# TERMS AND CONDITIONS OF USE FOR PURCHASE ON WEBSITE AS AT 02/2020



This document constitutes an adhesion contract for the use of the Balluff Internet page (hereinafter "Website" and / or "Web Page") concluded by: on the one hand, BALLUFF DE MÉXICO S de RL de CV (Hereinafter "Balluff" and / or "the Company"), in its capacity as responsible party and on the other, the User, both parties being subject to the provisions of

#### Acceptance of the Terms and Conditions

Acceptance of the Terms and Conditions
By entering and using this Internet portal, identified by the domain name balluff.com, property of Balluff, the User is accepting the Terms and Conditions of Use contained in this contract and expressly declares its acceptance of using electronic means for this purpose, in terms of the provisions in article 1803 and others related in the Federal Civil Code.

For the purposes of this contract, the parties agree that "User" means any person of any nature who enters the website balluff.com.mx and / or any of the subpages that display their content and / or the person of any nature that is registered and / or uses any of the services offered through said page.

offered through said page. In case of not accepting in an absolute and complete way the Terms and Conditions of this contract, the User must refrain from accessing, using and observing the Website and / or any

other service offered by Balluff.

In case the User accesses, uses and observes the Site, it will be considered as an absolute and expressed acceptance of the Terms and Conditions of Use stipulated here, the other documents incorporated into them by reference, as well as the applicable laws and regulations that are in accordance with current legislation for the use of the Website.

Balluff will not keep an individualized copy of this agreement between the User and the

Company, so the User is recommended to keep a copy of these Terms and Conditions of Use for their own record. In the event that the User violates what is expressed in these Terms and Conditions of Use,

Balluff may cancel its use, as well as exclude the User from future operations, and / or take legal action that it deems appropriate for its interests.

#### Use of the site www.balluff.com.mx

- Use of the site www.balluff.com.mx

  The User and Balluff de México agree that:

  To be able to purchase on the Website, our conditions of sale will only be applied to businesspeople and professionals who meet the conditions of "Client / Buyer" accepted by Balluff within the framework of their business or professional activity.

  Balluff grants a non-transferable and revocable license to use the Website, under the Terms and Conditions of Use described, for the purpose of purchasing items sold on the same Page. The User may only print and / or copy any information and / or image contained or published on the balluff.com website exclusively for commercial and / or professional use. In case of being a legal entity, it will be subject to the provisions of article 148, section IV of the Federal Copyright Law. The reprint, publication, distribution, assignment, sublicense, sale, electronic reproduction or by other means, partial or total, of any information, image, document or graphic that appears on the balluff.com website, for any use other than personal non-commercial is expressly prohibited to the User, unless it has the prior written consent of Balluff. Any violation of these Terms and Conditions of Use will lead to the immediate revocation of the license granted in this section, without prior notice.
- Conditions of Use will lead to the immediate revocation of the license granted in this section, without prior notice.

  Certain services and related features that may be available at balluff.com.mx may require registration or subscription. The User acknowledges that, by providing personal information, he grants Balluff the authorization indicated in article 109 of the Federal Copyright Law. If the User decides to register or subscribe to any of these services or related functions, he agrees to provide accurate and updated information about his company, and to quickly update that information if there are any changes. Each Site User is solely responsible for keeping passwords and other account identifiers secure. The account holder is fully responsible for all activities that occur under his password or account. Furthermore, the User must notify Balluff of any unauthorized use of their password or account. Under no circumstances will Balluff be responsible, directly or indirectly, for any loss or damage of any kind incurred as a result of the User's failure to comply with this section.
- During the registration process, the User agrees to receive promotional emails from www. balluff.com.mx. However, later, you can choose not to receive such promotional emails by requesting an unsubscription at dataprotectionmx@balluff.com from the registered

- by requesting an unsubscription at dataprotectionmx@balluff.com from the registered email.

