General Terms and Conditions of Service of AMT

version June 2026

PART A: GENERAL

Article 1. Definitions

1.1. AMT: the AMT entity identified in the Agreement, quotation or order confirmation as the customer's contracting party.

1.2. Calamity: a situation involving an acute safety issue or emergency, or any other exceptional circumstance which, in the opinion of AMT, requires immediate physical intervention.

1.3. Direct physical Service: the immediate performance of Service at the customer's location or at the location of the Object, provided and insofar as the conditions set out in these Service Conditions have been met.

1.4. Object: all machines, vehicles, installations, software, systems and related components produced and supplied by AMT to the customer.

1.5. Agreement: the agreement between AMT and the customer regarding the sale and delivery of the Object by AMT to the customer, to which these Service Conditions apply insofar as Service is concerned.

1.6. Service: all service, maintenance, repair, support and other (preparatory) service activities performed by AMT on or for the benefit of the Object.

1.7. Service App: the digital environment developed and made available by AMT containing documentation, instructions, malfunction information, communication functionalities and other service-related functionalities.

1.8. Service Conditions: these General Service Conditions of AMT, version June 2026.

Article 2. Applicability

2.1. These Service Conditions apply to all forms of Service provided in relation to the customer's Object.

2.2. Any deviations from and/or additions to these Service Conditions shall only be valid if expressly confirmed by AMT in writing.

2.3. If separate (maintenance) agreements, service subscriptions or project-specific arrangements apply following explicit written confirmation by AMT, such agreements or arrangements shall prevail over these Service Conditions insofar as inconsistencies exist.

2.4. If one or more provisions of these Service Conditions are void or otherwise unenforceable, this shall not affect the validity and applicability of the remaining provisions. In such event, AMT and the customer undertake to agree upon a replacement provision that reflects the intent and purpose of the unenforceable provision as closely as possible within the framework of these Service Conditions.

2.5. Provisions of these Service Conditions which by their nature are intended to survive termination of the Agreement shall remain in full force and effect after termination of the Agreement.

2.6. Any provisions and/or general terms and conditions of the customer shall not apply and are hereby expressly rejected.

Article 3. General provisions

3.1. AMT performs the Service based on the principle of remote diagnosis and support; malfunctions of the Object shall in principle be assessed remotely and, where and insofar as possible, resolved remotely.

3.2. AMT shall use reasonable efforts to analyse and resolve malfunctions remotely by means of:

- telephone support;
- software-based analysis;
- support via the Service App;
- documentation and instruction materials.

3.3. AMT shall only proceed with (Direct) physical Service if, in the opinion of AMT:

a. the malfunction is sufficiently clear;
b. the malfunction cannot be resolved remotely; and
c. physical Service is necessary and appropriate and there is sufficient reason to expect that physical Service will contribute to resolving the malfunction.

3.4. AMT shall at all times be entitled to determine when physical Service will be performed and what priority will be assigned to service requests.

3.5. AMT shall be entitled to have the Service performed, in whole or in part, by affiliated companies or by third parties

3.6. Services provided by AMT constitute an obligation of best efforts and explicitly not an obligation to achieve a specific result. AMT cannot guarantee that:

- malfunctions will be fully resolved;
- the Service will result in full availability of the Object;
- malfunctions will be resolved within a specific timeframe;
- all possible causes or defects will be identified.

Article 4. Obligations of the customer

4.1. The customer shall at all times be responsible for:

- safe working conditions;
- proper use of the Object;
- timely and adequate maintenance of the Object;
- sufficient access to the Object;
- the presence and deployment of authorised and qualified personnel;
- cooperation with and compliance with AMT's instructions;
- the timely provision of accurate and complete information.

4.2. The accurate and complete information referred to in the preceding paragraph shall include, where applicable, at least:

- characteristics of the Object, including type, serial number and location;
- the nature of the malfunction and any error codes;
- previous malfunctions;
- safety conditions and risks;
- modifications made to the Object;
- work carried out by third parties;
- other (special) circumstances.

4.3. If, in the opinion of AMT, these obligations are not complied with or insufficient information is available to adequately assess the malfunction, AMT may decide not to further process the service request until all obligations have been fulfilled or until the missing information necessary for a complete assessment of the malfunction has been provided.

4.4. If the situation described in the preceding paragraph occurs, AMT shall be entitled to charge additional costs resulting from the delay and/or additional work in accordance with Article 8 of these Service Conditions.

Article 5. Conditions for physical Service

5.1. Without prejudice to the other provisions of these Service Conditions, physical Service shall only be provided if, in the opinion of AMT, the conditions for the safe and efficient performance of the activities have been met, including but not limited to the customer obligations as described in Article 4 of these Service Conditions. If these conditions are not or are no longer met, AMT shall be entitled to refuse, suspend, interrupt or terminate physical Service.

5.2. In addition, AMT shall be entitled to refuse physical Service if at that time:

- parts, resources or facilities necessary for the performance of the Service are unavailable;
- the malfunction cannot reasonably be resolved on site;
- performance of the activities cannot reasonably be required from AMT.

