

## WITTE AUTOMOTIVE GROUP COMPLAINT TERMS AND CONDITIONS

If a quality or other non-conformity / defect is identified for the delivered products / components, the supplier will be informed accordingly.

The supplier is obliged to take such measures so as not to jeopardize the continuity of the production chain or dispatch of products / components to the customer and to prevent the repeated occurrence of identical quality or other non-conformity / defects of the given product / component.

If any quality or other non-conformity / defect is identified with the product / component supplied, the following procedure must be followed:

The supplier must carry out the so-called first response to the complaint and send a 3D report and 8D report within the deadlines according to the category of the claimed quality or other non-conformity / defects:

Categories of claimed quality or other nonconformities / defects	The term of the so-called first reaction and other actions	Comment
A complaint	the first reaction within 4 hours of opening the claim	Usually this is an escalated customer complaint, life or health threatening qualitative or other non-conformity / defect and / or expected costs are higher than 20 ths. EUR (or equivalent in another currency).
	3D report within 24 hours	
	complete 8D report within 7 working days	
B complaint	the first reaction within 12 hours of opening the claim	Usually this is a customer complaint with the expected cost up to 20 thousand. EUR (or equivalent in another currency).
	3D report within 24 hours	
	complete 8D report within 7 working days	
C complaint	the first reaction within 24 hours of the claim opening	Usually it is a complaint of a qualitative or other non-conformity / defect identified before delivery of the product / component to the customer (assembly deficiencies) with the expected costs of up to 20,000. EUR (or equivalent in another currency).
	3D report within 24 hours	
	complete 8D report within 10 working days	
C1 complaint	the first reaction within 24 hours of the claim opening	Typically, this is a minor quality or other non-conformity / defect identified prior to delivery of the product / component to the customer at a low expected cost (up to EUR 500 or equivalent in another currency).
	3D report within 24 hours	
	complete 8D report within 10 working days	

If the customer determines the quality or other deviations / defects of the product / component, the supplier must meet the deadlines requested by the customer. The supplier is always informed about the dates requested by the customer. If this is not possible for any reason, the supplier must inform WITTE Automotive as the customer immediately before the deadline.

The categorization of identified quality non-conformities / defects is always decided by the client or customer.

The customer also informs the supplier of the estimated costs, as soon as he knows them. It is a non-binding informative estimate by the customer (WITTE) regarding the total cost of the claim in the supply chain between the customer (WITTE) and the end customer. The estimated cost does not include the costs associated with the supplier's complaint, such as: B. the cost of services or additional work ordered by the supplier. The supplier is aware that the actual costs of the parties involved in the complaint can vary.

In the first reaction, suitable measures must be taken, such as sorting, reworking, multiple inspections or other suitable immediate measures to protect WITTE from the delivery of other bad parts. These measures are usually developed and carried out by the supplier himself and at his own expense in coordination with WITTE SQE Team.

The 3D report must always include the supplier's confirmation that the appropriate measures indicated in the first response to the claim have been taken. In case of sorting or other services / additional work performed at WITTE Automotive plants, it is necessary to contact the designated WITTE Automotive contractual partner.

The supplier understands that the non-observance of the deadline for the agreed end time of the 8D of the supplier or any other action provided in these WITTE Automotive complaint conditions is considered as acceptance of the complaint by the supplier. Agreed date for 8D should be kept.

In order to comply with the statutory preventive obligation to prevent damage, an additional 100% inspection of non-conforming or suspicious products / components in circulation at WITTE Automotive plants or available at WITTE Automotive for another reason, eventually, quality or other non-conformities / defects in finished assemblies will be checked by WITTE Automotive customers. This check will also be performed on products / components in subsequent deliveries that are not properly labeled.

In order to check the effectiveness after measures, intensive quality checks can be carried out for the complaint at least for the following three deliveries at the supplier's expense. This check can be continued until the supply of good parts is ensured.

The supplier is obliged to start negotiations with the parties on the processing of NOK products / components or NOK assemblies no later than 3 working days after the claim for the quality or other defects has been established.

The Supplier understands that when a quality or other non-conformity / defect is found, it bears all associated costs for the removal of the identified quality or other non-conformity / defect (including any ancillary costs such as shipping, extra labor, increased labor costs, etc.) and penalties by the customer), unless it is shown that the identified quality or other non-compliance / defect was not caused by the supplier (including any subcontractor). The same applies to any transportation, disassembly and disposal of NOK products / components / assemblies. This Arrangement takes precedence over other arrangements between the WITTE Automotive Group and the Supplier regarding the same subject.

Each complaint of categories A, B, C will be recorded in the supplier's evaluation, both in terms of the severity (category) of the claimed quality or other non-conformity / defect, and in terms of the quantity of claimed products / components (ppm). Claims of quality non-conformity / defects of category C1 are not recorded in the supplier's evaluation.



Claims and related communications, including sending 3D reports and 8D reports, take place through the WITTE Automotive supplier portal available at <https://supplier.witte-automotive.com/site/login> under WITTE Automotive.

The Supplier understands that these terms and conditions of the WITTE Automotive Group apply and are binding for all contractual relations between the WITTE Automotive Group and the Supplier whose subject matter is the delivery of the agreed products / components.