



General Terms and Conditions of Alimentavera GmbH

Scope of application

These General Terms and Conditions ("GTC") apply to all contracts concluded between the client and Alimentavera GmbH ("Alimentavera") concerning the provision of services by Alimentavera. In particular, this also includes orders placed via the Alimentavera online portal.

Any deviating written agreements between the parties shall prevail over these GTC. Deviating terms and conditions of the client shall not apply.

Instructions

The client undertakes to duly instruct Alimentavera. In particular, the client shall provide Alimentavera, in a timely and complete manner, with all documents and information necessary for processing the specific order.

Involvement of third parties

For certain partial services, in particular checks for countries other than Switzerland (e.g. EU/EFTA member states), Alimentavera may engage third parties in its own name and at the client's expense. Alimentavera is responsible for the contractual provision of services by the third parties involved.

Deadlines

Alimentavera undertakes to provide all services as quickly as possible and within the specified processing time, whereby the processing time depends on the service to be provided. Deadlines or dates that are not expressly declared to be binding shall be deemed indicative. Delays shall not entitle the client to claim damages, withhold the agreed remuneration or set off any amounts.

Confidentiality

Alimentavera shall treat as confidential all information received from the client that is neither in the public domain nor generally accessible and that, due to its nature, should in good faith be kept confidential. The confidentiality obligation applies for an unlimited period of time, including after termination of the contractual relationship. Unless otherwise instructed by the client, this also applies in particular to enforcement authorities.

Complaints from third parties

Complaints by third parties in connection with services provided by Alimentavera must be reported to Alimentavera in writing by the client within ten (10) working days of becoming aware of the complaint, and Alimentavera shall be given the opportunity to comment. Alimentavera declines all liability in the event of late notification or if no opportunity to comment is granted.

Prices

The applicable prices are set out in Alimentavera's price list, the current version of which can be viewed at www.alimentavera.ch.

Alimentavera may change the prices unilaterally at any time.

Alimentavera is entitled to charge for justified additional expenditure on an hourly basis.

The obligation to pay shall remain in place, even if the client cancels the order. If the cancellation is made within the specified processing time, the fee will be reduced accordingly.

Invoicing/reminders

The client undertakes to pay the fees for the services rendered by Alimentavera in accordance with the applicable price list and within the prescribed time limits.

Invoicing takes place by means of a monthly collective invoice.

In the event of late payment, Alimentavera will charge a flat fee of CHF 10 per reminder plus postage. In addition, the client must reimburse Alimentavera for all costs and expenses arising from the reminder or the collection of due payments.

Storage of documents

In principle, inspection reports shall be retained at Alimentavera's premises. The client may request copies of such documents, subject to a reproduction a fee.

The obligation to retain documents ends ten years after the provision of the services. During this period, Alimentavera may discharge its retention obligation by handing over the original documents to the client.

Right of inspection

Upon request, the client shall have the right to access its data, including in particular inspection checklists and inspection reports.

Liability

Alimentavera shall be liable under the activities assumed by it only in cases of intent or gross negligence.

For direct and immediate damages, Alimentavera's liability shall be limited to the amount paid by the client for the respective assignment, but in any event shall not exceed CHF 3'000.00.

Any further liability is – to the extent permitted by law – excluded, in particular any liability for indirect or consequential, material or immaterial damages incurred by the client or any third party directly or indirectly arising from the services provided (e.g., economic consequential damages, loss of profit, damage to reputation, etc.). Any liability for economic consequences resulting from the non-recognition of an inspection report by third parties is explicitly excluded.

Contract term and termination

The contract concluded between the client and Alimentavera is of indefinite duration. It may be terminated at any time with effect as of the end of a month. Inspection reports already issued shall remain valid notwithstanding the termination of the contract.

Place of jurisdiction

This contractual relationship shall be governed exclusively by Swiss substantive law, to the exclusion of international conflict of laws rules. The exclusive place of jurisdiction shall be **5000 Aarau, Switzerland**.

In the event of any discrepancies between this English version of the GTC and the German version, the German version shall take precedence.

Alimentavera GmbH

01. April 2026