

Supplementary Terms and Conditions of ZwickRoell GmbH & Co. KG, Ulm, for Orders Placed Through the ZwickRoell Webshop

1. Applicability of the Terms and Conditions

- 1.1 For orders placed by the customer via the web shop operated by ZwickRoell GmbH & Co. KG, August-Nagel-Str. 11, 89079 Ulm, Germany (“**ZwickRoell**”) (the “**ZwickRoell Webshop**”), the following additional provisions (the “**Webshop Terms**”) apply in addition to the General Terms and Conditions of Sale of ZwickRoell GmbH & Co. KG (the “**ZwickRoell Terms of Sale**”).
- 1.2 Within their scope of application, the Webshop Terms take precedence over the ZwickRoell Terms of Sale; that is, in the event of a conflict, the Webshop Terms shall prevail. In all other respects, the ZwickRoell Terms of Sale remain unaffected.

2. Conclusion of the Contract

- 2.1 The testing systems offered in the ZwickRoell Webshop constitute an invitation to the customer to submit offers in the form of orders (“*invitatio ad offerendum*”). A purchase contract is not concluded until ZwickRoell confirms the customer’s order by issuing an order confirmation. The customer has no right to have any order confirmed.
- 2.2 For certain products in the ZwickRoell Webshop, it is not possible for the customer to place an order within the meaning of the preceding paragraph. If the customer orders such a product in the ZwickRoell Webshop, ZwickRoell will provide the customer with a customized offer to which the Webshop Terms do not apply. The validity of the ZwickRoell Terms of Sale remains unaffected.

3. Customer, Selection of Testing Systems, Exclusion of Consulting Services

- 3.1 By placing an order through the ZwickRoell Webshop, the customer confirms that he/she is a business operator within the meaning of the ZwickRoell Terms of Sale (Section 1.3 thereof), i.e., that the customer is acting in a commercial or self-employed capacity at the time the contract is concluded, or is a legal entity under public law or a special fund under public law.

- 3.2 The customer further confirms that he/she has selected the testing system and machine configuration on his/her own responsibility and based on his/her own technical expertise. The customer is responsible for ensuring that the selected testing system and machine configuration are suitable for the customer's intended testing tasks and comply with the safety and regulatory requirements applicable at the place of operation.
- 3.3 ZwickRoell has not provided any individual application-specific consulting as part of the ordering process in the ZwickRoell Webshop. ZwickRoell recommends that the customer seek advice from the responsible technical consultant prior to placing an order if there are any uncertainties regarding suitability.

4. Operating Manual

Notwithstanding the provisions of these Webshop Terms, the customer agrees to review and comply with the manual accompanying the testing system ordered. The customer will receive a link to the manual in the order documents (order confirmation) and/or the delivery documents for the testing system.

5. Commissioning

- 5.1 Depending on the testing system, ZwickRoell offers the customer the following installation options, some of which may be subject to a fee:
- Self-commissioning using the written installation instructions,
 - Virtual commissioning with support from ZwickRoell, or
 - On-site commissioning by a ZwickRoell technician.

The testing systems offered in the web shop are primarily delivered for self-commissioning by the customer.

- 5.2 In the case of self-commissioning, the customer confirms that it has qualified personnel capable of performing the installation properly and safely in accordance with the provided instructions and the operating manual. When performing self-commissioning, the customer is specifically responsible for:

ZwickRoell GmbH & Co. KG

August-Nagel-Str. 11 • 89079 Ulm • Germany
Registration Office Ulm HRA 1980
Phone +49 7305 10 -0
Fax +49 7305 10 -11200
Hotline: +49 7305 10 -11225
www.zwickroell.com • info@zwickroell.com

Commerzbank AG, Ulm

S.W.I.F.T.-Code COBADEFF 630
IBAN € DE15 6304 0053 0929 4109 00
IBAN \$ DE85 6304 0053 0929 4109 01
Sparkasse Ulm
S.W.I.F.T.-Code SOLADES1ULM
IBAN DE24 6305 0000 0000 0797 56

Managing Directors:

Klaus Cierocki (Chairman)
Christine Dübler • Ping Bu Loke
Personally liable partner:
ZwickRoell Verwaltungsgesellschaft mbH, Ulm
Registration Office Ulm HRB 4361
VAT No.: DE147043343

- the proper setup and installation of the testing system supplied by ZwickRoell in accordance with the safety instructions and the operating manual,
- providing a suitable infrastructure at the installation site (power supply, compressed air supply, vibration-free foundation),
- compliance with all safety, occupational safety, and environmental regulations applicable at the installation site,
- conducting a functional check before the first use of the testing system, and
- training the operating personnel in the safe operation of the testing system based on the operating manual.