  Balluff reserves the right to block access or partially or totally remove all information, communication or material that in its sole judgment may be: i) abusive, defamatory or obscene; ii) fraudulent, artificial or deceptive; iii) in violation of copyright, trademarks, confidentiality, industrial secrets or any intellectual property right of a third party; iv) offensive or; v) that in any way contravenes the provisions of this contract.

  Balluff does not presume that the content of its Page can be legally viewed outside the United Mexican States. Access to content may not be legal for certain people or in certain countries. If the User has access to content from outside the United Mexican States, they do so at their own risk and are responsible for compliance with the laws within the jurisdiction in which the User is located.

  Users are prohibited from violating or attempting to violate the security of the Website and the Balluff affiliated Websites; The User is prohibited from: (a) Accessing data to which the User is not authorized to use or log into a server or an account to which the User oson thave authorized access; (b) Attempting to examine, scan or test the vulnerability of a computer system or a network or breaking security or authentication measures without proper authorization; (c) Attempting to interfere with the use of any other User, hosting service or network, including, without limitation, transmitting a virus to the Balluff Website or affiliated websites; cause saturation of such sites by "flooding", "spamming", "mallbombing" or "crashing"; (d) sending unsolicited emails, including promotions and / or advertising of products or services, or; (e) falsifying any TCP / IP packet header or any part of the header information in any email or newsgroup posting. The User acknowledges that violations of the computer system or network security can generate civil or criminal responsibilities. Balluff de México will

- For proper access to the Site, Users must have the necessary equipment and facilities for their Internet connection (computer, telephone, modem, programs, etc.), the use of this equipment is their total responsibility.

  Balluff is exempt from any responsibility that occurs due to interruptions or suspensions of the Internet access service caused by the failure of the telecommunications system, the power supply, acts of God or force majeure or a third party action that may disable the computers that provide access to the network.

  For the foregoing, Balluff is not responsible for any damage, loss or loss to the User caused by failures in the system, the server or the Internet. The Company will also not be responsible for any virus that could infect the User's equipment as a result of accessing, using or examining the Site or as a result of any transfer of data, files, images, texts, or audio contained therein. Users will NOT be able to impute any responsibility or demand payment of damages, due to technical difficulties or failures in the systems or on the Internet. Balluff does not guarantee continued or uninterrupted access and use of the Site. The system may eventually not be available due to technical difficulties or Internet failures, or for any other circumstance unrelated to the Company; In such cases, efforts will be made to re-establish it as quickly as possible without any liability being attributed to it. Balluff will not be responsible for any errors or omissions contained in the Site.

# Intellectual and Industrial Property, and Copyright

Balluff acknowledges being the sole owner of the intellectual property rights, whether registered or unregistered, on the www.balluff.com.mx site, including, but not limited to: projects, software, source code, graphics, photographs, videos, images, music, sound, texts, logos, trademarks, domain names, commercial names and data included on the Website www.balluff.

trademarks, domain names, commercial names and data included on the Website www.balluff.
com. The entire content of our page is also protected by copyright as a collective work under
the copyright laws in Mexico and international conventions. All rights reserved.
Users are warned that such rights are protected by current Mexican and international
legislation regarding intellectual and industrial property and copyright.
The copyring, reproduction, adaptation, modification, distribution, commercialization, license,
sending, disclosure, public communication and / or any other action that generates an
infringement of current Mexican or international legislation on intellectual and / or industrial
property is prohibited as well as the use of the contents of the Site without prior written
consent from Balluff.
In the event that the User transmits to Balluff any information, programs, applications, software
or in general any material that needs to be licensed through the balluff com Website, the User

consent from Balluff. In the event that the User transmits to Balluff any information, programs, applications, software or in general any material that needs to be licensed through the balluff.com Website, the User hereby grants Balluff a perpetual, universal, free, non-exclusive, worldwide and royalty-free license, which includes the rights to sublicense, sell, reproduce, distribute, transmit, create derivative works, display and publicly perform them.

