be charged QIAGEN's standard non-contract rates in effect at that time for all labor, Part(s) and expense incurred for this inspection and for any corrective maintenance required to restore the Equipment to serviceable condition. The foregoing includes any retrofit and associated work required to render the Equipment CE compliant, if it does not already carry a valid CE mark. The Support Agreement shall be invoiced and purchased within thirty (30) days of such approval, and the commencement date of the Support Agreement shall be designated at the day following such approval, provided that the applicable Response Time shall run upon the request for support is placed by the Customer. If the purchase of the Support Agreement is not accomplished within such thirty (30) days, another inspection and approval shall be performed by QIAGEN at QIAGEN's standard non-contract rates.
- c. Unless otherwise specifically agreed in writing by QIAGEN, the Support Agreement will not cover any equipment: (i) which has been misused, or subjected to unusual physical or electrical stress; (ii) which is modified by Customer without the prior consent of QIAGEN; (iii) which has been serviced, or had service attempted, by anyone other than QIAGEN or its authorized service representatives; (iv) which has been purchased from a source other than QIAGEN or its authorized service representatives; (v) which has been relocated, including, but not limited to outside the contiguous geographic borders of the country in which the Equipment was originally installed, without the prior consent of QIAGEN or its authorized service representatives; (vi) which resides in a location where QIAGEN has insufficient resources to provide adequate support; or (vii) which has been used for more than seven (7) years from declaration by QIAGEN as obsolete. QIAGEN's standard contract rates do not apply to such equipment.

4. COMMENCEMENT AND TERM

- a. Unless otherwise specified in writing by QIAGEN, any quotation for Service submitted to Customer by QIAGEN is firm for, and will expire, sixty (60) days after the date of its issuance. Unless otherwise stated herein, the Support Agreement will be effective (i) as of the date therein specified or (ii) as of the date QIAGEN commences the Service or supplies Part(s), whichever is the earlier ("Start Date").
- b. The Support Agreement shall be effective for the validity period specified in the attached quotation, if any, subject to earlier termination as provided for in clause 16. Otherwise, the Support Agreement shall be effective for the period of one (1) year from the Start Date subject to earlier termination as provided for in clause 16. The Support Agreement may be renewed at the same terms upon the mutual written consent of the parties.

5. SERVICE

- a. To keep the Equipment in good operating condition, QIAGEN agrees to provide Customer with the Service under the Support Agreement. The Service includes preventive maintenance for the Equipment as described in the Support Agreement. Unless expressly stipulated in the Support Agreement, Service shall not include corrective maintenance in the event of interruption in the operation of the Equipment. It shall be at QIAGEN's option to utilize new or refurbished Part(s) to accomplish such maintenance PROVIDED ALWAYS that, in case the refurbished the Part(s) are used, they are in a condition which ensures the quality of the Service. Any part replaced by QIAGEN during Service shall become the property of QIAGEN and Customer shall ensure that QIAGEN may take title to such part clear of any interest, claim, lien or encumbrance of any third party or shall in the alternative indemnify QIAGEN to the value of the replacement cost of such part.
- b. All Service shall be performed during normal working hours being 9.00 a.m. to 5.00 pm Monday to Friday (except statutory holidays in the country where the Service is performed) unless otherwise expressly agreed in writing by QIAGEN.
- c. For chargeable situations, such as services performed outside the scope of the Support Agreement, QIAGEN's standard non-contract rates and terms will

apply.

- d. QIAGEN may subcontract its duties hereunder to a third party without the consent of Customer.
- e. Unless expressly stated in the Support Agreement, Service does not include (i) the supply of consumables and accessories (including, without limitation, lamps, glass parts, paper, filters, syringes, peristaltic pump tubings, air filters, diskettes, ink ribbons, lighting connections, columns, thermostatic plates, detectors, carriage racks, tube/reagent holders, rotor buckets, hand scanners, spacers and chemicals); (ii) the recovery of data in the event of loss of damage to data carriers (including without limitation hard drives) and/or software; (iii) modification to or relocation of Equipment; or (iv) application assistance for protocol/method development or Customer training; or (v) service or replacement of IT equipment (including, without limitation laptops, printers, monitors, Uninterrupted Power Supply (UPS)). Any of the foregoing if not covered by the Support Agreement can be quoted for and performed separately by QIAGEN.
- f. QIAGEN in its sole discretion may decide on the Equipment being repaired at the regional repair center ("RRC") and will use commercially reasonable efforts to provide the Customer with a Loaner Instrument either included as part of the Customer's Support Agreement or for a fee to ensure the continuity of Customer's operations.

