



## TERMS AND CONDITIONS

### **GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD)**

Last Updated: 10 May 2026

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#### 1. INTRODUCTION

These Terms and Conditions (“Terms”) govern the provision of services and supply of goods by LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) (“Company”, “we”, “our”, or “us”) to its clients (“Client”, “you”, or “your”).

By engaging the Company’s services, signing a contract, or placing an order, the Client agrees to be bound by these Terms.

These Terms apply to all services, consulting engagements, technological integrations, equipment supply, and related activities carried out by the Company unless otherwise agreed in writing.

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#### 2. COMPANY SERVICES

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) provides professional services including, but not limited to:

- Technology consulting and implementation
- Industrial and architectural design
- Production systems integration
- Procurement and supply of technological equipment
- Logistics coordination
- Commissioning and installation of equipment
- Financial and operational auditing related to projects
- Staff training and operational onboarding
- Warranty and post-warranty maintenance support
- Procurement optimisation and supply chain management
- Raw material sourcing and supplier coordination

The Company may provide services either independently or in cooperation with subcontractors, partners, or third-party suppliers.

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#### 3. CLIENT ENGAGEMENT

Each project shall be governed by:

- a written agreement,
- a project proposal,
- a statement of work (SOW), or
- a confirmed purchase order.

Such documents shall define the scope of work, deliverables, timelines, and pricing.

In case of conflict between these Terms and a signed agreement, the signed agreement shall prevail.

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#### 4. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide accurate and complete information necessary for the execution of the project
- Grant reasonable access to facilities, equipment, and personnel where required
- Cooperate with the Company in a timely manner
- Ensure compliance with applicable safety and regulatory requirements

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) shall not be responsible for delays or failures caused by incomplete information, lack of cooperation, or external factors beyond its control.

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#### 5. FEES AND PAYMENT TERMS

Fees for services and goods shall be specified in the applicable agreement or quotation.

Unless otherwise agreed:

- Invoices are payable within 14 days from the invoice date.
- Late payments may incur interest at the maximum rate permitted by applicable law.
- The Company reserves the right to suspend services in case of overdue payments.

Costs related to logistics, travel, accommodation, permits, or third-party services may be invoiced separately unless explicitly included in the project price.

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#### 6. PROCUREMENT AND SUPPLY OF EQUIPMENT

Where the Company procures or supplies technological equipment:

- Specifications shall be defined in the project documentation.
- Delivery schedules depend on supplier availability and manufacturing timelines.
- The Company shall not be liable for delays caused by manufacturers, customs processes, or logistics providers.

Ownership of equipment shall transfer to the Client only upon full payment of the applicable invoice.

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#### 7. INSTALLATION AND COMMISSIONING

Where installation and commissioning services are provided:

- The Client must ensure that the site is prepared according to the technical requirements provided by the Company.
- Any delays caused by incomplete site preparation may result in additional costs.

Operational acceptance procedures may be defined in the project documentation.

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#### 8. TRAINING AND TECHNICAL SUPPORT

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) may provide training services for Client personnel in relation to equipment, software, or production processes.

Training scope, duration, and format shall be defined in the project agreement.

Additional training sessions may be subject to separate fees.

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## 9. WARRANTY AND MAINTENANCE

Equipment supplied by the Company may be subject to manufacturer warranties.

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) may provide:

- warranty support coordination
- post-warranty maintenance services
- technical service agreements

Warranty terms and service coverage will be specified in individual contracts or service agreements.

The Company shall not be responsible for damages caused by:

- improper use
  - unauthorized modifications
  - lack of maintenance
  - operation outside recommended parameters.
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## 10. INTELLECTUAL PROPERTY

All intellectual property created by the Company, including:

- engineering designs
- system architectures
- technical documentation
- software integrations
- project methodologies

shall remain the property of the Company unless otherwise agreed in writing.

Clients receive a non-exclusive license to use deliverables strictly for their internal business operations.

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## 11. CONFIDENTIALITY

Both parties agree to maintain the confidentiality of all proprietary, technical, financial, and commercial information exchanged during the course of cooperation.

Confidential information may not be disclosed to third parties without prior written consent unless required by law.

This obligation shall remain in force for five (5) years following completion of the project.

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## 12. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) shall not be liable for:

- indirect damages
- loss of profits
- loss of production
- loss of business opportunities
- consequential damages

The total liability of the Company under any contract shall not exceed the total value of the services provided under that contract.

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### 13. FORCE MAJEURE

The Company shall not be liable for delays or failure to perform obligations due to events beyond its reasonable control, including but not limited to:

- natural disasters
- pandemics
- governmental actions
- labor disputes
- supply chain disruptions
- transportation failures.

In such cases, project timelines may be reasonably extended.

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### 14. TERMINATION

Either party may terminate a project agreement if the other party:

- materially breaches contractual obligations
- fails to remedy such breach within 30 days of written notice.

Upon termination:

- the Client shall pay for all work completed up to the termination date
  - any delivered equipment or materials remain subject to payment obligations.
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### 15. GOVERNING LAW

These Terms shall be governed by and interpreted in accordance with the laws of the Republic of Serbia, unless otherwise agreed in writing.

Any disputes arising out of or in connection with these Terms, including disputes regarding their validity, interpretation, or termination, shall be subject to the exclusive jurisdiction of the competent courts of the Republic of Serbia.

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### 16. AMENDMENTS

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD) reserves the right to update or amend these Terms from time to time.

The latest version will always be available on the Company's official website.

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### 17. CONTACT INFORMATION

LAMMA GLOBAL EUROPE DOO BEOGRAD (NOVI BEOGRAD)

Registered Office: OMLADINSKIH BRIGADA 55, 11070, BEOGRAD (NOVI BEOGRAD), Serbia

Company Registration Number: 21990027

Company Tax Identification Number: 114219908

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