



1. JUSTIFICATION OF BUSINESS RELATIONSHIP

The card application is adopted from sending or presenting of the fuel cards, respectably by declaration of acceptance of application through RMC.

RMC and the customer do not enter into a separate Agreement on the management of fuels or do not regulate other contractual relations about the granting of a credit for the purchase of petroleum products. Instead, they enter into an agreement for the delivery of fuel.

2. FUEL CUSTOMERS AND FUEL CARDS

RMC distinguishes between two different types of fuel customers:

- a) Fuel customers without fuel cards
- b) Fuel customers with fuel cards, each card requiring a PIN Code for authorization. These fuel cards entitle the client and his representatives at home and abroad to purchase goods and services.

3. SUPPLYS AND SERVICES

Goods and services are always in the name and on behalf of RMC because of corresponding contracts with the RMC team partners. In a few exceptional cases, in which this can not or only partially agreed on, RMC will convey the service offering and provide the return on behalf of the customer who is obliged to reimburse the caused effort to RMC. In paying tolls levied by state, such as on the territory of the Republic of Austria, the customer instructs RMC or a RMC partner in his name and on his behalf to pay the fees payable by him to the operator. RMC acquires rights to indemnification and advance payment from customers

4. BILLING AND FEES

Basis for the calculation are generally the cost prices on the day of transaction, the prices of RMC partners or the national price list prices and the fixed toll. Wöfls generally calculates in Euro but may require payments in other currencies. RMC charges service surcharges and fees in accordance with the applicable list. The list of service surcharges and fees will be sent to the customer at any time on demand.

5. FUEL CARD WITH PINCODE

The customer gets to each fuel card a PIN Code (Personal Identification Number) in accordance with § 2b. The customer is obliged to keep the pin code secret, separate from the fuel card and to communicate it only to persons authorized by him to use the fuel card and to also impose the obligation of confidentiality to these persons. The pin code must never be recorded on the fuel card. The fuel cards remain the property of RMC, are not transferable, must be stored carefully and must be protected from access by unauthorized third parties. In particular, the storage of the fuel card is not allowed in unattended vehicles.

6. CARD LOCK, TERMINATION AND AMENDMENTS

- a) RMC can at any time prohibit the use of the fuel card, terminate the business relationship or block the fuel card at the RMC partners. The customer will be notified prior to the completion of one of these measures within a reasonable period. Also, the customer may terminate the relationship at any time.
- b) The customer must notify RMC immediately when the license plate of the vehicle is changed or the vehicle has been shut down or sold or when the company name of the customer changes.
- c) If there is an important reason, the measures of Point 6a) can be made without prior notice.

An important reason in this sense occurs:

- when bills are not paid despite maturity and reminders.
- when the debit order or direct debit authorization is revoke
- when the assets of the customer applies for insolvency proceedings
- when the financial conditions of the customer worsen than minor or threaten to worsen

7. CARD LOSS AND LIABILITY OF THE CUSTOMER

- a) Theft, loss or other loss of fuel cards must be- regardless of the telephone notification – reported to RMC immediately in writing, by telefax or by mail

stating the customer number and the fuel card number or the license plate number. This applies if unauthorized persons have become aware of the Pin Code or reasonable suspicion to do this exists, with the proviso that the fuel cards are exchanged for new ones. In the case of fraudulent transactions or theft of a fuel card, the customer is obliged to report the offense.

- b) The liability of the customer terminates upon receipt of the telephonic notification, provided he confirms the message (according to letter a) immediately. Reporting (pursuant to a) must be made to the RMC headquarters or to one of the of the RMC branches. The customer is also liable beyond the date of notification, if the loss or misuse of the fuel card is from his responsibility Especially when he violated his duty of section 5 or the fuel card was not stored carefully or has contributed as a result of willful or grossly negligence of his obligations under this contract to the misuse of the fuel card. Under abusive use in the above sense, transactions that are made with fake fuel cards are also understood.

8. PAYMENT REQUIREMENT OF CUSTOMERS, OWNERSHIP RESERVATION AND GUARANTEES.

The payment obligation of the customer emerges from the acceptance of the goods, services and the fee for the use of a road. This also applies when with the RMC fuel cards miscellaneous goods and services are obtained. Until full payment of the delivered goods, these shall remain the property of RMC. Default shall occur without further warning after the expiry of the agreed upon payment termination. If payment is delayed, debits that are not honored, check- and bill protests occur, the total debt will be due and interest rates of 8% per annum will be charged over the duration of the delay. The right to claim further damages is not excluded. In this regard the proof of minor damage stays with the customer. RMC is entitled to demand adequate security from customers.

