

Effective as at 15 May 2023

1. Interpretation

In these terms and conditions and in any contract to which these conditions apply, unless inconsistent with the context:

- a) **the Act** means the Consumer Protection Act 1999;
- b) **Claim** means any claim, demand, action or proceeding;
- c) **Contract** means the contract between Redox and the Purchaser for or in relation to the sale and purchase of goods;
- d) **goods** means any item of whatsoever nature which is sold or to be sold by Redox to the Purchaser;
- e) **Prescribed Terms** means any terms, conditions, guarantees and warranties which the Act and any other law expressly provides may not in respect of the Contract be excluded, restricted or modified, or may be excluded, restricted or modified only to a limited extent;
- f) **Purchaser** means the person or corporation who buys or has agreed to buy the goods from Redox;
- g) **Redox** means Redox Chemicals Sdn Bhd (Company No. 955405-K) or such other company related to Redox Chemicals Sdn Bhd which accepts the Purchaser's order by the issue of a Sales Confirmation;
- h) **Sales Confirmation** means the document so titled issued by Redox that formally accepts the order for goods from the Purchaser;
- i) **Standard Specifications** means Redox's standard specification for the goods current at the time the goods are delivered to the Purchaser. Copies of the Standard Specifications are available on request from Redox;
- j) Words importing the singular number shall be deemed to include the plural and vice versa. Words importing the male gender shall be deemed to include the female and neuter gender and vice versa; and
- k) The headings in these terms and conditions are provided for convenience only and do not effect the interpretation thereof.

2. General

- a) Subject to any Prescribed Terms, this document together with the relevant Sales Confirmation embodies the sole terms and conditions of the Contract between Redox and the Purchaser and supersedes all other conditions and agreements between the parties, unless expressly amended in writing by Redox.
- b) These terms and conditions shall without further notice apply to all future transactions between Redox and the Purchaser in relation to the sale and purchase of goods, whether or not this document is delivered in the course of the transaction.
- c) For the avoidance of doubt, none of the terms and conditions contained in any document or other instrument supplied by or on behalf of the Purchaser (including without limiting the foregoing those included in any purchase order or like document from the Purchaser) shall apply to or form part of the Contract, except and to the extent otherwise agreed in writing by Redox.
- d) All purchase orders supplied by the Purchaser are subject to acceptance by Redox and no Contract between Redox and the Purchaser comes into existence until Redox issues a Sales Confirmation in relation to the order.
- e) No variation or abrogation of these terms and conditions shall be effective unless it is evidenced in writing signed on behalf of Redox.

3. Payment

- a) Unless otherwise agreed by the parties in writing payment shall be made within 30 days from the end of the month in which the invoice is dated.
- b) Time for payment of the price of the goods shall be of the essence of the Contract and if the Purchaser fails to pay the price when due Redox may treat the Contract as repudiated by the Purchaser or may, unless payment in full is made, suspend delivery of the goods the subject of the Contract and any goods the subject of any other the contract with the Purchaser without incurring any liability whatsoever to the Purchaser in respect thereof. In addition, without prejudice to such rights of Redox, the Purchaser shall (if so required by Redox) pay interest to Redox on the outstanding amount of the price at the rate of 18% per annum until the price is paid in full. Purchaser agrees to indemnify Redox for all legal expenses (on full indemnity basis) incurred by Redox in proceedings for the recovery of all outstanding amount.
- c) Notwithstanding any rights of lien to which Redox may otherwise be entitled, Redox shall have a specific lien (including a right of sale) over the goods the subject of the Contract and any goods the subject of any other contract with the Purchaser until the price of the goods has been paid in full. The Purchaser shall not be entitled to make any deduction from the price of the goods in respect of any off-set or counter claims.

4. Delivery

- a) Any time or date named and accepted by Redox for completion, delivery, despatch, shipment or arrival of the goods or for tender of any documents is an estimate only and does not constitute a condition of the Contract or part of the description of the goods and is not of the essence of the Contract.
- b) Unless otherwise stated in writing Redox may make partial deliveries or deliveries by instalments in any amount it may determine and each such partial delivery or delivery by instalments shall be deemed to be a separate Contract and these conditions shall apply to each partial delivery or delivery by instalments.
- c) Redox may deliver up to 5% more or less of the amount specified for delivery, subject only to an appropriate adjustment to the price payable, in full satisfaction of Redox's obligations pursuant to the Contract.
- d) The Purchaser shall notify Redox within 7 days of the Purchaser's receipt of the goods of any short fall in or loss or damage to goods delivered. Failure to so notify shall, subject to the requirements of any Prescribed Terms, disentitle the Purchaser to any remedy in respect to the shortage, loss or damage.
- e) In the event that any delivery to the Purchaser is futile, the Purchaser refuses to accept any part of the Goods which have been dispatched to the Purchaser, or the Goods can't otherwise be delivered to the Purchaser on the delivery date, Redox may at its absolute discretion, require the Purchaser to pay on demand a futile delivery fee comprising of, where applicable, handling, storage, transport and restocking costs.