Article 6. Direct physical Service in the event of Calamities

6.1. Without prejudice to the other provisions of these Service Conditions, Direct physical Service shall in principle be performed if, in the opinion of AMT, a Calamity exists. In such event, AMT shall use reasonable efforts to handle the relevant service request with priority.

6.2. AMT shall aim to commence Direct physical Service:

- within 4 hours after the malfunction has been classified by AMT as a Calamity, if the assessment takes place during regular working hours; or
- between 4 and 8 hours after the malfunction has been classified by AMT as a Calamity, if the assessment takes place outside regular working hours.

These timeframes are indicative only and expressly do not constitute strict deadlines.

6.3. Physical Service outside regular working hours shall only be performed in the event of a Calamity.

Article 7. Working hours

7.1. AMT's regular working hours are: Monday to Friday from 07:30 to 16:30, excluding official public holidays.

Article 8. Rates, costs and additional work

8.1. Unless otherwise agreed in writing, Service shall be performed on a time-and-materials basis.

8.2. AMT shall be entitled to charge costs including, but not limited to:

- labour hours;
- travel time;
- transport;
- accommodation expenses;
- waiting time;
- parts;
- urgent work;
- work performed outside regular working hours.

8.3. Costs of preparation, malfunction analysis and diagnosis shall be charged, even if ultimately no (physical) Service is performed.

8.4. If a malfunction cannot be identified or cannot be resolved for reasons beyond AMT's control, any costs already incurred shall remain payable.

Article 9. Parts and ownership

9.1. Delivery of parts shall be subject to availability.

9.2. AMT shall be entitled to use used, refurbished or equivalent parts, provided that such parts are suitable for the intended use and meet the quality requirements that may reasonably be expected.

9.3. All parts, materials and other items supplied by AMT shall remain the property of AMT until the customer has fully fulfilled all payment obligations towards AMT under the Agreement, the related Service and any other legal relationships between AMT and the customer.

9.4. To the extent that ownership would transfer before full payment has been made as a result of processing, mixing, accession or creation of a new item, the customer shall be deemed to hold the newly created item in advance on behalf of AMT. The customer hereby grants AMT in advance a non-possessory pledge over the relevant items and/or the newly created item as security for payment of all claims of AMT.

9.5. Parts replaced by AMT shall become the property of AMT and may be taken away and disposed of by AMT.

Article 10. Right of retention

10.1. AMT shall be entitled to retain the Object, parts, materials and any other items of the customer in its possession until the customer has fully fulfilled all (payment) obligations towards AMT under the Agreement, the related Service and any other legal relationships between AMT and the customer.

Article 11. Service App and digital services

11.1. AMT shall use reasonable efforts to keep the Service App available, but does not guarantee uninterrupted availability.

11.2. In the interest of the full and proper functioning of the Service App, AMT shall at all times be entitled to:

- perform updates;
- modify functionalities;
- temporarily disable functionalities;
- restrict access;
- carry out maintenance work.

11.3. When using the Service App, the customer is responsible for protecting login credentials and using compatible systems and equipment.

11.4. To the extent that AMT processes personal data on behalf of the customer in the context of the Service, the Service App or other digital services, the parties shall enter into a separate data processing agreement. This data processing agreement shall form an integral part of the Agreement and these Service Conditions.

Article 12. Confidentiality

12.1. The customer shall treat all information originating from AMT that can reasonably be considered confidential as confidential and shall not disclose such information to third parties without AMT's prior written consent.

12.2. Confidential information includes, but is not limited to, technical documentation, instruction materials, information from the Service App, software-based analyses, drawings, malfunction information, prices and commercial information, and other business information of AMT.

12.3. The customer shall use confidential information solely for the use, maintenance and operation of the Object.

Article 13. Intellectual property

13.1. All intellectual property rights relating to the Service, the Service App, documentation, instruction materials, drawings, software, analyses, reports, videos and other information provided by AMT shall remain the exclusive property of AMT or its licensors.

13.2. The customer shall only obtain a limited, non-exclusive and non-transferable right of use to the extent necessary for the use, maintenance and operation of the Object.

13.3. Without AMT's prior written consent, the customer shall not be permitted to copy, modify or distribute documentation or instruction materials, make information from the Service App available to third parties, reproduce or modify software or digital functionalities, or otherwise use AMT's intellectual property outside the purpose for which it has been made available.

Article 14. Liability

14.1. AMT shall only be liable for direct damage that is the direct result of an attributable failure on the part of AMT.

14.2. AMT shall not be liable for damage resulting from the customer's failure to comply with the obligations described in Article 4 of these Service Conditions.

14.3. AMT shall not be liable for indirect damage, consequential damage, business interruption losses, stagnation damages, loss of production or revenue, damage resulting from cyberattacks, malware, data loss or failures of (external) hosting, internet or network connections, or damage resulting from acts or omissions of third parties, including work

performed on the Object and incorrect information provided in relation thereto.