The provisions of the preceding paragraph shall also apply to any other information that the User sends or transmits to Balluff, including, without limitation, questions, criticisms, comments and suggestions to renew or improve the Website, whether these have been included in any part of the page indicated or by virtue of other means or modes of transmission known or that will be developed in the future. In addition, when the User submits comments or criticism to the website, he also grants Balluff the right to use the name that the User of which it is send by, in the framework of such review, comment, or any other content.

Therefore, the User expressly waives, in this act, to carry out any action, lawsuit or claim against Balluff, its affiliates or suppliers for any current or eventual violation of any copyright or intellectual property derived from the information, programs, applications, software, ideas and other material that the User himself sends to the website balluff.com.

In case of considering that any content published on the Website violates intellectual or industrial property rights, the User may make a notification by contacting the Balluff Customer Service center. The User will have to indicate: i) Truthful and accurate personal data (name, address, telephone number and email address of the complainant; ii) Accurate and complete indication of the content (s) protected by the intellectual property rights allegedly infringed, as well as the location of such violations on the referred website; iy) Explicit, clear attement and under the responsibili

third party websites. Balluff is not responsible for the content of linked third party websites and makes no statement regarding the content or veracity of the material on those third party sites. If the User decides to access third party websites through these links, he does so at his own risk and responsibility.

#### General

These General Terms and Conditions govern our deliveries and services. We do not recognize or accept the general conditions of the buyer, except when we have consented to its application through an express agreement documented in writing. The foregoing will apply when we perform the provision without reservation, knowing that there are

will apply when we perform the provision without reservation, knowing that there are conditions that deviate or contractic our general conditions.

All contracts entered into with "The Seller", with the consent of "The Buyer", are governed through the Transfer of ownership of the good or service according to article 14 of the Federal Tax Code. It is worth mentioning that the seller certifies with all the acts and formalities related to the export of goods under the brand: Balluff.

# Product information

The information given about each product, as well as the photographs or videos related to them and the trade names, brands or distinctive signs of any kind contained in the Balluff Site, are exposed exclusively for guidance. Balluff is not responsible for any errors or inaccuracies in the product information.

### **Payments**

Payments
Payment for products purchased on the Site may be made through any of the payment methods offered by the Site, being this credit card and debit card. The list of payment methods offered may be subject to change at any time without prior notice to Users. Payment by credit card or any other online payment method must be made on the Site. Balluff will send the purchase confirmation via email. Only after confirmation of payment will the products be released for delivery to the delivery address indicated by the User. Balluff reserves the right to request official documents from its clients, as a means of validation of the product acquisition process through the Site. In case of ignorance on the part of the Banking Institution corresponding to the charges made by the corresponding User through credit card and derivatives of operations

made by the corresponding User through credit card and derivatives of operations carried out on the Site, Balluff reserves the right to initiate the corresponding legal actions and establish the criminal or civil responsibilities as the case may be or of any other nature, as well as carry out all those internal actions that may range from making the charge again to the credit card of that User to the definitive removal of the User from the Site, for which will not require prior authorization from the User.

# Purchase of products

In order to make the purchase of the products, the User (strictly legal entity) must make In order to make the purchase of the products, the oser (strictly regarething) must make the payment of the selected products, taxes and corresponding shipping costs through the payment service providers that Balluff makes available to the User on the Website. The User may purchase products through the Website to be delivered to an address with shipping cost within the territory of the United Mexican States.

Once the purchase has been made by the User, by implicit acceptance of the Terms and Conditions of Use, Balluff will send an e-mail to the User informing of the details of the purchase made as well as its delivery or delivery date if this is the reserve.

purchase made, as well as its delivery or delivery date, if this is the case

# Delivery - Delivery period - Extension of delivery periods - Partial deliveries

Balluff will send the products purchased to the address specified by the User for this purpose as long as such address is within the coverage area communicated by Balluff. Unless expressly agreed in the contract, the delivery period is considered fulfilled when the shipment arranged for the material has been delivered to the location expressed in

The shipping address section during the purchase.