5. Risk and Title

- a) Except as otherwise provided herein, the goods supplied by Redox to the Purchaser shall be at the Purchaser's sole risk immediately on Redox's delivery to the Purchaser.
- b) Property and title in the goods supplied by Redox to the Purchaser will not pass to the Purchaser until such time as the goods the subject of the Contract and all other goods supplied by Redox to the Purchaser have been paid for in full. Until that time, the Purchaser shall store the goods, including goods into which the supplied goods have been mixed, in such a manner as to show clearly that they are the property of Redox and shall upon Redox's demand delivery up of such goods to Redox. In default of such delivery Redox may by its servants and agents enter the Purchaser's premises at any time without notice to repossess the goods.
- c) Until such time as the goods have been paid for in full the Purchaser is at liberty to sell the goods, including goods into which Redox's goods have been mixed, in the ordinary course of its business, and the Purchaser shall hold the proceeds thereof in trust for Redox and promptly account to Redox for those proceeds in payment of the purchase price for the goods.
- d) The Purchaser and Redox agree that the provisions of this clause apply notwithstanding any agreement between the parties under which Redox grants the Purchaser credit.

6. Warranties and Exclusions of Liability

- a) Redox warrants that the goods when delivered to the Purchaser will comply with any description for the goods contained in the relevant Sales Confirmation (if any) and with the Standard Specification for the goods. Redox is not required to supply goods with any specification or characteristics that are outside any such description for the goods (if any) or the Standard Specifications.
- b) The Purchaser acknowledges, agrees, represents and warrants that:
 - i) as the use of the goods is outside the control of Redox, the Purchaser is satisfied that the goods when supplied in accordance with clause 6.a) will have the condition, characteristics, quality and attributes that will make them suitable or fit for any ordinary or special purpose required for those goods, even if that purpose is made known to Redox at any time;
 - ii) the Purchaser has or will in a timely manner conduct all mandatory or prudent tests and apply all mandatory or prudent quality control checks and procedures to ensure the goods and any product that is produced from them will be without defect and suitable or fit for any purpose required for them; and
 - iii) the Purchaser has not relied upon any statement, representation, warranty, guarantee, condition, advice, recommendation, information, assistance or service provided or given by Redox or anyone on its behalf in respect of the goods, other than those that are expressly contained in the Contract.
- c) The Purchaser releases and indemnifies Redox and its officers, employees, consultants and agents from and against all actions, claims, proceedings and demands (including those brought by third parties) which may be brought against it or them, whether on its or their own or jointly with the Purchaser and whether at common law, under tort (including negligence), in equity, pursuant to statute or otherwise, in respect of any loss, death, injury, illness, cost or damage arising out of any breach by the Purchaser of any warranty provided by it under paragraph b) of this clause.
- d) Except as expressly set out in the Contract and except for liability under any Prescribed Terms, to the full extent permitted by law:

- i) all conditions, warranties, guarantees, terms and obligations expressed or implied by law or otherwise relating to the Contract or the performance of Redox's obligations under the Contract or to any goods or services supplied or to be supplied by Redox under the Contract are excluded, except for those conditions and warranties as to title in the goods; and
 - ii) without limiting the generality of the foregoing, Redox gives no condition, warranty or guarantee whatsoever as to the suitability, performance or fitness of the goods for their ordinary or any special use or purpose, and the description of the goods in any Contract or any other document shall not import any such condition, warranty or guarantee on the part of Redox.
- e) Notwithstanding anything to the contrary herein contained but subject to the provisions of any Prescribed Terms, Redox's liability in respect of any Claim arising in any way out of the Contract or its performance or from any failure to perform the Contract including (without limiting the generality of the foregoing) for breach of any condition, warranty or guarantee contained in the Contract or in any Prescribed Term implied into or applying to the Contract and whether that liability arises under contract, tort (including negligence), breach of statutory duty or otherwise, is limited as follows:
- i) if any guarantee to any good or service supplied by Redox and Redox's liability is due to a failure to comply with the guarantee and such failure cannot be remedied (each such failure hereafter referred to as a Relevant Failure), Redox's liability is as stated in the Act in respect of that Relevant Failure;
 - ii) if the liability is due to a failure to comply with any condition, warranty or guarantee in respect of any good or service supplied by Redox under the Contract and such failure is not a Relevant Failure, Redox's liability is limited as follows in respect of such failure:
 - (A) if the failure is in respect of goods, Redox's liability is limited to replacement of the goods or the supply of equivalent goods, the repair of the goods, payment of the cost of replacing the goods or of acquiring equivalent goods, or payment of the cost of having the goods repaired, as determined by Redox in its sole discretion; and
 - (B) if the failure is in respect of services, Redox's liability is limited to the supply of the services again or payment of the cost of having the services supplied again, as determined by Redox in its sole discretion;
 - iii) in respect of all other liability (if any), Redox's liability is limited in the aggregate to the amount of RM10,000.
- f) To the extent permitted by law and save as provided in paragraph (e) of this clause, Redox will have no liability to the Purchaser, however arising and under any cause of action or theory of liability, in respect of special, indirect or consequential damages, loss of profit (whether direct or indirect) or loss of business opportunity arising out of or in connection with the Contract or its performance.