6. CUSTOMER'S RESPONSIBILITIES

- a. Customer shall maintain an appropriate environment for the Equipment and perform the necessary preventive maintenance checks for the Equipment subject to the procedures specified by QIAGEN to prevent Equipment failure, including without limitation the leakage of lubricating fluids, hydraulic fluids and oils. "Appropriate environment" means, but is not limited to, the storage or operation of the Equipment on a level surface, free of impacts and shocks and in an ambient atmosphere the temperature, pressure, and particle content of which have at all times been within the tolerances of the Equipment as specified by QIAGEN.

- b. Customer shall promptly notify QIAGEN of Equipment failure and allow QIAGEN on request full and free access to the Equipment.
- c. Customer shall provide the consumable supplies which are required for the Service, unless otherwise noted in the Support Agreement. Upon request by QIAGEN, Customer agrees to provide reasonable facilities, required for the Service, such as secure storage space, a designated work area with adequate heat and lighting, and a local telephone line.
- d. Customer shall save a backup file of data, including, without limitation, parameter and performance data for the Equipment before the Service is provided by QIAGEN.
- e. Customer shall confirm after the Service is provided by QIAGEN that the Equipment is in good operating condition and is functioning as intended.
- f. Customer shall maintain an appropriate environment for QIAGEN's service personnel and provide them with any appropriate information for the measures to take in case of an emergency.
- g. Customer shall designate a contact person who is suitably experienced with the Equipment.
- h. The Service request shall consist of all information necessary to properly diagnose and troubleshoot the fault reported (including, without limitation logfiles, error codes, photos). QIAGEN reserves the right to withhold dispatching a Service specialist if the Customer fails to provide the information requested. The Response Time begins from the time the requested information is duly provided to QIAGEN.
- i. Once the Equipment is repaired and shipped back to the Customer, the Loaner Instrument shall be returned to QIAGEN, at QIAGEN's cost, within five (5) working days.
QIAGEN reserves the right to make a late return charge of 200 EUR for each day of delay beyond the fifth (5th) working day.

7. DELIVERY AND PERFORMANCE

- a. Dates and time given for completion of Service or delivery of Part(s) are given as

estimates only and shall not constitute a term or condition of the Support Agreement. Time shall not be of the essence. While QIAGEN will use all reasonable endeavors to meet any time estimate, it reserves the right to amend any estimate without notification.

- b. QIAGEN will deliver Part(s) in such instalments as it considers expedient. Failure by QIAGEN to deliver one or more instalments shall not entitle Customer to claim compensation or to terminate or suspend the Support Agreement or reject those or subsequent deliveries.
- c. Shipping shall be executed CPT location of intended recipient (Incoterms® 2020) if location of intended recipient is within the European Union, and, in case of any cross-border transport from or to countries outside of the European Union, FCA (Incoterms® 2020) QIAGEN's logistic hub in Roermond (The Netherlands) or in Hilden (Germany), or any other location QIAGEN may direct; all alternatives if not otherwise mutually agreed.

Part(s) shall remain the property and in absolute ownership of QIAGEN until Customer has paid in full all amounts owed by Customer to QIAGEN (including VAT) in respect of such Part(s). Until such payment is made, Customer holds Part(s) as QIAGEN's fiduciary agent and bailee and QIAGEN may at any time request the return of any of Part(s) which have not been paid for and which are in the possession or control of Customer.

- d. The risk in Part(s) will pass to Customer on delivery irrespective of property in Part(s) remaining with QIAGEN. Customer shall, until payment in full has been made, keep Part(s) in good merchantable condition and fully insure them on QIAGEN's behalf for not less than the price payable to QIAGEN and all the proceeds of such insurance shall be held on trust for QIAGEN. During the term of the Support Agreement, upon request of QIAGEN, all property, equipment, data, documents, Parts or other materials of QIAGEN in the possession of the Customer, its employees, agents or subcontractors shall be returned to QIAGEN or the Customer shall grant access to its premises to QIAGEN solely for the purpose of recovery of such property.