The delivery time starts as of the confirmation of payment by the bank, online payment platform, or Balluff Credit department

The products will be shipped and delivered to the User by third parties (hereinafter "Transportation Companies"). By virtue of the foregoing, the User agrees to submit himself to the shipment and delivery of the products under the delivery policies of the Transportation Companies themselves that are incorporated by reference to these Terms and Conditions of Use.

The period described on the Site is an estimate. In this way, it is possible that this period

will change due to logistical reasons and force majeure. In the hypothesis that for any

fortuitous event or force majeure that may delay the delivery of the products purchased on the Site, Balluff will be at all times exempt from any liability.

on the Site, Balluff will be at all times exempt from any liability.

As long as it is acceptable to you and feasible for us, we will have the right to make deliveries of the partial products, which, in this case, we can invoice separately, the available stock will always be visible to the user.

In the event that the User has not received the products within the period stated

by Balluff, they must contact the Company through the customer service center salesweb@balluff.com.

The cost of the freight will be added to the value of the merchandise purchased and will be calculated and informed to the User before the confirmation of the purchase. The cost of the freight may depend on factors such as the total weight of the merchandise, the distance and the type of delivery, and may be modified by Balluff at any time without prior

distance and the type of delivery, and may be modified by Balluff at any time without prior authorization from the User.

The property and the risk of loss of the products will be transferred to you at the time we deliver the products to the delivery address provided and it will be entirely your responsibility at the time the transportation company has the acknowledgment of receipt. The installation and / or assembly of the products are not included in the delivery service. The inspection and approval of the products at the time of delivery will be the responsibility of the client when they verify the documentation, product, MRO, or invoice, obtaining the counter-receipt as proof of delivery. Balluff de México is not responsible for any discrepancy once proof of delivery has been obtained.

- Force Majeure Cancellations and Returns
  If an event of force majeure prevents us from complying with the service within reasonable time, both parties may dissolve the contract in whole or in part. The same will apply in case of posterior impossibility of fulfilling the contract for unforeseen events that are not attributable to us. In such cases, the termination of the contract will not generate the right to claim damages between the parties. When a party intends to terminate the contract for the reasons set forth herein, it shall be obliged to notify the other party without delay.
- In case of not receiving the correct merchandise contracted on time from our supplier
- in case of not receiving the correct merchancise contracted on time from our supplier for the fulfillment of the contract, we will be released from our obligation to perform the service and exempt from any liability, as long as the correct notification is made. Upon the receipt of the material, the client will have 15 calendar days at this disposal to return the purchase, with the exception of custom-made / configurable equipment (eg BTL'S), by means of written communication to Balluff, in advance of the requested deligious data can be at the extended product form. The Review will be recognished for delivery date no less than the standard product term. The Buyer will be responsible for
- covering an amount of 25% for MTS materials.

  Unless stated against the order placed on the website, the Buyer may, prior to shipment, cancel the order for the product, in whole or in part, for any reason, with the exception of custom-made / configurable equipment (eg.: BTLS), by written communication to Balluff, in advance of the requested delivery date no less than the standard product term. The Buyer will be responsible for covering an amount of 25% for MTS materials.

Balluff de México will only accept returns of materials in perfect condition and with their original packaging, will have the right to discount an additional 25% in the case of returns or cancellations of materials with damage.

# VII. Property rights

- We reserve ownership and / or ownership of all products purchased until full payment or all claims resulting from the commercial connection. This also applies in case the payment of certain actions indicated by you has been made. If the retention of title and / or property is linked to special requirements or forms in your country, you must notify us accordingly and ensure compliance at your expense.

  Any incorporation, integration or transformation of the supplied merchandise will always
- be carried out by us as a manufacturer, without any obligations arising from our charge resulting from it. At the moment that (co) property on the merchandise is extinguished due to the incorporation, integration or transformation, the (co) property rights on the new article will be transmitted to us in relation to the value invoiced for the incorporated,
- integrated or transformed merchandise. You freely protect our (co) property. The buyer may not assign or sell the goods, and must notify us immediately of any seizure by a third party, or any action that may disturb possession.
- We may accept an offer from the buyer to provide a sufficient guarantee on the payment, provided that its value is at least 20% higher than the value of our outstanding credit

# VIII. Delivery conditions - Risk transmission - Incoterms - Transport insurance 1. The delivery will be made from CEDIS (Balluff) to a warehouse and / or domicile (Client)

- under the delivery conditions indicated in the order made by the client, by a third party
- 2. We will provide transportation insurance only upon agreement and to your charge if
- 3. Once the shipping guide is delivered, it is the customer's responsibility to track the order.

