

TERMS & CONDITIONS OF BUSINESS - EQUIPMENT SERVICE & MAINTENANCE

General. This "agreement" constitutes a contract between Thermo Fisher Scientific Australia Pty Ltd (Thermo Fisher) and the Customer when accepted in writing by the Customer or on the commencement of Service by Thermo Fisher. Any of the terms or provisions of the Customer's order which are in any way inconsistent with, or in addition to, the terms and conditions contained herein shall not be binding on either party unless expressly accepted in writing by its authorised representatives.

- 1) **Scope.** All tasks, obligations and services set forth in any Equipment Support Plan ("esp") or service quotation issued by Thermo Fisher; and any service activities undertaken on a "time and material" basis. All service work will be conducted to ISO 9001 standard and any specific requirements agreed to by the Seller as specified in the equipment service agreement. All testing and calibration will be conducted to ISO 17025 standard and any specific requirements agreed by the Seller as specified in the equipment service agreement.
- 2) **Prices & taxes.** All prices are stated in AUS dollars and are exclusive of gst. Where applicable, freight to nominated customer site will apply.
- 3) **Purchasing.** Customer shall submit one (1) purchase order for the total amount as specified in any Equipment Service Plan (esp) or in any service quotation issued by Thermo Fisher.
- 4) **Term.** Where the parties have contracted on the basis of an esp, the agreement shall remain in effect for the period stated in the 'Details of Agreement' Schedule forming part of the esp, unless sooner terminated as provided herein. The Agreement will automatically renew for successive terms of 1 year unless, one of the Parties provides the other party with a minimum 60 days written notice of its intent not to renew the Agreement.
- 5) **Payment.** Thermo Fisher shall invoice Customer in advance, for services specified in this agreement. Payment of such invoices is due within 30 days of invoice date. Service undertaken on a "time and material basis" shall be invoiced upon completion of the work and is due within 30 days of invoice. On accounts showing as past due (defined as having an outstanding balance of 45 days or more), Thermo Fisher reserves the right to suspend services until the account is returned to current status. If Customer fails to pay any amounts when due, Customer shall pay Thermo Fisher interest thereon at a periodic rate of one and one-half percent (1.5%) per month (or, if lower, the highest rate permitted by law), together with all costs and expenses incurred by Thermo Fisher in collecting such overdue amounts or otherwise enforcing its rights hereunder.
- 6) **Exclusions.** Work not covered under an esp or service quotation will be quoted and billed on a "time and material" basis. Thermo Fisher shall invoice Customer for such work, as incurred, and Customer shall pay such invoices within the time specified thereon. Any products sold to Customer by Thermo Fisher shall be subject to Thermo Fisher's standard terms of sale related to products.
- 7) **Reimbursement of expenses.** Excluding those specified within an esp or service quotation, Thermo Fisher will be reimbursed for all reasonable and necessary expenses incurred in connection with the performance of its duties under this agreement. Thermo Fisher shall provide an itemised accounting as well as documentation and receipts to support reimbursable expenses. **Specific exclusions:** the following services, as listed below, are not

included in the esp or service quotation (this work will be considered an "exclusion" to this agreement and may be quoted and billed on a "time and material" basis): (a) repair of damage not caused by Thermo Fisher including without limitation, damage resulting from accident, negligence, transportation, neglect or misuse, failure or fluctuation of electrical or other power, telephone equipment or communication lines failure, use of parts which do not adhere to Thermo Fisher's approved specifications, modifications to software, or causes other than ordinary use. (b) work required as a result of maintenance or repair performed by anyone other than authorised Thermo Fisher personnel or as a result of improper operation, repair, maintenance, or modification by customer or other third-party. (c) service on equipment connected to other devices or service on equipment that is not reasonably physically accessible. (d) work requested on account of damages arising from a catastrophe such as wind, flood, lightning, earthquake or other such phenomenon. (e) work resulting from changes in specification of the supplied equipment / system. (f) work resulting from changes in equipment / system configuration required as a result of customer's modification of plant operation. (g) work requested by the customer for rearrangement, such as additional wiring, rewiring, moving other equipment or cables, relocating equipment or repairing a previously prepared site. (h) electrical or mechanical work external to the equipment. (i) adding or removing accessories, attachments, or other devices not supplied by Thermo Fisher. (j) painting, refinishing, or furnishing materials for any of the foregoing. (k) work requested by the customer to diagnose or identify a corrective action, the source of which is not attributable to Thermo Fisher or to the supplied equipment / system. (l) if the work of a Thermo Fisher employee is postponed or suspended by customer, or is delayed or does not proceed with reasonable dispatch, due to no fault of Thermo Fisher, Thermo Fisher may withdraw the person or return another service representative to the job when needed and available, and any additional costs (including travel time and expenses) incurred by Thermo Fisher because of this will be an additional charge to the customer.

