

## GENERAL TERMS & CONDITIONS

These general terms and conditions apply to all services provided by Silverline Legal BV

### 1. Assignment

When you engage us, we enter into an assignment agreement (*overeenkomst van opdracht*), to which these general terms and conditions apply. These general terms and conditions also apply to any follow-up assignment you give us. We expressly reject the applicability of any other general terms and conditions.

### 2. Who will execute the assignment?

We will determine which attorney from our firm can best perform the assignment. This depends amongst other things on the various specializations and availability of our attorneys. In certain cases, we will engage a third party to perform the assignment. We will discuss this with you in advance.

Silverline Legal and its associated attorneys are registered with the Dutch Bar Association and locally with the Amsterdam Bar Association.

### 3. Our remuneration and term of payment

Our fee is calculated based on the number of hours worked, multiplied by the agreed hourly rate. In addition, this amount can be increased by a compensation for costs incurred. These include court fees, travel expenses, the costs of hired third parties, and courier costs. The work will be charged on a monthly basis. The payment term is 30 days. After expiry of this payment term, we are entitled to claim compensation of the statutory (commercial) interest and extrajudicial collection costs.

### 4. Confidentiality

We treat the information we receive from you in the context of an assignment as confidential, in compliance with applicable regulations. Among other things, our lawyers observe their legal duty of confidentiality.

### 5. Not satisfied with our work? Let us know

In the unlikely event that you are not satisfied with our services, we would like to hear from you as soon as possible. We will then try to find an appropriate solution in consultation with you. Should that still not be possible, we will try to come to an agreement using our complaints procedure. All complaints and rights of claim against Silverline Legal lapse as soon as a period of one year has passed since you became aware, or could reasonably have become aware, of the existence of that complaint and/or right of claim.

### 6. Liability

We do everything we can to execute the assignment contract as well as possible. But what if you do suffer demonstrable damage due to the (incorrect) execution of the assignment? Our insurance may provide coverage. Our liability for damages is limited to the amount paid out by our professional liability insurance. If for any reason our insurer will not pay out, any liability is limited to the amount paid to us by you in connection with the assignment. This amount in any case is capped at EUR 10,000. We are not liable for errors or shortcomings of third parties engaged by us.

### 7. Dutch law

Our agreement is governed by Dutch law. The Amsterdam District Court has exclusive jurisdiction.