



1 Scope of Application

1.1 Any agreement ("**Agreement**") concluded between Creamy Creation and any third party ("**Customer**") for the sale by Creamy Creation to the Customer of any products (including any related services) (collectively, "**Products**") shall be subject to these Terms and Conditions, unless Creamy Creation expressly agrees otherwise in writing. All other terms and conditions are excluded, including any terms and conditions which the Customer purports to apply under any purchase order, order confirmation or otherwise. "**Creamy Creation**" shall mean Creamy Creation B.V., a limited liability company registered in Laren, The Netherlands, under number 74214055. For more information, please refer to <https://creamycreation.com/>. "**Terms and Conditions**" shall mean these General Terms and Conditions of Sale.

1.2 In the event of a conflict between the Agreement and these Terms and Conditions, the Agreement shall prevail.

2 Orders, Offers, and Formation of Contract

2.1 Each order or acceptance of a quotation of Creamy Creation by the Customer shall be deemed to be an offer by the Customer to Creamy Creation to purchase Products subject to these Terms and Conditions. A Contract is formed when the Customer order (or similar offer) is accepted by Creamy Creation in writing, including by way of a written order confirmation. Creamy Creation shall be entitled to accept or reject each and every order (or similar offer) in its sole discretion.

2.2 Unless expressly agreed otherwise in writing by Creamy Creation, the Customer shall not be entitled to cancel a Contract. Creamy Creation shall be entitled to change or cancel a Contract at any time prior to delivery, on written notice to the Customer.

3 Warranties

3.1 Creamy Creation warrants to the Customer that all Products sold to the Customer (a) will on delivery comply with such Product specifications as may have been agreed by Creamy Creation and the Customer in writing (the "**Specifications**"), (b) are manufactured in accordance with good manufacturing practices, (c) are subject to a quality assurance system to ensure compliance with the foregoing, and (d) will be free of any liens and encumbrances on delivery. No other warranties (whether express or implied) are given by Creamy Creation

3.2 The Customer warrants to Creamy Creation that (a) it will not, and shall procure that its employees, agents and / or sub-contractors shall not, offer to, solicit or accept from any public official or private person any undue pecuniary or other advantage in connection with any Contract, and (b) where applicable, the Customer's products, into which any Products are incorporated, do not infringe on the intellectual property rights of any third party.

4 Prices and Payment

4.1 If and to the extent Creamy Creation Product prices ("**Prices**") are based on price lists of Creamy Creation, the Prices stated in the current Price list at the time of delivery of the Products shall, in each case, apply. Creamy Creation shall be entitled to adjust the Prices, and / or to amend the Price list (collectively, an "**Amendment**"), provided that Creamy Creation shall notify the Customer of any such Amendment in writing as soon as possible, but ultimately before the effective date of any such Amendment. If the Customer should not agree to a proposed Amendment, either party shall be entitled to terminate the Contract on providing reasonable written notice to the other party, and without being liable to pay any type of compensation to the other party.

4.2 The Prices shall be exclusive of any taxes, duties, levies and / or any other surcharges, all of which shall be for the account of the Customer.

4.3 Payment shall be made at the time agreed in the Contract or, if no time has been agreed, within 14 days of the invoice date, in the currency stated in the invoice and in the manner stipulated in the invoice. Creamy Creation shall be entitled at all times to demand full or partial advance payment and / or to otherwise require security for payment. The Customer shall pay all invoices of and sums due to Creamy Creation in full without any deduction, withholding, counter-claim or set-off of any nature whatsoever.

4.4 If the Customer fails to remit any payment due, all amounts owed by the Customer to Creamy Creation shall immediately become due and payable, and the Customer shall be in default without notice of default being required to be given.

5 Delivery

5.1 The method of delivery of the Products will be agreed in the Contract. In the event that a Contract should not contain any provisions in this regard, deliveries will be effected by Creamy Creation FCA Creamy Creations premises, or such other place as may be agreed to by Creamy Creation, in each case in accordance with the latest applicable version of the Incoterms. Creamy Creation reserves the right to deliver in batches.

5.2 Time of delivery shall not be of the essence.

5.3 The Customer shall be responsible for the provision of sufficient loading and unloading facilities for fast unloading.

6 Packaging Materials

6.1 All packaging materials not intended for once-only use, including pallets, crates, containers and other packaging and / or transport resources (collectively, "**Packaging Materials**"), shall be and remain at all times the property of Creamy Creation, even if the Customer has paid a deposit for same.

6.2 The Customer shall return the Packaging Materials to Creamy Creation, sorted and cleaned, as soon as possible, but in any event by no later than the next delivery of Products by Creamy Creation to the Customer (or, if there is no next delivery, the Customer shall return the Packaging Materials to Creamy Creation immediately). The costs of these returns shall be for the account of the Customer.

7 Risk and Ownership

7.1 The risk in the purchased Products shall transfer to the Customer at the time at which Creamy Creation offers the Products for delivery.

7.2 Title to the Products delivered to the Customer shall not pass from Creamy Creation to the Customer unless and until the Customer has fulfilled all and any payment obligations that it may have towards Creamy Creation, howsoever arising.