5.3 ZwickRoell assumes no responsibility for damage resulting from commissioning by the customer that does not comply with the instructions or from failure to follow the operating instructions. The rights regarding defects in accordance with the ZwickRoell Terms of Sale remain unaffected by this, provided that the defect is not attributable to commissioning by the customer.

6. Calibration

6.1 The testing systems offered by ZwickRoell in the ZwickRoell Webshop are delivered with factory calibration. An accredited calibration at the installation site in accordance with ISO 17025 is not included in the standard scope of delivery but can be ordered as an additional service.

6.2 The customer is responsible for determining and commissioning the calibrations required for their testing tasks and for compliance with the standards and regulations applicable to them (e.g., ISO 7500-1, ASTM E4, ISO 9001, IATF 16949).

ZwickRoell expressly points out that numerous standards and quality management systems require accredited on-site calibration.

7. USA/Canada

For customers and/or deliveries in the USA and Canada the following additional provision applies:

ZwickRoell GmbH & Co. KG

August-Nagel-Str. 11 • 89079 Ulm • Germany
Registration Office Ulm HRA 1980
Phone +49 7305 10 -0
Fax +49 7305 10 -11200
Hotline: +49 7305 10 -11225
www.zwickroell.com • info@zwickroell.com

Commerzbank AG, Ulm

S.W.I.F.T.-Code COBADEFF 630
IBAN € DE15 6304 0053 0929 4109 00
IBAN \$ DE85 6304 0053 0929 4109 01
Sparkasse Ulm
S.W.I.F.T.-Code SOLADES1ULM
IBAN DE24 6305 0000 0000 0797 56

Managing Directors:

Klaus Cierocki (Chairman)
Christine Dübler • Ping Bu Loke
Personally liable partner:
ZwickRoell Verwaltungsgesellschaft mbH, Ulm
Registration Office Ulm HRB 4361
VAT No.: DE147043343

Customer represents and warrants that all personnel performing installation, setup, and operation of the testing system (a) possess adequate training and qualifications, including but not limited to OSHA 10-Hour General Industry training or equivalent, (b) use appropriate personal protective equipment, including safety footwear meeting ASTM F2413 standards, safety glasses, and gloves as applicable, and (c) comply with all applicable federal, state, provincial, and local safety regulations, including OSHA regulations (29 CFR 1910) and/or any applicable Canadian occupational health and safety legislation. Customer assumes full responsibility for ensuring a safe installation environment and for compliance with all applicable workplace safety requirements.

8. Language

These Webshop Terms are available in various languages. In the event of discrepancies or conflicts, the German version shall take precedence over other versions.

Status: June 2026

ZwickRoell GmbH & Co. KG

August-Nagel-Str. 11 • 89079 Ulm • Germany
Registration Office Ulm HRA 1980
Phone +49 7305 10 -0
Fax +49 7305 10 -11200
Hotline: +49 7305 10 -11225
www.zwickroell.com • info@zwickroell.com

Commerzbank AG, Ulm

S.W.I.F.T.-Code COBADEFF 630
IBAN € DE15 6304 0053 0929 4109 00
IBAN \$ DE85 6304 0053 0929 4109 01
Sparkasse Ulm
S.W.I.F.T.-Code SOLADES1ULM
IBAN DE24 6305 0000 0000 0797 56

Managing Directors:

Klaus Cierocki (Chairman)
Christine Dübler • Ping Bu Loke
Personally liable partner:
ZwickRoell Verwaltungsgesellschaft mbH, Ulm
Registration Office Ulm HRB 4361
VAT No.: DE147043343