7. Return of Goods

- a) Goods supplied to the Purchaser are not returnable except as provided in clause 6 above.
- b) If the goods are in accordance with clause 7.a) and all Prescribed Terms and are otherwise in compliance with the provisions of the Contract, Redox may from time to time under exceptional circumstances choose to accept the return of the goods from the Purchaser. A cancellation fee will apply and the Purchaser will also reimburse Redox for all costs associated with the delivery and return of the goods.

8. Indemnity

The Purchaser shall indemnify and keep Redox indemnified against all costs, claims, demands, expenses and liabilities of whatsoever nature, including, without prejudice to the generality of the foregoing, claims of death, personal injury, damage to property and consequential loss (including loss of profit) which may be made against the Purchaser or which the Purchaser may sustain, pay or incur as a result of or in connection with the manufacture, sale, export, import or use of the goods unless such costs, claim, demand, expense or liability shall be directly and solely attributable to any breach of contract or guarantee by, or negligence of, Redox or its duly authorised employee or agent.

9. Licenses, Duties, etc.

The payment of any taxes and the obtaining and maintenance in full force and effect of any necessary export or import licenses, authorisations or consent in respect of the goods is the sole responsibility of the Purchaser and Redox shall be under no liability whatsoever in respect of goods exported or imported without any necessary licenses, authorisations or consent.

10. Health and Safety

It is the Purchaser's responsibility to ensure that all applicable health and safety regulations are observed and other appropriate steps taken in relation to the storage, handling and the use of the goods and, where information is supplied to the Purchaser on potential hazards relating to the goods, to bring such information to the attention of its employees, agents, sub-contractors, visitors and customers. Without prejudice to the foregoing, it is also the Purchaser's responsibility to provide safe facilities for the reception of goods into storage.

11. Sales Tax

Sales tax (if and where applicable) pursuant to the law for the time being in force will be charged on those products that attract sales tax at the applicable rate.

12. Industrial Property Rights

The Purchaser shall not alter, remove or in any way tamper with any of the trade or other marks or numbers of Redox attached to or placed upon the goods.

13. Hardship

- a) For the purposes of this clause, "Hardship Event" means:
 - i) any changes in raw material inputs which leads to increased costs to Redox in sourcing the Goods from an international manufacturer, including but not restricted to increases in fuel prices, energy costs, or freight and transport costs; and/or
 - ii) any changes to or introduction of new central or regional laws, regulations or policies which lead to increased costs to Redox in sourcing the Goods from the international manufacturer; and/or
 - iii) any changes to the Specifications from Redox's supplier during the term of the Contract, with which the Purchaser does not agree.
- b) If, at any time during the supply period to which the Contract relates, a Hardship Event occurs, Redox may notify the Purchaser of such occurrence, and request a meeting to discuss appropriate changes to the terms of the Contract (including pricing terms or delivery dates) or adjustments to the supply price in light of such Hardship Event ("Hardship Notice").
- c) The Purchaser and Redox will discuss possible options to minimise the impact of the Hardship Event, having regards to Redox's discussion with the manufacturer. If the parties are unable to reach agreement on appropriate changes to the Contract price or other terms of the Contract within fourteen (14) days of the date of the Hardship Notice, then Redox may increase the price of the Goods to the extent required to pass on such increased costs resulting from the Hardship Event. Such cost increase shall take effect from the date of the Hardship Notice. The Purchaser is not obliged to agree to any change to the terms of the Contract as a result of a Hardship Event, however, if the parties are unable to reach agreement on appropriate changes to the Contract price or other terms of the Contract within fourteen (14) days of the date of the Hardship Notice, and Redox is not prepared to continue supplying the Goods, then Redox may suspend supply of the Goods for the balance of the term of the Contract.

