

GENERAL TERMS OF USE

General terms and conditions of purchasing products or services from INNODO AB

1. GENERAL

These general terms and conditions are between Innodo AB (559011-0812) ("Innodo"), Per Håkansson's väg 36, 241 38, Eslöv, Sweden, and the customer that apply during the purchase of products and/or services from Innodo. The terms also apply to production, filling & packaging, printing of labels and labeling of customer's products.

Innodo reserves the right to change these general terms and conditions with a prior notice to the customer.

2. CONTROL BY AUTHORITIES

Innodo's facilities and operations are approved and controlled by "Livsmedelsverket", Swedish Food Agency, and, therefore, are suitable for production and storage of food products.

3. PRICING, FEES, AND INVOICING

Prices for Sweden-based businesses are given in Swedish Krona (SEK). Prices for international customers are provided in Euro (EUR). All the prices are given excluding taxes and shipping costs (shipping costs are regulated under article 4. SHIPPING COSTS of the GENERAL TERMS OF USE document).

Prices may vary depending on increased or decreasing costs or fluctuations of exchange rates. Therefore, the customer must pay the price within specified time frame of provided quote or invoice. This timeframe is stated in the quote or invoice, and is regarded as the due date of the invoice. If no date is specified, the pricing holds for 30 days.

For listed companies, payment is made against 30-day invoice. For non-listed or international companies payment will be made in the form of an advance payment, unless otherwise agreed. In case of a payment delay, Innodo has the right to withhold delivery (of products or service) or do partial delivery until payment is completed.

In case of a late payment Innodo has the right to an interest rate on the delayed payment (1975: 635), as well as a reminder fee of 60 SEK and, where applicable, a collection fee.

For packages that are not collected by the customer Innodo will apply a fee of 300 SEK per package. However, this fee does not apply in the case where Innodo delivers products to the customer's end-customer, in so-called drop-shipping services. In this case the terms and conditions are regulated by a separate agreement.

4. SHIPPING COSTS

Every order has an additional shipping fee in the amount of 99 SEK including taxes per order. However, shipping price may have additional charges based, for example, on a remote location of destination place. As a rule, order above 15 000 SEK have free shipping.

All international orders are charged for shipping costs.

5. DELIVERY AND DELAYS

Delivery of products is implemented by a hired carrier or courier company. Risks related to the delivery or products are taken by the customer once the products leave Innodo's premises.

Unless otherwise agreed, ordered products are delivered to the customer's delivery address. If the customer's delivery address is a mailbox or a postbox number or if the delivery directly to the customer's delivery address for any other reason is not possible, the delivery will be done to the nearest delivery point of the customer's address. Delivery date is the day when ordered products are delivered either to the customer's delivery address or to the delivery point.

In case of delayed delivery by more than 30 days since the official order, the customer has the right to terminate the purchase in a written form if such a delay was caused by Innodo.

However, Innodo has no liability for delays caused by supplier force majeure, or by the customer or the carrier.

6. LIABILITY FOR DEFECTS AND RECLAMATION

A product is incorrect if it differs from what is stated about the product's properties on any of Innodo's websites or in other written information from Innodo regarding the product, e.g. product specification. However, a product is not considered to be incorrect if the deviations do not affect the intended use of the product or it only poses a minor inconvenience to the customer. The customer shall check the products upon the delivery.

In case of defects in a product that can be detected upon delivery, the customer will immediately report the error to Innodo, but no later than 10 days from the Delivery Date. In the event that Innodo delivers products to Customer's end-customer, so-called drop-shipping, the deadlines mentioned in the agreement governing this service, drop-shipping, apply. If Innodo complies with the error, the product can be reclaimed.

In the case the customer finds an error 10 days after delivery that the customer couldn't have found during the delivery investigation, the customer has the right to reclaim the product based on this error up to six months after delivery. Such an error needs to be notified to Innodo not later than 10 days from when it's found.

If the Customer does not claim his right to reclamation within the given timeframes, the customer loses his reclamation right.

In the event of errors, Innodo undertakes to amend the error by means of repair, resale or refund of the purchase price.

Innodo liability for defects in product is limited to the above and the customer may not object to any other claims against Innodo due to the error.

Customer is charged all the transport damages due to inadequate packaging during the customer's return.

7. CONTACT

In all matters concerning delivery, return requests, complaints, warranties, etc., the customer should contact Innodo by email address info@yournutritionlab.com. The customer should include information regarding the order or invoice number as well as cause of complaint.

8. FORCE MAJEURE

If a party is prevented from fulfilling its delivery obligations under this Agreement due to the circumstance that a party could not control, such as labor conflict, fire, change of the governmental authorities, government intervention and failure or delay from subcontractor providing services and products needed to fulfill the obligations due to the above reasons, then a party shall be exempt from its obligations within agreed time frame any damages related to the delay and any other possible penalties.

9. SECRECY AND HANDLING OF PERSONAL INFORMATION

In connection to the customer's orders of products or services, Innodo will process personal information related to the customer and its contacts. Innodo is liable for the security of personal information provided by the customer. The data is stored for the purpose of fulfilling customer commitments and for marketing purposes.

Any exchange of information between the companies regarding information about the company or information about the products produced shall be regarded as confidential by both parties. Products whose unique composition is obtained by the Customer may not be used in Innodo's business without the Customer's written consent. All the recipes for the products developed by Innodo are regarded as solely Innodo's intellectual property and may be obtained by the customer to a fee determined by

Innodo. The customer holds exclusive right to the use of the recipe.

10. LIMITATION OF LIABILITIES

Innodo is under no circumstances responsible for indirect damages or consequential damages such as, but not limited to, loss of profits, loss of production, reduced sales or revenues, barriers to fulfillment of obligations vis-à-vis third parties, or reduced benefit from the agreement. Innodo is not responsible for any loss or damage caused by the impossibility or difficulty of using the products.

Innodo is also not responsible for the damages caused by misuse or misuse due to the lack of information. Innodo's liability is limited to providing information to the customer required by applicable legislation.

Innodo is not responsible and can not be legally liable for design or text-related errors. This applies even if Innodo has been hired to change or make the design / print material. The customer is always required to verify that the text and designs are correct and comply with applicable laws and is legally responsible for any errors.

11. CHANGES AND ADDITIONS

Changes to and additions to this Agreement shall be written and signed by both parties.

12. APPLICABLE LAW AND DISCLAIMER

The agreement is governed by the Swedish law. Disputes concerning the interpretation and application of the Agreement shall be ruled exclusively by the Malmö District Court as the first instance.