



GENERAL TERMS AND CONDITIONS OF SALE

EU AND NON-EU CUSTOMERS

PREAMBLE: These General Terms and Conditions of Sale govern the sale of SOLUTION CHARIOT products to customers within and outside the European Union (EU). Any order implies full and unconditional acceptance of these terms by the customer.

ORDERS: An order is considered valid only after:

- The customer's written acceptance of the quotation.
- Full payment of the total amount of the quotation by bank transfer before shipment.
- Written confirmation issued by SOLUTION CHARIOT.

Once validated, the order is final and binding.

PRICES: Prices are expressed in euros (€) and are those in effect at the time of order. They are exclusive of taxes, with any applicable customs duties, local taxes, or other fees being the sole responsibility of the customer.

PAYMENT TERMS:

- Full payment is required before shipment upon validation of the quotation.
- Manufacturing will only commence after receipt of full payment.
- Payment must be made exclusively by bank transfer to SOLUTION CHARIOT's account.
- No discount is granted for early payment.

Late payments will automatically and without prior notice incur penalties calculated at three times the legal interest rate in effect, along with a fixed compensation of €40 for collection costs, in accordance with Article L.441-6 of the French Commercial Code.

PAYMENT DETAILS: Orders must be paid via bank transfer. Below are our banking details:

IBAN

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|------|------|------|------|------|------|-----|
| FR76 | 1360 | 6000 | 3946 | 3430 | 4018 | 062 |
|------|------|------|------|------|------|-----|

BIC

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| AGRIFRPP836 |
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MANUFACTURING AND SHIPPING LEAD TIMES:

- The minimum manufacturing lead time is seven (7) weeks from receipt of full payment.
- This timeframe is indicative and may vary depending on production workload and raw material availability.
- SOLUTION CHARIOT will keep the customer informed of production progress and any potential delays.
- Once manufacturing is complete, the goods will be made available for customer pickup.



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Force majeure: Manufacturing lead times are for guidance only. Delays shall not result in penalties, order cancellation, or deferred payment. Events of force majeure—such as mobilization, war, strikes, lockouts, epidemics, material shortages, fires, floods, machinery breakdowns, or any other causes leading to total or partial factory shutdowns—exempt us from our obligation to deliver goods whose production is suspended, in accordance with Article 1148 of the French Civil Code.

DELIVERY AND TRANSFER OF RISK:

Customer's responsibility for logistics:

- The customer is responsible for arranging transportation from SOLUTION CHARIOT's manufacturing facility in France.
- SOLUTION CHARIOT will provide necessary shipping documents (invoice, packing list, etc.) but does not manage logistics.

Risk transfer:

- Risk is transferred to the customer as soon as the goods leave SOLUTION CHARIOT's facility.
- From that moment, the customer assumes all risks related to transport, including loss, damage, or delays.
- The customer must inspect goods upon receipt and report any issues to the carrier.

WARRANTY: Our products are guaranteed for five (5) years, except for specific parts listed in each product's technical sheet. This warranty covers manufacturing defects under normal use conditions. SOLUTION CHARIOT is not responsible for product maintenance. Defective products may, at our discretion, be replaced, repaired, or credited, excluding any compensation for potential damages. The customer must inspect goods upon delivery. Any anomalies (damage, missing items, deterioration) must be noted on the delivery receipt and confirmed in writing to both the carrier and SOLUTION CHARIOT within 48 hours. Otherwise, the goods will be considered compliant, and no claims for apparent defects will be accepted.

Exclusions from warranty:

- Damage caused by improper use, impact, falls, or product modifications.
- Normal wear of parts not covered under warranty (details provided in the product sheet).

All claims must be made in writing within eight (8) days of receiving the goods.

RETURN: No returns will be accepted without prior written approval from SOLUTION CHARIOT.

- Return shipping costs are fully borne by the customer.
- In case of an exchange, new shipping costs will be charged to the customer.

RETENTION OF TITLE: SOLUTION CHARIOT retains ownership of the goods until full payment is received. In case of non-payment, SOLUTION CHARIOT reserves the right to reclaim the goods, wherever they may be, even if they have already been delivered to the customer, and to demand their return at the customer's expense.



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INTELLECTUAL AND INDUSTRIAL PROPERTY: The client holds no intellectual or industrial property rights over the products, as SOLUTION CHARIOT remains the sole owner of all such rights. Any use of the SOLUTION CHARIOT brand by the client is strictly prohibited without prior authorization from SOLUTION CHARIOT. The client authorizes SOLUTION CHARIOT to include its name among the commercial references that SOLUTION CHARIOT may cite or publish.

CONFIDENTIALITE: Both parties agree not to disclose any confidential information obtained in the course of the sale.

DATA PROTECTION: Personal data is processed in accordance with the French Data Protection Act of January 6, 1978, the European regulations on personal data protection, and the conditions set out in the privacy policy.

APPLICABLE LAW AND DISPUTE RESOLUTION:

Clients located within the European Union (EU):

Any dispute concerning the interpretation and execution of these general terms and conditions of sale shall be governed by French law. In the absence of an amicable resolution, the dispute shall be brought before the Commercial Court of Saint-Malo (35), France.

Clients located outside the European Union (non-EU) – Arbitration Clause:

Any dispute arising from these general terms and conditions of sale involving a non-EU client shall be resolved through arbitration in accordance with the Rules of Arbitration of the International Chamber of Commerce (ICC).

- The arbitral tribunal shall be composed of a sole arbitrator, appointed in accordance with the ICC rules.
- The place of arbitration shall be Paris, France.
- The language of arbitration shall be French.
- The arbitral decision shall be final and binding on the parties.

General terms and conditions of sale updated on April 1st, 2026.