# Claim rights for defective defects. Claim requirements

- Unless expressly agreed otherwise, quality and functionality are regulated exclusively and exhaustively on the technical data sheet or in the instruction manual that refers to the respective product.
- We agree that, in the event of a claim for additional performance (subsequent improvement or additional delivery), the most profitable alternative is eligible, provided 2
- intiprovertient of additional delivery, the most promatile alternative is engine, provided that this alternative is not to your detriment.

  Complaints of incomplete or incorrect deliveries must be made to us in writing immediately at ventasweb@balluff.com, but no later than one week (7 calendar days) after delivery (apparent defects) or the discovery of the defect Otherwise, the assertion of warranty claims is excluded. In no case will the Users be exempted from their obligation
- to review the communication and communicate the defects in a timely manner.

  We do not agree to any restrictions on your legal requirements regarding the inspection and claim of receipt.
- and claim of receipit.

  Warranty claims for Balluff products are subject to a limitation period of 24 months after
  the transfer of risk. This will not apply to warranty claims related to products subject to
  wear and tear (eg Photoelectric Sensors, Mechanical Sensors, Micro Pulse Transducers,
  Magnetically Encoded Position and Rotary Encoder Systems, Inductive Couplers, and
  Accessories classified as Balluff Accessories (p Eg Cable, connectors, angle brackets,
  etc.), etc.); These warranty claims are subject to a 12 month limitation period after the
  transfer of risk. The aforementioned provisions shall not apply in cases of liability for
  damages arising from an intentional or grossly negligent breach of duty. For warranty
  claims relation to terms of comprehensive services it will be stated in the commercial claims relating to terms of comprehensive services, it will be stated in the commercial
- proposal and specific conditions of each service.

  Provided that a certain number of actions or cycles of changes have been agreed for a product, this agreement will be in force until the prescription periods established in the preceding paragraph have elapsed. If the agreed number of actions or cycles of changes is reached for a product prior to the prescription period set in paragraph VI. 5, from that moment all the rights derived from that agreement will expire. Otherwise, the agreement of a certain number of actions or maneuver cycles only develops its effectiveness if the product is used according to the environmental conditions described in its technical data sheet or in its instruction manual.

- Claims are excluded in the following cases
  - a) Inspection and claim of the defect outside the deadlines established in the preceding
  - paragraphs.

    b) Unauthorized modification of the shipped object, unless it can be proven that the defect was not caused by those modifications.

    c) Defects caused by natural wear, improper use or improper storage.

  - Your claims are excluded as soon as you result being the only ones responsible for the violation of the property right.
  - Wolation of the property right.
    e) Your claims are also excluded to the extent that the infringement of Industrial Property Rights is due to your special instructions or any use that has not been foreseen by us or has been caused by the products that you have altered without authorization.

or has been caused by the products that you have altered without authorization.

f) Claims against us or our indirect agents are excluded due to deficiencies in the title, in addition to others that are governed in this Section VII.

In the event that, in relation to the fuffilment of the contractual obligations, a result will be generated that may, as industrial Property Law and Rights regarding this result will belong exclusively to us unless you have been involved significantly in generating the result. In such case or in all other cases, a result will be conclusively generated as Industrial Property Law. We agree that we will receive at least one royalty-free, non-exclusive right takes the royalty-free productions from the fitting leading and content. to use the result, with no restrictions in terms of time, location and content.

