



KAK Industry
Standard Terms and Conditions
Effective October 27, 2025

These terms and conditions govern the sale of Products ("Product or Products") and provisions of services ("Services") by KAK Industry LLC (KAK) and its affiliates ("Seller") as well as by third party vendors and/or service providers of Seller. These terms and conditions ("Agreement") take precedence over Buyer's supplemental or conflicting terms and conditions to which notice of objection is hereby given. Neither Seller's commencement of performance or delivery shall be deemed or construed as acceptance of Buyer's supplemental or conflicting terms and conditions. KAK's failure to object to conflicting or additional terms will not change or add to the terms of this agreement. Buyer's acceptance of the Products and/or Services from Seller shall be deemed to constitute acceptance of the terms and conditions contained herein.

1. ORDERS:

All orders placed by Buyer are subject to acceptance by Seller. Accepted orders may not be cancelled or rescheduled without Seller's approval and written consent acknowledging such change to these terms. All orders must identify the products, unit quantities, part numbers, applicable prices and requested delivery dates of the Products being purchased. Unless otherwise agreed, all materials will be shipped no later than one year from the date that Seller accepts the purchase order. Seller may in its sole discretion allocate Product among its Customers. Seller may designate certain Products and Services as non-cancelable, non- returnable ("NCNR") and the sale of such Products shall be subject to any special terms and conditions contained in Seller's Order Acknowledgement or NCNR Letter, which shall prevail and supersede any inconsistent terms and conditions contained herein or elsewhere.

KAK Industry LLC will not accept new Purchase Orders from any customer carrying an outstanding balance for open invoices beyond 90 days past due. Customers with accepted orders pending fulfillment that also have an outstanding balance for open invoices beyond 90 days past due will be advised of payment necessary to make their account current and required to do so before any product is fulfilled.

2. PRICING:

The prices of the Products are those prices specified on quotes issued by Seller, whether on an official quotation form or via alternate written and electronic means. Pricing for undelivered Products may be increased in the event of conditions or causes beyond the Seller's reasonable control (e.g. a raw material cost increase incurred during production that is directly associated with the Buyer's accepted Sales Order). In such event, the Buyer will be notified in writing of the impacted cost to production. Price quotations shall automatically expire in thirty (30) days from the date issued unless otherwise stated in the quotation.

3. TAXES:

Unless otherwise agreed to in writing by Seller, all prices quoted are exclusive of transportation and insurance costs, duties, and all taxes including federal, state, and local sales, excise and value added, goods and services taxes, and any other taxes. Buyer agrees to indemnify and hold Seller harmless for any liability for tax in connection with the sale, as well as the collection or withholding thereof, including penalties and interest thereon. When applicable, transportation and taxes shall appear as separate items on Seller's invoice.

4. PAYMENT:

Payment may be made by check, money order, credit card, ACH, or wire transfer (all fees are borne by the Buyer). Where Seller has extended credit to Buyer, terms of payment shall be net thirty (30) days from date of invoice, without offset or deduction unless otherwise noted. On any past due invoice, Seller may impose interest at the rate of one and a half percent [1.5%] per month. If Buyer fails to make each payment when it is due, Seller reserves the right to change or withdraw credit and thereby suspend or cancel performance under any or all purchase orders or agreements in which Seller has extended credit to Buyer. In the event of default by Buyer, Seller shall be entitled to costs, fees, and expenses, including but not limited to recovery of attorney fees, court costs and fees, and collections costs.

5. DELIVERY AND TITLE:

All deliveries will be made "EXWORKS" with title and risk of loss being transferred to the Buyer upon delivery of the Product to the carrier at place of shipment (one of KAK Industry LLC's manufacturing facilities). Seller's delivery dates are estimates only and Seller is not liable for delays in delivery or for failure to perform due to causes beyond the reasonable control of the Seller, nor shall the carrier be deemed an agent of the Seller. A delayed delivery of any part of an Order does not entitle Buyer to cancel other deliveries. Buyer is expected to take delivery of the Product according to the schedule stated in the Purchase Order. Any deviation from the initial scheduled delivery must be approved in writing by the seller.