8. PRICES

Customer shall pay for the Service and Part(s) purchased under the Support Agreement. The prices of the Service and Part(s) are specified in the Support Agreement. QIAGEN shall be entitled to increase the prices at any time with thirty (30) calendar days' notice. Unless otherwise specified in writing by QIAGEN or by virtue of law, the prices are exclusive of transportation, insurance, license fees, customs duties, withholding, value added tax and any sales, use, excise, and other similar taxes. Customer shall pay all such fees, duties, and taxes in addition and in the manner and at the rate prescribed by the relevant authority or reimburse QIAGEN for all federal, state or local sales, use or other taxes, fees or duties arising out of their agreement or the transactions contemplated by their agreement, if any (other than taxes based on QIAGENs net income).

9. PAYMENT

The payment for the Service and Part(s) shall be made by Customer net (a) in accordance with the payment conditions set forth in the Support Agreement or, failing any such conditions being specified therein and in the case of services or part(s) being supplied outside the scope of the Support Agreement, (b) thirty (30) days after the invoice date. For the avoidance of doubt, Customer shall not be entitled to any discount specified in the Support Agreement in the event of an invoice being issued under the foregoing case (b). Unless otherwise required by the applicable law, QIAGEN may supply electronic invoices in lieu of paper-based invoices.

10. WARRANTY

- a. QIAGEN warrants that Part(s) will conform to specifications furnished or approved by QIAGEN under normal use and service for a period of three (3) months from the date of job completion. This warranty shall not cover consumable goods in normal use or those of limited life, and QIAGEN only warrants that, at the time of shipment, such goods meet applicable specifications furnished or approved by QIAGEN.
- b. QIAGEN warrants that any Service or other work performed by it shall be carried

out by specially trained and equipped QIAGEN personnel or authorized service representatives.

- c. QIAGEN provides a limited warranty covering the work performed under the terms of this Support Agreement. This warranty shall last for a period of thirty (30) calendar days from the completion of authorized repairs. During the warranty period, QIAGEN will, at its sole cost and expense, correct any defects in workmanship related to repairs performed under this Support Agreement. This warranty covers labor only and is not extended to Part(s).
- d. The foregoing warranties are exclusive and in lieu of all other warranties, whether expressed or implied, written or oral, statutory or otherwise, including, without limitation, any implied warranty of satisfactory quality or fitness for a particular purpose.

11. HEALTH AND SAFETY

- a. Customer shall ensure that its employees, subcontractors and agents working in the immediate and adjacent areas where the Equipment is located are adequately trained in and comply with all relevant and applicable health and safety regulations. Customer will further ensure that an appropriately trained employee of Customer or third party authorized by Customer remains within visual range of QIAGEN's personnel during the performance of Service on the Equipment.
- b. Without limiting the generality of the foregoing, Customer shall ensure that the Equipment is disinfected and decontaminated prior to the performance of Service thereon by QIAGEN's personnel.

12. LIMITATION OF LIABILITY

In no event shall QIAGEN be liable for any indirect, incidental, special or consequential damages, including, without limitation, loss of property, loss of profits or production damages, resulting from the equipment or part(s), or caused by installation, maintenance or other performance by QIAGEN under these terms and the Support Agreement, whether a claim for such damages is based upon warranty, contract or tort, negligence or otherwise. Save in respect

of personal injury or death, QIAGEN's total liability for loss or damage arising out of or in relation to the support agreement shall in no event exceed the amount paid by Customer to QIAGEN with regard to the Support Agreement.

13. SOFTWARE LICENCE

The Software contained in the Equipment or Part(s) ("Software"), if any, shall be disclosed to Customer in confidence and shall be licensed to Customer for Customer's internal use only and for the life of the Equipment or Part(s). Customer agrees that the Software is the intellectual and proprietary property of QIAGEN or its licensor and that the title to, ownership of and the copyright of the Software shall remain with QIAGEN or its licensor. Customer agrees not to copy, reproduce, or modify the Software and shall not make the Software available to any other parties by means of sale, lease, rental, license or otherwise, without the prior written consent of QIAGEN. Customer further agrees not to alter or remove any copyright, trade secret, patent, proprietary and/or other legal notices contained in the Software.

14. CONFIDENTIALITY

Customer agrees to hold in confidence any and all information of a confidential nature regarding QIAGEN's business or affairs, including, without limitation, data provided by QIAGEN regarding the design, structure, manufacturing methods of the Equipment and Part(s), and not to disclose the same to any person, firm or corporation. The foregoing confidential obligation of Customer shall not be applicable, if Customer can demonstrate by an appropriate document that: (i) information is already generally available to the public; (ii) information hereafter becomes generally available to the public, through no fault of Customer; (iii) information was already known to Customer prior to the disclosure thereof by QIAGEN; or (iv) information lawfully becomes known to Customer through a third party.