- 8) **Charges for services:** charges for services shall include work time, travel time and standby time in accordance with the following conditions and as per the Schedule of Rates: (a) work time - shall include all hours that Thermo Fisher service personnel are on the customer's job site, either working or ready for work and shall be payable at the applicable specified rates. (b) travel time - shall include the time spent by Thermo Fisher service personnel in traveling between their customary headquarters and the customer's job site and in returning (including travel occurring on Saturdays, Sundays and holidays). Travel time shall be paid for at the applicable rate and travel time will not be cumulative with work time in determining overtime. (c) standby time - shall include all time that Thermo Fisher service personnel are available for work the customer's job site, whether on the job site or not, [up to a maximum of 8 hours a day, between the hours of 8:00 a.m. And 5:00 p.m., Sunday through Saturday,] including holidays if availability has been requested by customer. Standby time shall be paid for at the applicable rate; however, standby time preceded and/or followed by work time is cumulative in determining overtime. (d) straight time rate - this rate shall be paid for time worked on a regular schedule of eight (8) hours per day, Monday through Friday, between 8:00 a.m. and 5:00 p.m. (e) time and one-half rate - the rate of one and a half times the straight time rate shall be paid for any time worked in excess of eight

(8) hours or between the hours of 5:00 p.m. And 8:00 a.m., but not exceeding fourteen (14) hours per day, Monday through Friday, and for any time on Saturdays, not to exceed fourteen (14) hours. (f) double time rate - the rate of twice the straight time rate shall be paid for time worked in excess of fourteen (14) hours per day, without an eight (8) hour break, Monday through Saturday, and for all time on Sundays and public holidays. Public Holidays shall be those observed by Thermo Fisher.

- **Service Rates:** as per Schedule of Rates or as included in the esp
 - **Minimum Service Charge:** one(1) hour labour and one(1) travel time.
- 9) **Delivery and title.** Except where specified within the esp or service quotation, Thermo Fisher shall deliver any and all shipments ex-works, customer site, or other point of origin, to the carrier designated by the customer. Title and risk of loss and / or damage in transit shall pass from Thermo Fisher to customer at that time. In the event customer is unable to take delivery when scheduled, Thermo Fisher is hereby authorised to "ship-in-place"; customer agrees to take title and pay all invoiced amounts as if delivered. In addition, customer agrees to pay any and all associated storage costs.
 - 10) **Access to customer's facilities.** In connection with Thermo Fisher's performance of service hereunder at customer's facilities (if necessary or appropriate), customer shall allow Thermo Fisher, at no charge to Thermo Fisher (a) full and free access to all equipment specified under this agreement and any and all associated peripheries; (b) to use necessary machines, communications facilities and the like; and (c) to use other reasonable facilities, including without limitation secure storage space and a designated work area with adequate heat and light.
 - 11) **Proprietary information.** All proprietary information which is specifically designated as such, disclosed by either party to the other in connection with this agreement, shall be used solely for design, manufacture, installation, operation, maintenance, or support of the specified equipment, software, and services furnished under this agreement only, and shall be protected by the recipient from disclosure to others with the same degree of care as that which is accorded its own proprietary information.
 - 12) **Force majeure.** Thermo Fisher shall not be liable to customer for any delay or failure by Thermo Fisher to perform its obligations under this agreement or otherwise if such delay or failure arises from any cause or causes beyond the reasonable control of Thermo Fisher including, without limitation, delays caused by labour disputes, strikes, other labour or industrial disturbances, acts of god, floods, power outages or power surges, lightning, shortages of materials, rationing, utility or communication failures, earthquakes, casualty, war, acts of the public enemy, riots, insurrections, embargoes, blockages, action, restrictions, regulations or orders of any government, agency or subdivision thereof, or temporary unavailability of qualified service personnel at Thermo Fisher's offices due to service call(s) received prior to customer's call.
 - 13) **Warranties**
 - (a) **Consumer guarantees:** If you are a consumer within the meaning of the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for

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compensation for any other reasonably foreseeable loss of damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

- (b) **Warranty:** In addition, and alongside, the above-described consumer guarantees, Thermo Fisher shall provide to the Customer a ninety (90) day warranty for all parts installed by and all labour performed by qualified Thermo Fisher personnel or agents.