14. Force Majeure

Redox shall not be under any liability whatsoever for the consequences of any failure on its part to perform or delay in performing any obligation under the Contract when due, whilst and to the extent that such failure or delay is due directly or indirectly to any event of force majeure. Without limiting the generality of the foregoing, this includes any liability whatsoever for any delay in completion, delivery, despatch, shipment or arrival of the goods or in the tender of any documents or the like.

"**event of force majeure**" includes any acts of God, war, riots, civil commotions, strikes, lock outs, trade disputes, fires, break downs, mechanical failures, terrorists' attacks, interruptions of transport, Government action or any other cause whatsoever, whether or not of a like nature to those specified above, outside the reasonable control of Redox.

If there is an event of force majeure, Redox will notify the Purchaser of the event and the likely impact on its performance under the Contract. If the event affect the capacity of Redox to complete its material obligations under the Contract in a timely manner, Redox may by notice in writing to the Purchaser terminate the Contract without any liability whatsoever on its part arising from such termination.

15. Notices

Any notice to be given to the Purchaser shall be deemed to be given upon its being posted or sent by facsimile to the address or facsimile number of the Purchaser set out in the Contract or to the Purchaser's registered office or to the Purchaser's last known address. Any notice to the Purchaser so sent shall be deemed to have been received by the Purchaser:-

- a) three (3) days immediately following the date of posting; or
- b) Immediately if sent by facsimile transmission, even if it is not received by the Purchaser.

16. Assignment

The Purchaser may not assign or transfer or purport to assign or transfer any of its rights or obligations under or in connection with the Contract to any other person or corporation whatsoever.

17. Sub-contract

Redox reserves the right to sub-contract the performance of any Contract or part thereof to any other party or person or corporation it may determine.

18. Proper Law and Jurisdiction

All Contracts made between Redox and the Purchaser shall be governed by and construed in accordance with the laws of Malaysia. The Purchaser agrees to submit to the non-exclusive jurisdiction of the Courts of Malaysia therefrom for all purposes of or in connection with such Contracts.

19. Cost Recovery

Any expenses, costs and/or disbursements incurred by Redox in recovering any outstanding monies owing by the Purchaser including debt collection fees and solicitors' costs shall be paid by the Purchaser.

20. Severability

Any provision of the Contract prohibited by or rendered unlawful or unenforceable under any applicable law actually applied by any court of competent jurisdiction shall, to the extent required by such law, be severed from the Contract and rendered ineffective so far as is possible without modifying the remaining provisions of the Contract. Where, however, the provision of any such applicable law may be waived, they are hereby waived by the parties hereto to the full extent permitted by such law to the end that the Contract shall be a valid and binding contract, enforceable in accordance with its terms.

21. Consent to Credit Check

The Purchaser hereby agrees and grants consent to Redox and its authorized officers to:

- a) conduct credit, property, litigation, trade, Central Credit Reference Information System (CCRIS), Dishonoured Cheque Information System (DCHEQS), identity, background, compliance risk and any other checks and verifications which are relevant to its business relationship/credit facility with Redox on the Purchaser's company, its directors/ shareholders/ owners/ partners/ guarantors/ individuals/ party/ providing securities with any registered credit reporting agencies under Credit Reporting Agencies Act 2010 (CRA) at any time, for as long as such business relationship/credit facility continues to exist and/or where any dues owed to Redox remain unpaid and outstanding;
- b) disclose its information including trade/account conduct to any registered credit reporting agencies;

The Purchaser also hereby grants consent to any other relevant registered credit reporting agencies under the CRA to:

- c) procure its CCRIS, DCHEQ and any other credit information from relevant data sources;
- d) disclose credit information relating to its company, its directors/ its shareholders/ owners/ partners/guarantors/ individuals/ party providing securities to the Company as and when the services of the credit reporting agency/ies is/are used for purposes mentioned above;
- e) share any of trade information/ account conduct as mentioned in clause 20.b) above to other subscribers of their services;
- f) transfer and disclose any credit information relating to me/our company, its directors/ its shareholders/ owners/ partners/ guarantors/ individuals/ party/ providing securities to relevant third parties and/or data processor either located within or places outside Malaysia when required.

The Purchaser agrees that:

- g) consent wherever mentioned in this letter is irrevocable and shall continue to be valid to the extent it remains consistent with any changes in law and for as long as there is an existing business relationship/ credit facility/ any dues remain outstanding with Redox;
- h) the database of the relevant registered credit reporting agency/ies may retain credit and trade information relating to the Purchaser as long as it is consistent with applicable laws and any changes thereto;
- i) the relevant credit reporting agency/ies, its respective directors, officers, members, servants or agents are absolved and held harmless from all liability however arising from the abovementioned consent, the exercise of any/all activity stated above by the relevant credit reporting agency/ies and the subsequent disclosure of any information relating to the Purchaser to Redox.