15. FORCE MAJEURE

QIAGEN shall not be liable for failure of or delay in performing obligations set forth in this Agreement, and shall not be deemed in breach of its obligations, if such failure or delay results

from any of the following: Civil disobedience, hostilities, sabotage, terrorism, military actions, expropriation, nationalization or the escalation of any of the foregoing, any hurricane, flood, tornado, earthquake or other natural disaster, delays in delivery, explosions, epidemic, plague, pandemic or any other outbreak of illness, any law or regulation or any action taken by a government or public authority, including but not limited to an export or import restriction or other public health event in any country or any other event or circumstance outside of QIAGEN's reasonable control (each a "Force Majeure Event"). In such Force Majeure Event QIAGEN shall (a) promptly notify the Customer in writing and (b) use commercially reasonable efforts to cure or overcome the same and resume performance of its obligations hereunder. If such Force Majeure Event shall continue for a period of more than one calendar month, QIAGEN may terminate this Agreement without liability upon written notice to the Customer.

16. TERMINATION

- a. Either party may terminate the Support Agreement: (1) if the other party defaults in its obligation thereunder; (2) any of the following events occurs: (i) distress or execution is levied against any of the other's assets and is not paid or discharged within seven days; or a judgment against the other remains unsatisfied for more than seven (7) days; or a receiver is appointed with respect to any of the other's assets; (ii) a petition is presented for the winding up of, or for an administration order to be made in relation to the other; or a resolution is passed for the other's winding up (other than a members' voluntary winding up for the purposes of a bone fide amalgamation or reconstruction); (iii) the other suspends or threatens to suspend payment of its debts or is deemed unable to pay its debts or ceases or threatens to cease to carry on its business or any material part as a going concern; or as a result of any change in the powers, business or circumstances of the other it is unlikely to be in a position to fulfil the Support Agreement or any transaction pursuant thereto; or (iv) any event in a foreign jurisdiction analogous to, or comparable with, (i) to (iii) above; or (3) at any time either party has reasonable grounds to believe that any of the events mentioned in (2) above is likely to happen to the other within a period of three (3) months thereafter.

- b. On termination of the Support Agreement by any party for any reason: (i) QIAGEN shall be discharged from any further liability to perform under the Support Agreement; and (ii) all property, equipment, data, documents or other materials of QIAGEN in possession of the Customer, its employees, agents or subcontractors shall be returned to QIAGEN or the Customer shall grant access to its premises to QIAGEN solely for the purpose of recovery of such property.
- c. In the event the Customer terminates the Support Agreement for purposes other than stipulated in clause 16(a), Customer shall pay QIAGEN a termination charge in the amount of 50% of the outstanding payments up to a maximum of 25% of the original total value of the Support Agreement. Termination charge described above does not relieve the Customer from the payment for already provided services or coverage term of the Support Agreement calculated proportionally to the actual term agreed in the quotation or Support Agreement. The termination charge shall be made in one payment for the due amount.
- d. Articles 10 through 15 hereof shall survive the termination of the Support Agreement.

17. MISCELLANEOUS

- a. Governing Law: These Terms and the Support Agreement shall be governed by and construed in accordance with the laws of the domicile of the QIAGEN entity stated on the quotation.
- b. Assignment: The Support Agreement is not assignable or transferable by either party, in whole or in part, except with the written consent of the other party.
- c. Notice: Any notice provided for hereunder shall be deemed effective when delivered in person or three (3) days after deposit in the mail by registered or certified first-class mail postage prepaid and addressed to the respective address listed herein or in the Support Agreement.
- d. Waiver: The failure of either party to enforce any of the terms or conditions hereof shall not be deemed a waiver of such party's right to enforce these Terms.

- e. Modification: These Terms shall not be modified or amended except in a written agreement signed by an authorized representative of each party.
- f. Third Parties: Nothing in the Support Agreement is intended nor shall be construed as conferring on any person not a party thereto.
- g. Arbitration: Disputes hereunder that cannot be satisfactorily resolved by the parties themselves shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules. The arbitration shall be held in the domicile of the QIAGEN entity stated on the quotation.

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