6. RETURNS, REFUNDS, AND EXCHANGES:

a. Returns: Only products originally shipped from Seller, an authorized supplier (drop-ship), or authorized reseller (distributor or dealer) will be considered for return to Seller. The return of product from an authorized reseller is only permitted in the event of eligible Warranty coverage for repair or exchange of like product by KAK Industry LLC, as defined below under LIMITED WARRANTY. By a Customer requesting return of products to Seller, the Customer certifies that the products were purchased from Seller and there has been no substitution of the product from another supplier, distributor or other source of the product. Any return



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must be in the original packaging and in unused condition except if approved for failure analysis/warranty evaluation by a KAK Industry LLC sales representative via a Return Material Authorization (RMA). No returned product will be accepted by KAK Industry LLC without a RMA.

b. Exchanges: Any item for exchange must be in new condition and in the original packaging. Exchanges must be requested within 30 days of ship date. Defective item(s) may be exchanged/returned for the same item. Items purchased from Seller that have been used or altered and any items that have been sold as NC/NR will not be accepted for exchange.

c. Non-Cancelable and Non-Returnable Items: Products listed as NC/NR status (Non-cancelable and Non-Returnable) are identified on quotations and / or sales order acknowledgements.

d. Return Freight / Restocking Fee: Seller reserves the right to charge cancellation and restocking fees, at a rate of 10%, to be deducted from the Customer refund. Seller does not refund the original shipping and handling. Customer is responsible for all return freight charges. Seller does not accept COD shipments.

e. Refunds: Upon receipt and inspection of returned item(s), Seller will advise of the refund status. In the case of factory warranty or failure analysis, Seller will issue any applicable credit pending manufacturer confirmation of failure. Seller initiates credits within 48 hours of approval. Refunds via credit card can take up to 10 business days to post to the account.

f. How to Return an Item:

i. Contact a KAK Industry LLC sales representative within 30 days of date of delivery of item(s) by calling 805-981-4734 or by emailing cs@kakindustry.com.

ii. Seller will issue a Return Material Authorization (RMA) number. Once the RMA number is received, item must be returned within 14 days. Seller will provide the Customer with specific instructions on where to mail / return item(s) with the RMA number.

iii. Include the signed RMA in the return package stating the reason for the return.

OEM CUSTOMERS ONLY: OEM Customers, defined as a Buyer who has contracted KAK Industry LLC to produce specified product(s) pursuant to the Buyer's specifications, will have 90 days from receipt of product, unless otherwise defined in the order acceptance provided by KAK Industry LLC, to inspect and notify KAK Industry LLC of any non-conformities subject to KAK Industry LLC's LIMITED WARRANTY below. Failure by the Buyer to notify KAK Industry LLC of product non-conformity within this timeframe releases KAK Industry LLC from any obligation to remedy non-conforming product under LIMITED WARRANTY, and any subsequent remedial action taken will be at the sole discretion and approval of KAK Industry LLC management. Prior to any action being taken by KAK Industry LLC to remedy non-conforming product, a RMA must be created and the non-conforming product sent back to KAK Industry LLC for inspection, analysis, and review by the internal Material Review Board. All findings of the Material Review Board will be shared with the Buyer, after which appropriate remedy subject to the LIMITED WARRANTY below will be discussed with the Buyer.

Any and all notification of non-conforming product should be emailed to quality@kakindustry.com to begin the RMA and inspection process. Failure to notify quality@kakindustry.com will impact the response time and subsequent handling of all requests.

7. LIMITED WARRANTY:

Seller will transfer to Buyer any Product warranties and indemnities authorized by the manufacturer, including any transferable warranties and indemnities for intellectual property infringement. Seller warrants to Buyer that Products purchased hereunder will conform to the applicable manufacturer's specifications for such products and that any value-added work performed by Seller on such Products will conform to applicable Buyer's specifications. If Seller breaches this warranty, Buyer's remedy is limited to (at Seller's election) (1) refund of Buyer's purchase price for such Production (without interest), (2) repair of such Products, or (3) replacement of such Products; provided that such Products must be returned to Seller, along with acceptable evidence of purchase, within 30 days from date of delivery, transportation charges prepaid. No warranty will apply if the Product has been subject to misuse, neglect, accident, modification, or intentional damage.

SAVE AS EXPRESSLY PROVIDED IN THESE TERMS AND CONDITIONS, ALL IMPLIED WARRANTIES, TERMS AND CONDITIONS (WHETHER STATUTORY OR OTHERWISE) ARE EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW. IN PARTICULAR, SELLER MAKES NO WARRANTY RESPECTING THE MERCHANTABILITY OF THE PRODUCTS OR THEIR SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, NON-INFRINGEMENT OF THIRD PARTY RIGHTS AND WARRANTIES AGAINST LATENT DEFECTS.

