

## General Terms and Conditions (v. 2019.4)

These General Terms and Conditions replaces all previous General Terms and Conditions and applies to all agreements signed with Ludvig & Co, except for real estate brokerage assignments. Ludvig & Co reserves the right to amend the General Terms and Conditions.

1. Ludvig & Co undertakes to perform assigned services on behalf of the customer in accordance with applicable laws and regulations. Ludvig & Co undertakes to insure against property damage for any liability to the customer.

Ludvig & Co's employees have a duty of confidentiality and observe customer secrecy in accordance with internal guidelines. This means that information obtained from the cooperation cannot be passed without the customer's approval, unless otherwise provided by law. For certain assignments, Ludvig & Co is required to collect and retain information about their customers' identity.

2. The customer is independently responsible for providing complete and correct information and is aware that the results of Ludvig & Co's work are based on the provided information. The above also applies in cases where Ludvig & Co's assistance is farreaching.
3. The customer is always ultimately responsible for the information provided and, where applicable, that the customer has the right to represent the company. For digital services, special conditions apply when logged in to the MittKontor customer portal.
4. For the assignment, the customer shall pay a fee according to the terms and conditions of payment (15 days) applied by Ludvig & Co or by special agreement. Interest on late payment is expensed under the Interest Act. Invoice fee is charged on paper invoices. Reminder and collection costs are payable on late payment.
5. On assignments that expire on notice, one month's mutual notice period applies. The notice must be given in writing. During the contract period, Ludvig & Co has the right to receive compensation for dismissal.

If any party substantially neglects its obligations under this Agreement, the other party is entitled to terminate the agreement immediately. The same applies if any of the parties act unethically or in an offensive manner, are in insolvency or if there is an imminent risk that any of the parties will be in insolvency.

Ludvig & Co is responsible for any damage suffered by the customer only if the damage has been caused by Ludvig & Co by mistake or negligence in the performance of the assignment. The liability is limited to SEK 2 million unless otherwise agreed.

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6. In the calculation of damage, no compensation for indirect costs is paid, such as loss of profit, loss of sales, non-business deal, goodwill loss or the like; nor shall compensation be paid for compensation claims that the customer may suffer as a result of damage suffered by third parties. Compensation for self-employment or employment of another consultant is only reimbursed after the explicit approval of Ludvig & Co.

The Customer shall notify in writing within 6 months of the damage being discovered or should be discovered. The customer is not entitled to damage within five years of the performance of the assignment.

7. In order to fulfill the agreement, Ludvig & Co needs to collect and process your personal data. The personal data will be used to fulfill Ludvig & Co's commitments to you as a customer, to inform you about news, offers and promotional purposes. For more information about how Ludvig & Co processes personal data and your rights as registered, please see our data protection policy.
8. For Ludvig & Co's assignment as personal data processor, see appendix to these General terms.
9. These General terms and conditions shall be governed and interpreted by Swedish laws. Any disputes arising out of or relating to these General Terms and Conditions shall be solved by a court of law in Sweden.

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