The price for fuel will be agreed upon separately between the involved Parties du-



ring each delivery stage. Each supplier bears the risk of non-payment at his delivery stage. In case of performance disruptions (for ex. Engine damage caused by the fuel used), any claims for damages by the fuel card user against the fuel card issuer and claims by the fuel card issuer against the oil company must be asserted.

9. DEPOT PAYMENT

For building a deposit the customer accepts payments to RMC that up to 10 percent of the invoice amount. This value is used to build a security deposit for future invoices. If all invoices are paid the deposit will be refund on the next invoice. If not all invoices are paid, then RMC is allowed to use the desposit to pay the them. RMC always pays the youngest entry.

10. INVOICE VERIFICATION AND COMPLAINT

Good purchases acknowledged on a signed delivery note, as well as by electronically registered refueling / services on fuel cards (including tolls) are considered as received. The customer must check the RMC bills promptly and within one month at the latest in writing, by telefax or by mail report his complaints, stating all offending data of the invoice, otherwise any complaint is excluded and the account balance is considered accepted unless the invoice verification has been impossible with no fault of the customer. The payment obligation or – termination will not be inhibited by such an indication.

11. WARRANTY, LIABILITY AND DAMAGES

a) Complaints about the quality and / or quantity of the goods and services have to be communicated to RMC or RMC partners within 24 hours after reception in writing, by telefax or mail, otherwise the goods/services are considered approved. There is no obligation for RMC to deliver. Partners of RMC are entitled, but not committed to provide services. In the case of force majeure, nondelivery by former suppliers, other unpredictable events and changes in the retail network of the RMC partners which

make delivery impossible or difficult RMC can not be made liable.

b) RMC only owes damages by intent or gross negligence.

12. NOTIFICATIONS

The customer is obliged to announce the change of address and of the legal status of his company to RMC without delay.

This obligation to notify includes in particular changes changes of ownership or shareholder values of the customers company. If the customer does not fulfill this obligation he is liable for any damage.

If the customer violates despite appropriate warnings the Terms of Services, does he come despite reminders in default RMC is entitled to inform all RMC partners.

13. PERSONAL DATA AND EU-GDPR

For the purpose of contract management and customer services personal data of customers are recorded by RMC and partners.

Regarding the „Directive (EU) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, and the free movement of such data and repealing the directive 95/46/EG (Data Protection)“ published on 04.05.2016 and the the fact that the General Data Protection Regulation enter into force as from 25.05.2018, we indicate that RMC iSd Artikel 6 Abs 1 lit b EU-DSGVO is processing of personal data. In order for processing to be lawful, personal data should be processed on the basis of the consent of the data subject concerned or some other legitimate basis, laid down by law, either in this Regulation or in other Union or Member State law as referred to in this Regulation, including the necessity for compliance with the legal obligation to which the controller is subject or the necessity for the performance of a contract to which the data subject is party or in order to take steps at the request of the data

subject prior to entering into a contract. Additional the customer gives his approval to process his personal data. This approval could be revoked anytime by the customer in written form.

More information about the processing of data could be read at the data privacy statement. this could be found online at www.rmc-service.com

14. SETOFF AND RETAIN

Against the demands of RMC the customer can only charge possible counterclaims if these are undisputed and legally established; this also applies to assertions of retention claims.

15. ADDITIONAL AGREEMENTS

Verbal agreements do not exist.

16. AMENDMENT OF TERMS OF CONDITIONS

The customer will be informed about amendments of the Terms of Conditions of RMC. With the use of the fuel card after the publication on the website www.rmc-service.com the customer accepts the re-revised version of the terms of conditions. Additionally RMC will indicate any changes in the Terms and Conditions in the current bill.

17. JURISDICTION

The law of the country before whose courts a procedural dispute takes place is applied. The place of jurisdiction for all disputes arising from the business relationship – even after termination – is for both parties Salzburg. With customers whose billing address lies within Turkey the place of jurisdiction Istanbul is agreed but the Terms of Conditions in German Writing will be used explicitly

18. SALVATORIAN CLAUSE

Should a provision of the Terms of Conditions be invalid, the validity of the remaining provisions shall remain unaffected.

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Place and date

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Stamp and legally bound authorized

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Crossing Europe with RMC