8. LIMITATION OF LIABILITIES:

BUYER SHALL NOT BE ENTITLED TO, AND SELLER SHALL NOT BE LIABLE FOR, LOSS OF PROFITS OR REVENUE, PROMOTIONAL OR MANUFACTURING EXPENSES, OVERHEADS, BUSINESS INTERRUPTION COST, LOSS OF DATA, REMOVAL OR REINSTALLATION COSTS, INJURY TO REPUTATION OR LOSS OF BUYERS, PUNITIVE DAMAGES, IPR INFRINGEMENT, LOSS OF CONTRACTS OR ORDERS OR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE. BUYER'S RECOVERY FROM SELLER FOR ANY CLAIM SHALL NOT EXCEED THE PURCHASE



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PRICE PAID FOR THE AFFECTED PRODUCTS IRRESPECTIVE OF THE NATURE OF THE CLAIM WHETHER IN CONTRACT, TORT, WARRANTY, OR OTHERWISE. BUYER WILL INDEMNIFY, DEFEND AND HOLD SELLER HARMLESS FROM ANY CLAIMS BASED ON (a) SELLER'S COMPLIANCE WITH BUYER'S DESIGNS, SPECIFICATIONS, OR INSTRUCTIONS, (b) MODIFICATION OF ANY PRODUCTS BY ANYONE OTHER THAN SELLER, or (c) USE IN COMBINATION WITH OTHER PRODUCTS.

9. EXPORT CONTROL:

Buyer certifies that it will be the recipient of the Products to be delivered by Seller. Buyer understands that the associated hardware, software, and/or technical data ("products") listed on their Purchase Order includes items that are governed by the U.S. Export Administration Regulations ("EAR"), by the U.S. Foreign Assets Control Regulations ("OFAC") and the International Traffic in Arms Regulations ("ITAR"). The Buyer understands that its sale or distribution of said products may constitute exports or re-exports, and as such, must be in accordance with the requirements administered by Bureau of Industry and Security, Department of Treasury, and Department of State. It is understood that the country of ultimate destination, commodity classification, end-user, or end-use for any said products, could affect the applicable license requirements and exportability. The Buyer agrees to consult various resources, such as the EAR, ITAR, and OFAC, by the U.S. Department of Commerce's Bureau of Industry and Security's ("BIS") Export Counseling Division, and other appropriate Government Sources to ensure that the sales and distribution of said products, is processed in accordance with all applicable laws. The Seller will not transfer any export-controlled products to a "non-U.S. Person" without the proper authority of the United States Government, and the buyer's written approval.

10. USE OF PRODUCTS:

Unless otherwise noted, Products sold by Seller are not designed, intended or authorized for use in applications in which the failure of such Products could reasonably be expected to result in personal injury, loss of life or catastrophic property damage. If Buyer uses or sells the Products for use in any such applications: (1) Buyer acknowledges that such use or sale is at Buyer's sole risk; (2) Buyer agrees that Seller and the manufacturer of the Products are not liable, in whole or in part, for any claim or damage arising from such use; and (3) Buyer agrees to indemnify, defend and hold Seller and the manufacturer of the Products harmless from and against any and all claims, damages, losses, costs, expenses and liabilities arising out of or in connection with such use or sale.

11. FORCE MAJEURE:

Seller is not liable for failure to fulfill its obligations for any accepted Order or for delays in delivery due to causes beyond Seller's reasonable control including, but not limited to, acts of God, natural or artificial disaster, riot, war, strike, delay by carrier, shortage of Product, acts or omissions of other parties, acts or omissions of civil or military authority, Government priorities, changes in law, material shortages, fire, strikes, floods, epidemics, quarantine restrictions, acts of terrorism, delays in transportation or inability to obtain labor, materials or Products through its regular sources, which shall be considered as an event of force majeure excusing Seller from performance and barring remedies for non-performance. In an event of force majeure condition, the Seller's time for performance shall be extended for a period equal to the time lost as a consequence of the force majeure condition without subjecting Seller to any liability or penalty. Seller may, at its option, cancel the remaining performance, without any liability or penalty, by giving notice of such cancellation to the Buyer.

12. TECHNICAL ASSISTANCE OR ADVICE:

If technical assistance or advice are offered or given to Buyer, such assistance or advice is given free of charge and only as an accommodation to Buyer. Seller shall not be held liable for the content or Buyer's use of such technical assistance or advice, nor shall any statement made by any of Seller's representatives in connection with the Products or Services constitute a representation or warranty, express or implied.

13. GENERAL:

- a. The laws of the State of Missouri will exclusively govern any dispute between Seller and Buyer.
- b. Buyer may not assign this Agreement without the prior written consent of Seller. Seller or its affiliates may perform the obligations under this Agreement. This Agreement is binding on successor and assigns.
- c. Products, including software or other intellectual property, are subject to any applicable rights of third parties, such as patents, copyrights and/or user licenses.

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