#### Responsibility

- We are only responsible for any claims for damages and reimbursement of unnecessary expenses, (hereinafter called "damages") caused to you by defects in the Services / products or by the violation of other contractual or non-contractual obligations, in
- particular caused by tort, due to wilful damage or gross negligence.

  Compensation for damages due to breach of essential contractual obligations will be limited to compensation for those damages that we should have foreseen at the time of concluding the contract, based on circumstances that we consider to be rationally possible (typical contractual damages), except when there is intent or gross negligence on our part or we must respond for damages or injuries to life, physical integrity or health of people, or by assuming a guarantee or a supply risk.
- Typical contractual damages are as follows:
  a) By claim: damages with a maximum amount of the purchase price of the contract in question, and
  - b) Per year: damages for a maximum amount of the annual billing for which you have purchased our products during the previous year. And, during the first year of the contract, for damages for a maximum amount of the invoiced amount for which they
  - had purchased our products until the moment of the loss.

    In any case, damages that may be compensated by us will not be considered indirect damages (eg lost profits or damages derived from interruptions of production).
- When quantifying the amount of compensation to be paid by us, the following circumstances should be assessed for moderation and specification: the existing economic situation; the type, volume and duration of the business relationship; one's own participation or responsibility in the production of the damage, as well as, where appropriate, that the damages are the consequence of an improper location or installation of the supplied product. In particular, the indemnities, costs and expenses that we must assume must maintain an adequate proportionality or consistency with the
- value of the product.

  The limitation of liability established herein is directly applicable to our managers, executives, workers, collaborators and when we subcontract third-party services

Except as indicated separately, all prices shown through the website are plus VAT (value added tax) expressed in USD (American Dollars)

Except as otherwise indicated, the List Price or Suggested Price displayed on our website represents the retail price.

However, these prices do not include the expenses corresponding to the shipment of the products, which will be detailed separately in each order and must be accepted and paid, prior to shipment, directly and exclusively by the User.

The User must consider that there are cases in which an order cannot be processed due to various reasons. In that sense, Balluff reserves the right to deny or cancel any order for any reason, at any time. In addition, it must be clear that additional information may be requested from the User, even before accepting the order.

Balluff will provide the most accurate pricing information for Users, however, certain errors may

still occur, such as cases where the price of an item is not displayed correctly on the Website. As such, the Company reserves the right to deny or cancel any order. In the event that the price of an item is incorrect, Balluff may, at its discretion, contact the User to request instructions or cancel the order and notify them of such cancellation. It should be mentioned that Balluff will

have the right to cancel such orders, whether or not the order has been confirmed and paid. If for any reason the price is \$ 0.00 or \$ 0.01, please contact the Balluff customer service center at salesweb@balluff.com. For no reason, it will be understood that these have no price or are given away and orders that are made under this situation, will be canceled without prior

The amounts applicable in the form of taxes will be added to the price and will be paid by the Buyer according to the geographical area. Instead of that, the Buyer can supply Balluff with a valid exemption certificate for the tax authority. Example: Payment in the north zone with 8% instead of 16%.

XII. Product availability
All the products offered on the Website are subject to stock and availability, so the delivery time may vary with prior notice from us, or even the order may be canceled and the User charges returned in case. If the delivery time offered is not to the satisfaction of the User, the order may be requested to

be canceled without charges or commissions.

If the payment was made by debit or credit card, the refund will be made through a chargeback on the same card that was used as long as 30 calendar days have not elapsed after the charge. If the payment was made by other means or already exceeded 30 calendar days after the charge, the refund will be made through a bank transfer to the User's account.

The User will be reimbursed for the cost of the returned products plus the cost of freight paid

### Period for refunds in case of cancellation

Period for returns in case of cancellation in case of cancellation of the purchase made by the User in accordance with the section "Cancellation of the purchase of the products" of these Terms and Conditions, Balluff must request a refund from the User for the entire amount paid by the User within of the next 7 calendar days from the cancellation date of the purchase by the user.

### Deadline for refunds in case of return

Once the products returned by the User have been received, Balluff will review the returned products.

