

Quality guideline for customers of Knott GmbH

Version dated April 20, 2021

1. Scope

By entering into the contractual relationship between the customer and Knott, this quality guideline shall become an integral part of the contract between the contracting parties and shall apply for the entire duration of the contractual relationship.

2. Customer specifications

No requirements according to IMDS or comparable will be fulfilled, especially not without prior agreement. Knott disagrees with customer specifications in this regard. Unless otherwise agreed, these lump-sum and cost-neutral requirements will consequently not be fulfilled.

No demands for free, customer-specific communication channels will be fulfilled unless this is expressly agreed under agreement on remuneration. This includes in particular the uploading of sales and quality documents (EMPB, 8D) to an internet platform or the general demand for the use of electronic interfaces in the supply chain.

No uncompensated blanket required processes will be accepted from Knott, especially feasibility studies, zero defect strategies, quality assurance concepts, etc.

3. Assumption of costs

Knott does not accept any flat-rate claims for expenses or activities of the customer, in particular in connection with notices of defects and subsequent expenses. Claims in this regard in supplier manuals, quality assurance agreements, etc. shall not be recognized unless this has been individually agreed and expressly recognized.

4. Written form

Unless otherwise agreed, all cost-triggering measures, conclusions of contracts, orders, etc. addressed to Knott must be in writing.

5. Privacy

The customer transmits personal data of individual employees within the scope of his orders and contract conclusions. This data shall be stored and passed on by Knott only within the framework of the contractual relationship. The customer shall ensure and assume full liability for the respective consent to the data transmission of his employees and shall fully indemnify Knott from any recourse claims due to possible unconscious data protection violations.

6. Confidentiality

The customer and Knott each undertake to maintain confidentiality towards third parties regarding the content of all agreements and contractual regulations between themselves. All documents and information in connection with this quality guideline and the contractual relationships in general shall be treated confidentially. The confidentiality regulation also applies beyond the end of the contractual relationship. Agents are to be included in this confidentiality.