8 Intellectual Property Rights

8.1 All intellectual / industrial property rights and / or know-how in and / or related to the Products ("**IPR**") are owned by and shall remain the property of Creamy Creation. No IPR shall be transferred to the Customer by virtue of any Contract or similar document, and no licenses to any IPR shall be granted to the Customer, even if the Products have been designed, developed and / or manufactured specifically for the Customer.

8.2 The Customer shall immediately alert Creamy Creation in writing if it becomes aware that a third party infringes or threatens to infringe any IPR of Creamy Creation, or if third parties should be of the view that any Products infringe their own industrial or intellectual property rights or know how.

9 Confidentiality

9.1 The Customer shall, and shall procure that its officials, employees, agents, sub-contractors and / or any other parties engaged by it shall, protect the confidentiality of all confidential or proprietary information that it may obtain from and / or relating to Creamy Creation ("**Confidential Information**"), whether such information is designated as confidential or not, and shall not use such Confidential Information other than to comply with its obligations in terms of any Contract and / or these Terms and Conditions.

9.2 If the Customer should be obliged to disclose Confidential Information on the basis of a court or regulatory order, the Customer shall be entitled to do so, provided that it obtains the prior written approval from Creamy Creation, and limits such disclosure to the necessary minimum. Creamy Creation shall not unreasonably withhold its approval.

10 Force Majeure

10.1 Either party shall be entitled to invoke force majeure if the implementation of a Contract, in whole or in part, temporarily or not, should be delayed or impeded by circumstances reasonably outside such party's control (a "**Force Majeure Event**"), including, but not limited to, trade embargoes, strikes, civil commotion, terrorism, acts of God such as lightning strikes, work-to-rule and lockouts, lack of raw materials, delayed deliveries to such party by third parties of ordered goods or services in circumstances other than can be imputed to such party, accidents, breakdowns, animal diseases, unforeseeable problems with production or transport, devaluation, increasing of levies or taxes of whatever nature, significant change of prices of raw materials or energy, and lapse, withdrawal or non-extension of the required permits, certificates, licences and such like.

10.2 In the case of a Force Majeure Event on the part of either party, this party shall promptly notify the other party of such Force Majeure Event in writing and the obligations of that party shall be, to the extent that it is so prevented or impeded, suspended without liability for breach or non-performance. The reciprocal obligations of the other party shall also be suspended without liability for breach or non-performance.

10.3 If a Force Majeure Event affecting a party can reasonably be expected to continue in excess of two months, or has already lasted for a period of two months, the other party may terminate the Agreement on written notice to the affected party with immediate effect, without thereby creating any rights to compensation.

11 Inspection, Notification, and Claims

11.1 The Customer shall, following delivery to it of any Products, promptly conduct an inspection of such Products. Any defects shall be notified by the Customer to Creamy Creation in writing within two business days of the delivery of the Products.

11.2 Hidden defects shall be notified by the Customer to Creamy Creation in writing within two business days after their discovery, but in any event by no later than six months following delivery of the Products in question.

11.3 Any notices shall contain an accurate description of the (alleged) defect. Neither the provision of a notice to Creamy Creation, nor the institution of a

- claim in any other manner shall relieve the Customer from its payment obligations.
- 11.4 Failure by the Customer to comply with the notification periods stated above shall preclude the Customer from making any claims against Creamy Creation.
- 11.5 No claims shall in any event be made against Creamy Creation if the Products concerned have been transported, handled, used, processed or stored by or for the Customer incorrectly or contrary to any instructions given by or on behalf of Creamy Creation.
- 11.6 In cases of a justified and timely claim relating to a defective Product, the sole remedy available to the Customer shall be the replacement of the Product by Creamy Creation at no charge to the Customer, or the crediting by Creamy Creation to the Customer of the purchase price paid by the Customer for the defective Products, as shall be decided and agreed by the parties in writing.

12 Liability and Indemnification

- 12.1 In all events in which Creamy Creation is obliged to pay damages, these damages shall be limited to the amount paid out by Creamy Creation's liability insurer in such event. If, for whatever reason, Creamy Creation's liability insurer does not pay out, Creamy Creation's aggregate liability, however occurred, towards the Customer is limited to the invoice value (excluding VAT) of the order, at least to that part of the order to which the liability relates, but in any case up to an aggregate maximum of USD 250,000 (two hundred and fifty thousand dollars) for all claims of the Customer against Creamy Creation during the term of the Agreement and thereafter.
- 12.2 Creamy Creation shall in no event be liable for any loss of income or profits, loss of business or clients, loss of goodwill, loss of use, increased cost of working, penalties, fines, and, punitive damages, damage resulting from late delivery, damage to reputation, or any special, indirect or consequential damages or losses arising out of or in connection with any Agreement.
- 12.3 The limitations described herein shall not apply in case of gross negligence or wilful misconduct of Creamy Creation.
- 12.4 To the fullest extent permissible under applicable law, Customer agrees to defend, indemnify and hold harmless Creamy Creation (and its affiliates, parents, owners, members, shareholders, officers, employees and agents) (together with Creamy Creation, the "Indemnitees") from any and all direct or indirect claims, damages and liabilities arising from any of the following: (a) breach of the Agreement or these Terms and Conditions by Customer; (b) personal injury or property damage caused by or in connection with Customer's use of the Products; and (c) infringement of patents, trademarks and/or copyrights caused by or in connection with Customer's use of the Products. Notwithstanding the foregoing or any other provision of these Terms and Conditions, however, Customer shall only be responsible to indemnify the Indemnitees to the extent Customer's own negligence, breach or wilful misconduct, and in no event will Customer be responsible to indemnify the Indemnitees for their own negligence, breach or wilful misconduct.