In the event that the products received by Balluff comply with the characteristics established in point 2 of the "Return Conditions" section, the Company will have the obligation to return the money paid by the User within 7 calendar days from the day in which the Balluff received the returned products.

### XIV. Payment terms - Compensation - Assignment

- Orders must be initiated by the buyer on our website. Orders must identify products,
- Orders must be initiated by the buyer of our website. Orders must identify products, unit quantities, part numbers, descriptions, applicable prices, and delivery dates. Unless otherwise agreed in writing by Quote or purchase order or order number from our website, the invoice amount is payable in accordance with the payment and credit conditions established by Balluff de México.

  A compensation of the accounts of your credits against ours will only be acceptable when, on our part, your credits against ours have been expressly recognized by uts.
- The transfer of rights derived from this contractual relationship is only lawful with our 4. prior written consent.

Balluff de México will not accept the return of products without a return material authorization number ("RMA") that must be arranged with the Balluff quality advisor. Returned products must retain the original packaging of the material without damage or modifications to the original transport packaging with all its materials. All returned products will be shipped by prepaid freight as specified in the RMA and will be subject to a 25% charge for high turnover and 40% low turnover materials at a stock renewal rate. If the return of the product is due to a defect, a complete description of the nature of the defect must be included with the returned product. The return of manufactured and / or adjusted products according to specific Buyer requirements is not supported. Products that do not allow return will be returned to the Buyer with freight collect. With an invoice generated by

### XV. Place of fulfillment - Jurisdictional jurisdiction - Applicable law

For everything related to the interpretation and compliance with the terms and conditions, the Parties submit to the legislation, jurisdiction and competence of the Courts of the city of Santiago de Querétaro, Querétaro, Mexico, expressly renouncing any other jurisdiction that may correspond to them, by reason of their present or future addresses or for any other

#### XVI. Repair services

AVI. Hepair services
Balluff de México offers repair services both under warranty and beyond it, if necessary.
The rates established for repairing the out-of-warranty product will be indicated before the reception of the items to facilitate the speed of the process. All returns must be accompanied by a Return Material Authorization (RMA) number, which can be obtained from Balluff de México customer service. Have these details available when you call Balluff de México customer service:

- Balluff part number for the item needing repair, Balluff serial number (if applicable), Brief description of the problem, and

- Purchase order number

You can contact Balluff de México customer service by calling (442) 212 48 82 if you need more information.

XVII. Modifications to the site www.balluff.com.mx
Balluff may at any time and when it deems it convenient, without the need to notify the User, make corrections, additions, improvements or modifications to the content, presentation, information, services, areas, databases and other elements of such site, without the right to any claim or compensation, or that this implies acknowledgment of any liability in favour of the User.

### XVII. Contact

You can contact Balluff de México by calling (442) 212 48 82 if you need more information at ventasweb@balluff.com

## Validity, Termination and Modification of the Terms and Conditions of Use

The Company, as well as the User, acknowledge that the Contract for Terms and Conditions of Use of the website are of unlimited duration, and will come into force upon publication on the Site.

Balluff reserves the right to make changes to this document without prior notice. Therefore, Balluff recommends the User to read this document regularly, so that they are always informed about possible modifications. Alterations to the contract will become effective immediately after its publication on the Site. Once the modifications have been made, it will be presumed that the User who continues to use the Site will have full knowledge, have read and consented to the amended Terms and Conditions. In case the User does not accept

the modified terms and conditions, he must stop using the Website.

Balluff may at any time suspend access to the Website and / or terminate these Terms and Conditions. The termination of these Terms and Conditions will not imply in any case for Balluff that must indemnify the User.

# **Date of Last Update**

It is notified that the Terms and Conditions were modified on February 26, 2020.

Balluff de México S.A. de C.V. Anillo Vial II Fray Junipero Serra No. 4416; Colonia La Vista Residencial CP 76146 Delegación Epigmenio González, Querétaro Phone +52 442 212 4882 Fax +52 442 214 0536 balluff.mexico@balluff.com www.balluff.com.mx