

## General terms and conditions

1. Our general terms and conditions concerning the products listed hereunder are exclusively applicable in the relations with the Client, so that all other general sales or service conditions, including those of the Client, are excluded.
2. The aim of our services is the computer-aided retrieval, by portfolio management systems, of documentation, searches, watches and information related to Industrial Property (IP). Our services are geared towards IP specialists and to the IP departments of companies. Unless otherwise expressly stated, we do not give legal advice.
3. Even though the greatest care is taken in the handling of our databases, emanating from official or private sources of the best quality, and in the translation of this data, our liability is strictly limited to making all reasonable efforts. We therefore do not guarantee the exactitude or exhaustive character of the data used or of their applications. The Client accepts and expressly recognizes that Questel and its subsidiary (hereunder Questel.Edital) cannot be held liable of any consequence resulting from errors or omissions in the databases or in the translations we use or have made or in our search or watch reports (hereunder the reports).
4. The Client is solely responsible for the confidentiality and the usage of his username and password, of the choice, the precision and the scope of his order to Questel.Edital and of the uses he makes of our reports or our data, whether made available online or not.
5. Questel.Edital is the sole owner of the copyright, including related rights, of its portfolio management systems, its databases, its reports or generally of any publication, whether online or not, transmitted to the Client. These data or reports are confidential; they are for the sole use of the Client or of his representative. The Client therefore will only use, copy or divulge them for his/her own professional needs or those of his/her representative.
6. Our turnaround times are calculated in working days, starting from the day following receipt of the Client's order. We accept no responsibility for delays following 'force majeure', a strike or a similar cause, a computer breakdown, or failures of the postal services, private or public, or resulting from unpaid invoices.
7. Should Questel.Edital's liability be established, its liability is in theory limited to the price invoiced by Questel.Edital for the service rendered to the Client. The Client accepts and recognises that Questel.Edital will be free of all liability if the claim is not notified within 3 months at the latest of the execution of the service.
8. Our services will be invoiced according to the prices published on our website. The Customer is to notify Questel.Edital immediately, by registered letter or fax, any change of company name, address or user. Discounts are granted as far as the Customer filled all his obligations, namely those relative to the total payment of invoices.  
Questel.Edital reserves the right to modify his services and/or pricing policy.
9. Our invoices are payable upon receipt, in the currency and according to the conditions indicated on the invoice. Any within 30 days unpaid invoice will suspend the execution of any new service and a monthly interest of 0,9% will be applied without notice. Further, within one month of a registered letter remaining unanswered, the invoice will be increased with an indemnity rate of ten per cent with a minimum of 250 €. The banking charges relative to payments, as well as the expenses engendered by delays in payments of the Customer, are at his expense. Any dispute concerning an invoice must be notified by registered letter within 2 weeks of the date of the invoice.
10. Our relations with the Client are governed by the Belgian law. Only the Commercial Court of Brussels has jurisdiction.