13 Product Recall

Creamy Creation shall be entitled to recall or withdraw, and to direct the Customer to promptly remove from the market and / or any warehouses, any Products or products that contain / include Products, which are defective, or in which a defect threatens to manifest itself. The Customer shall promptly comply with any such direction / instructions.

14 Miscellaneous Customer Obligations

- 14.1 The Customer shall at all times refrain from doing anything that might adversely influence the quality, safety of the Products, reputation of Creamy Creation, and / or any of the trademarks or other intellectual property of Creamy Creation
- 14.2 The Customer shall not, without the prior written permission of Creamy Creation, make any (direct or indirect) use of its relationship with Creamy Creation for promotional activities or other purposes.
- 14.3 The Customer shall store all Products separate from each other and from any other goods of the Customer, and the Products shall be clearly identifiable.
- 14.4 If the Customer provides any artwork, label(ing), translations, or similar materials or content (collectively "**Artwork**"), the Customer shall be solely

responsible and liable for such Artwork, including its quality, correctness, and its compliance with all applicable laws. The Customer shall indemnify and hold harmless Creamy Creation with respect to any claim, loss, suit, cost, expense, liability, and / or judgment suffered by Creamy Creation in any way connected with any Artwork, including as a consequence of (a) errors and / or omissions in the Artwork, (b) the infringement of third party intellectual property rights by the Artwork, and (c) misleading and / or illegal advertising.

15 Termination

- 15.1 Creamy Creation shall be entitled to suspend the execution of an Agreement, or to terminate an Agreement (whether in full or in part, and whilst retaining all of its rights to compensation for costs and damages) with immediate effect on written notice, if:
- (a) the Customer fails to meet one or more of its obligations, or if it is established that full compliance will be impossible;
 - (b) the Customer commits any serious misconduct, or any intentional, negligent or tortuous act;
 - (c) any advantage is offered or granted by the Customer in connection with the formation or execution of the Agreement to a person forming part of Creamy Creation;
 - (d) the Customer is declared bankrupt, or (provisional) suspension of payment is requested, if its business is liquidated or discontinued or it is otherwise insolvent; or
 - (e) in the opinion of Creamy Creation, major changes are made to the direct or indirect ownership or control ratios at the business of the Customer.
- 15.2 Creamy Creation shall be entitled, at any time and for any reason, to terminate an Agreement on three months' written notice to the Customer.
- 15.3 Both parties shall be entitled to terminate an Agreement in accordance with the provisions of clause 10 (Force Majeure) hereof.
- 15.4 If and when terminated in accordance with the foregoing provisions, the Customer shall not have any claims against Creamy Creation as a consequence of such termination.

16 Miscellaneous

- 16.1 The Customer shall not assign any Agreement without the prior written consent of Creamy Creation. The consummation of a reorganization, merger, share exchange, consolidation, or sale or disposition of all or substantially all of the assets of the Customer shall constitute a change of control situation for which the prior written consent of Creamy Creation is required. Creamy Creation shall be entitled to subcontract the obligations it is to perform in terms of any Agreement. Creamy Creation shall be entitled to delegate authority to execute any Agreement on its behalf to any of its affiliates.
- 16.2 All notices, requests, demands, waivers, consents, approvals and / or other communications (collectively, "**Notices**") required in terms hereof to be given in writing, may also be given electronically (i.e. by e-mail), with the exception of (a) any Notices to be given in terms of clause 15 (Termination) above, and (b) any modifications and / or alterations of the provisions hereof, both of which shall be given and made in writing other than by e-mail.
- 16.3 These Terms and Conditions have been drawn up in the English language. All Notices and other documents in terms of any Contracts and these Terms and Conditions shall be in the English language, unless otherwise agreed by Creamy Creation in writing. Any translations into other languages of these Terms and Conditions shall be for purposes of convenience only.
- 16.4 If one or more of the provisions of these Terms and Conditions should be held to be invalid or ineffective by a competent court of law, the remaining provisions shall continue in full force and effect.
- 16.5 Any disputes in connection with a Contract, and / or these Terms and Conditions, shall be exclusively subject to the laws of the State of New York. Any legal action, suit or proceeding arising out of or relating to a Contract, and / or these Terms and Conditions shall only be instituted, heard and adjudicated (excluding appeals) in a competent state or federal court located in New York, New York. The applicability of the United Nations Convention on Contracts for the International Sale of Goods of 1980 (CISG) is expressly excluded.

Version May 2021