During the applicable warranty period, Thermo Fisher Scientific, as its sole obligation under the warranty, will repair or replace (at its option) any equipment, part, or component covered by the warranty. To make a claim under the warranty, please contact Thermo Fisher Scientific on 1300 735 292 (select option 2 Service) or via email at serviceau@thermofisher.com

Where applicable, you are responsible for the cost of delivering the equipment to Thermo Fisher. If your warranty claim is approved by Thermo Fisher, the costs of providing the remedies set out under the warranty will be covered by Thermo Fisher. The warranty is given by: Thermo Fisher Scientific Australia Pty Limited 5 Caribbean Drive SCORESBY VIC 3179.

The benefit given to customer by Thermo Fisher Scientific under the warranty are in addition to other rights and remedies of the customer under a law in relation to the goods and services the subject of the warranty, including the above-described guarantees under the Australian Consumer Law.

- (c) **Warranty limitations:** The following shall not be covered under Thermo Fisher's warranty: (a) exceptional causes of equipment malfunction. Repair of equipment malfunction for the following abnormal conditions is not covered by this contract and will be performed by Thermo Fisher at its current service rate for travel, labour and parts: (i) shipping damage incurred en route to customer's site or because of moving equipment. Thermo Fisher will promptly provide a cost estimate for repairs to the consignee for filing claims to carriers for shipping damage. (ii) flood, lightning, earthquake, tornado, hurricane or fire, bombing, armed conflict, malicious mischief, sabotage or other natural or man-made disasters. (iii) physical abuse, misuse, sprinkler damage, electrical surge or abnormal power variation. (iv) repairs, maintenance, or modifications made by anyone other than Thermo Fisher's supervision and/or approval. (v) relocation and reinstallation of equipment are not covered under this contract; although upon request Thermo Fisher will supervise the removing, crating, relocation and reinstallation of equipment at Thermo Fisher's current service rate. (b) maintenance or replacement of media (i.e., floppy disks, plotter supplies, etc.) Whatever the reason for loss, failure or damage is not covered by this contract. (c) the service of non-Thermo Fisher material or equipment is not covered by this contract. This includes non-Thermo Fisher material or equipment purchased for engineering specials. (d) beta-site support is not covered by this contract. (e) service calls made to train operators, repair an equipment malfunction and it is found that the fault is not with the equipment, are not covered by this contract

14. Limitation of liability in respect of warranty and consumer guarantees; disclaimer.

- (a) With the exception of the Consumer Guarantees described in clause 13(a), Thermo Fisher excludes:

- (i) Any term, condition or warranty that may otherwise be implied into this Agreement;
 - (ii) Any liability for loss or damage incurred as a result or in connection with the negligence of Thermo Fisher; and
- (b) To the extent permitted by law, the liability of Thermo Fisher in respect of any breach of or failure to comply with any Consumer Guarantee described in clause 13(a) is limited to Thermo Fisher Scientific's choice of one of the following:
- (i) In the case of goods:
 - a) The replacement of the goods or the supply of equivalent goods; or
 - b) The repair of goods; or
 - c) The payment of the cost of replacing the goods or acquiring equivalent goods; or
 - d) The payment of the cost of having the goods repaired.
 - (ii) In the case of services:
 - (a) The supplying of the services again; or
 - (b) The payment of the costs of having the services supplied again.

