



Terms and conditions

1. General

The following terms and conditions of sale and delivery apply to tasks requested by a customer to be performed by SKAWINSPECTION A/S, unless otherwise agreed in writing between the parties.

2. Inspection

SKAWINSPECTION A/S must always receive – or collaborate with the client to prepare – an order entry that describes the contractual conditions for the performance of the inspection.

SKAWINSPECTION A/S does not perform services that violate safety regulations or legal requirements.

Additionally, SKAWINSPECTION A/S reserves the right to refuse to perform an order that is otherwise irresponsible or inappropriate.

The assessment of the above also applies to the inspector responsible for carrying out the inspection. If the inspector does not believe that the criteria for performing the physical inspection justify the final reporting, they are able to suspend the inspection. In such a case, the customer and SKAWINSPECTION A/S' management will be contacted.

Corrections or additions to already issued reports must be recorded and justified.

3. Fees and Invoicing

At the time of placing the order, there must be a mutual understanding of the price for performing the inspection.

The client is obligated to pay for SKAWINSPECTION A/S' work, regardless of whether the expected results are achieved.

The client's tasks are performed as time-and-material work unless otherwise agreed.

Invoice amounts are due for payment 14 days from the invoice date. In case of late payment, a fee of DKK 100.00 will be charged, along with overdue interest of 2% per month from the payment deadline until payment is made.

No deductions can be made from SKAWINSPECTION A/S' receivables for performed inspections.

Invoicing occurs when the work is completed, and the services are delivered to the customer.

4. Confidentiality

SKAWINSPECTION A/S undertakes to treat all information received from or about customers and their affairs confidentially.

All employees are required to ensure the confidentiality of all information obtained during the inspection activities, as documented by signing a declaration of trust and loyalty.

Before the inspection is performed, an agreement will be made with the client regarding who may receive information about the inspection and in what form the reporting should be provided. Information about the inspection will not be disclosed to anyone other than the client without the client's consent.

SKAWINSPECTION A/S does not readily comply with authority requests for insight into inspection activities. Information about specific inspection services will only be disclosed with the client's approval or upon presentation of a court order and valid identification of the person.

SKAWINSPECTION A/S' inspection reports are issued in full and may only be published in connection with the above.

5. Complaints and Objections

If a client has objections to an inspection report or another service, this must be communicated immediately to SKAWINSPECTION A/S' management.

Management will contact the client as soon as possible to discuss the complaint/objection. The complaint will be analyzed by management, and a decision will be made as quickly as possible regarding whether and how the matter should be rectified.

SKAWINSPECTION A/S will inform the client of the final assessment of the complaint, accompanied by a report on the incident and the conclusion of the matter.

If rectification is required, it will be agreed with the client on how corrective actions or other remedial measures will be carried out.

In case of complaints regarding inspection reports, the inspection report will be withdrawn, canceled, and archived. If a new inspection report is issued as a replacement, it must refer to the archived report.

6. Accreditation by DANAK

DANAK has accredited SKAWINSPECTION A/S as a Type A inspection body with INS. Reg. No. 9010, indicating total independence from all involved parties.

The accreditation also ensures that SKAWINSPECTION A/S fully complies with the requirements of DS/EN ISO/IEC 17020, and the accreditation sets specific requirements for the competence and impartiality of the staff.

This means that the company and its staff responsible for performing inspections must not be the designer, manufacturer, supplier, installer, purchaser, user, or repairer of the items being inspected or be an authorized representative of any of these parties.

The company's management and staff are thus independent of any commercial, financial, or other pressures that could affect their technical judgment. Therefore, the company does not engage in any activity that could threaten the

credibility of its independent judgment and integrity in connection with inspection activities.

Furthermore, the company and its staff may not engage in any activity that could conflict with the independence of our judgment and integrity in relation to our inspection activities.

A significant portion of the sampling and inspections performed by SKAWINSPECTION A/S is therefore accredited by DANAK and will be delivered as accredited services to the extent that SKAWINSPECTION A/S is accredited for it, as indicated by DANAK's accreditation mark on the inspection report.

However, SKAWINSPECTION A/S also provides **non**-accredited services. This will be described in writing, or no accreditation mark will appear on the final report.

7. Right of Withdrawal

There is no right of withdrawal for work or services ordered by the customer from SKAWINSPECTION A/S.

8. Insurance

SKAWINSPECTION A/S has taken out insurance to cover property and personal injury (Business Liability) of inspectors sent by SKAWINSPECTION A/S for the inspection activities.

9. Disclaimer

SKAWINSPECTION A/S is responsible for the assistance provided to clients according to general Danish law. Our terms and conditions include a limitation of our liability to 10 times our paid fee. However, a compensation claim against SKAWINSPECTION A/S can never exceed DKK 2,000,000.

SKAWINSPECTION A/S is not responsible for indirect losses or consequential damages, including operating losses, lost profits, etc.

10. Subcontractors

SKAWINSPECTION A/S is entitled to fully or partially delegate tasks to others on behalf of SKAWINSPECTION A/S.

11. Other Agreements with the Client

These terms also apply to other and later agreements between SKAWINSPECTION A/S and the client, unless otherwise agreed or clearly indicated by the circumstances.

12. Disputes

Any dispute arising from an agreement between the customer and SKAWINSPECTION A/S relating to these terms and conditions of sale and delivery shall be settled by general Danish legal procedures.