14.4. The total liability of AMT shall in all cases be limited to the amount paid out under AMT's liability insurance in the relevant case. If, for whatever reason, no payment is made under such insurance, AMT's liability shall be limited to the amount paid by the customer for the Service to which the liability relates.

Article 15. Force majeure

15.1. AMT shall not be obliged to perform its obligations if it is prevented from doing so as a result of force majeure.

15.2. Force majeure includes, but is not limited to, infrastructure failures, extreme weather conditions, pandemics, strikes, transport problems, supplier failures, shortage of parts, government measures and failures in communication systems caused by cyberattacks, malware and failures of external or internal hosting, internet or network connections.

Article 16. Applicable law and competent court

16.1. All legal relationships between AMT and the customer shall be governed exclusively by Dutch law.

16.2. Disputes shall be submitted exclusively to the competent court in the district in which AMT has its registered office.

PART B: SUBSCRIPTIONS

Article 17. General provisions

17.1. AMT offers different types of subscriptions, being the Service subscription and the Cloud subscription, which grant customers rights regarding methods of accessibility, access to service functionalities, access to the Service App and prioritisation of service requests.

17.2. The conditions under which Service is provided shall in principle be the same for all customers, regardless of the type of subscription, and are governed by Part A of these Service Conditions.

17.3. In the event of simultaneous service requests, the order of handling shall in principle be determined by the customer's type of subscription. However, AMT may decide otherwise taking into account:

- safety;
- operational consequences;
- availability of personnel or parts;
- severity of the malfunction;
- nature of the activities;
- deployability of the Object.

17.4. AMT shall at all times be entitled to deviate from standard prioritisation in the event of a Calamity.

17.5. A subscription does not entitle the customer to (Direct) physical Service, guaranteed availability of personnel or parts, or guaranteed resolution of malfunctions.

17.6. AMT shall at all times be entitled to:

- modify the content of subscriptions;
- add or remove functionalities;
- combine or terminate subscriptions;
- impose additional conditions.

Before any changes to subscriptions become effective, the customer shall be informed thereof in a timely manner and shall be given the opportunity to exercise the right of termination under the conditions described in Article 22.3 of these Service Conditions.

17.7. Subscriptions are personal and/or company-specific and may not be transferred without the prior written consent of AMT. AMT shall be entitled to impose conditions on the transfer of subscriptions or user rights.

Article 18. Service subscription

18.1. For customers with a Service subscription, AMT shall be permanently reachable by telephone for the receipt and registration of malfunction reports, initial assessment of malfunctions, further telephone support and coordination of any follow-up actions.

18.2. Customers with a Service subscription shall in principle receive priority regarding:

- handling of service requests;
- assessment of Calamities;
- deployment of available service capacity;
- availability of service engineers.

18.3. Customers with a Service Subscription shall receive full access to the Service App, including but not limited to technical documentation, user instructions, instructional videos, malfunction information, software-based support and relevant service updates.

Article 19. Cloud subscription

19.1. For customers with a Cloud subscription, service requests and support shall in principle take place via the Service App.

19.2. AMT shall use reasonable efforts to assess and handle service requests submitted via the Service App as soon as possible.

19.3. Telephone availability outside regular working hours shall not form part of the Cloud subscription.

19.4. Article 18.3 of these Service Conditions shall apply accordingly to the Cloud subscription.

Article 20. Customers without subscription

20.1. For customers without a subscription, AMT shall only be reachable during regular working hours.

20.2. AMT shall use reasonable efforts to assess and handle service requests as soon as possible.

20.3. Customers without a subscription shall receive limited access to parts of the Service App, insofar as AMT makes this available. AMT shall be entitled to restrict or terminate functionalities, documentation or access without prior notice.

Article 21. Rates and invoicing

21.1. Subscription fees shall be invoiced periodically in advance.

21.2. Subscription fees shall exclude the costs described in Article 8 of these Service Conditions.

21.3. The customer shall pay AMT's invoice no later than 30 days after the invoice date.

21.4. AMT shall be entitled to adjust its rates periodically. Rate changes shall be notified to the customer no later than 30 days before the change takes effect.

Article 22. Term and termination of subscriptions

22.1. Subscriptions shall be entered into for the agreed term. If no specific term has been agreed, a minimum term of 12 months shall apply.

22.2. Unless otherwise agreed in writing, a subscription shall, after expiry of the term, be tacitly renewed each time for periods of 12 months.

22.3. Termination of a subscription must be made in writing, subject to a notice period of at least 3 months before the end of the current subscription period.

22.4. AMT shall be entitled to suspend or terminate a subscription, in whole or in part, with immediate effect if:

- the customer fails to meet its payment obligations;
- there is misuse of service facilities;
- the customer structurally fails to follow AMT's instructions;
- there is structurally unsafe use of the Object;
- the customer is declared bankrupt or applies for suspension of payments;
- continuation of the service can no longer reasonably be required from AMT.