15 Termination for bankruptcy. Thermo Fisher shall have the right at its option to terminate this agreement immediately upon written notice to customer in the event: (a) of an assignment by customer for the benefit of creditors; (b) of customer's insolvency; (c) of customer's dissolution or loss of charter by forfeiture; (d) customer is adjudged bankrupt or insolvent by a court of competent jurisdiction; (e) a trustee or receiver is appointed for customer or its assets or any substantial part thereof; (f) customer files a voluntary petition under any bankruptcy or other similar law providing for reorganisation, dissolution or liquidation; or (g) customer shall consent to the appointment of a receiver or a trustee for itself or its assets or any substantial part thereof; or (h) customer fails to prove a default hereunder.

16. Effect of termination. In the event of termination or expiration of the esp or service quotation all fees or charges payable for the entire term of this agreement shall without notice or demand by Thermo Fisher immediately become due and payable and Thermo Fisher's obligations under this agreement shall immediately end. The termination, expiration or non-renewal of this agreement shall not relieve either party from any obligation that accrues pursuant to this agreement before the effective date of the termination or expiration nor shall it release the parties from any obligation that may have been incurred as a result of operations conducted under this agreement.

Where the parties agree that equipment covered under an esp is deemed redundant to customer's requirements, the customer will shall pay outstanding fees or charges up to the date equipment is deemed redundant.

17 Indemnity. To the extent of its own negligence or willful misconduct, Thermo Fisher agrees to indemnify, defend and hold harmless customer, its officers, directors, and employees from and against any and all damages, liabilities, actions, causes of action, suits, claims, demands, losses, costs and expenses, (including without limitation reasonable attorneys' fees and disbursements and court costs) for injury to or death of persons or damage to property in connection with the performance of Thermo Fisher's obligations under this agreement. Customer shall provide to Thermo Fisher prompt written notice of any third party claim covered by Thermo Fisher's indemnification obligations hereunder. Thermo Fisher shall have the right to assume exclusive control of the defense of such claim or, at its option, to settle the same. Customer agrees to cooperate reasonably with Thermo Fisher in connection

with the performance of Thermo Fisher of its obligations under this section. Customer hereby represents that customer maintains public liability and property damage insurance and worker's compensation or other applicable insurance adequate to cover any such claims by its agents, employees, consultants or representatives. To the extent of its own negligence or willful misconduct, Customer shall indemnify, defend and hold harmless Thermo Fisher, its officers, directors and employees from and against any and all damages, liabilities, actions, causes of action, suits, claims, demands, losses, costs and expenses (including without limitation reasonable attorneys' fees and disbursements and court costs) for injury to or death of persons or damage to property in connection with Thermo Fisher's obligations under theesp or service quotation.

18 Limitation of liability.With the exception of liability in connection with a failure to comply with one of the Consumer Guarantees described in clause 13(a) and subject to clause 14(b), Thermo Fisher's total liability hereunder shall not exceed the amount paid for services or support by customer to Thermo Fisher for the three (3) months immediately preceding the occurrence giving rise to any claim by customer. To the extent permitted by law and subject to clause 13(a), in no event shall Thermo Fisher have any liability to customer for any indirect, special, punitive, incidental or consequential damages arising out of any warranty or covenant contained herein or otherwise, including without limitation, damages for loss of property or equipment, loss of profits or revenue, loss of use, cost of capital or claims of customer or of customer's employees or agents.

19 Miscellaneous. This agreement and / or any right or obligation herein shall not be assigned or delegated by the customer without the prior written approval of the Thermo Fisher. Both parties will comply with applicable codes and federal, state, and local laws the and regulations regarding their obligations under the esp or service quotation. The invalidity of any provision hereof shall not affect the validity of the remaining provisions hereof. This agreement, with its exhibits, constitutes the entire understanding between the parties and there are no representations, warranties, covenants or obligations except as set forth herein. This agreement supersedes all prior and temporary agreements, understandings and negotiations and discussions, written or oral, of the parties hereto, relating to the subject matter of this agreement. This agreement may only be amended by a written instrument duly executed by both parties.

20 Governing law; trial by jury. This agreement shall be governed by the laws of the state of New South Wales. In the event of any legal proceeding between the Thermo Fisher and customer relating to this agreement, neither party may claim the right to a trial by jury, and both parties waive any right they may have under applicable law or otherwise to a right to a trial by jury.

21 Repair of goods compliance statement. In the event that the tasks, obligations, and services set forth in the esp or service quotation relates to the repair of equipment capable of retaining user-generated data, the repair of any such equipment may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.