



General Terms and Conditions of Services

Unless otherwise specifically agreed in writing, Leon Overseas Pte Ltd and its group of Companies (hereinafter referred to as “the Company”) undertakes services in accordance with these general conditions (hereinafter referred to as the “General Conditions”) and accordingly all offers or tenders of service, resulting contracts agreements or other arrangements will in all respects be governed by this general condition. The Company engaged in the trade of consulting, certification, survey, Inspection, testing & shipping services, acts for the person or bodies from whom the instruction to act have originated (hereinafter called the client”). No other party is entitled to give instruction, unless so authorized by client and agreed by the Company.

1. INTERPRETATION

1.1 In this General Conditions the following words and phrases shall have the following meanings unless the context otherwise requires:

- (a) Agreement means agreement entered into between the Company and the Client;
- (b) Charges shall have the meaning given in Clause 5.1;
- (c) Confidential Information means all information in whatever form or manner presented which: (a) is disclosed pursuant to, or in the course of the provision of Services pursuant to, this General Conditions; and (b) (i) is disclosed in writing, electronically, visually, orally or otherwise howsoever and is marked, stamped or identified by any means as confidential by the disclosing party at the time of such disclosure; and/or (ii) is information, howsoever disclosed, which would- reasonably be considered to be confidential by the receiving party.
- (d) Intellectual Property Right(s) means copyrights, trademarks (registered or unregistered), patents, patent applications (including the right to apply for a patent), service marks, design rights (registered or unregistered), trade secrets and other like rights howsoever existing
- (e) Report(s) shall have the meaning as set out in Clause 2.3 below;
- (f) Services means the services set out in any relevant Company proposal, any relevant Client purchase order, or any relevant Company invoice, as applicable, and may comprise or include the provision by Company of a Report;
- (g) Proposal means the proposal, estimate or fee quote, if applicable, provided to the Client by the Company relating to the Services.

1.2 The headings in this General Conditions do not affect its interpretation.

1.3 The words importing the singular number shall include the plural and vice versa.



2. THE SERVICES

2.1 The Company shall provide the Services to the Client in accordance with the terms of this General Conditions which is expressly incorporated into any Proposal the Company has made and submitted to the Client.

2.2 In the event of any inconsistency between the terms of this General Conditions and the Proposal, the terms of the Proposal shall take precedence.

2.3 The Services provided by the Company under this General Conditions and any memoranda, laboratory data, calculations, measurements, estimates, notes, certificates and other material prepared by the Company in the course of providing the Services to the Client, together with status summaries or any other communication in any form describing the results of any work or services performed (Report(s)) shall be only for the Client's own use and benefit.

2.4 The Client acknowledges and agrees that if in providing the Services the Company is obliged to deliver a Report to a third party, the Company shall be deemed irrevocably authorised to deliver such Report to the applicable third party. For the purposes of this clause an obligation shall arise on the instructions of the Client, or where, in the reasonable opinion of the Company, it is implicit from the circumstances, trade, custom, usage or practice.

2.5 The Client acknowledges and agrees that any Services provided and/or Reports produced by the Company are done so within the limits of the scope of work agreed with the Client in relation to the Proposal and pursuant to the Client's specific instructions or, in the absence of such instructions, in accordance with any relevant trade custom, usage or practice. The Client further agrees and acknowledges that the Services are not necessarily designed or intended to address all matters of quality, fitness of a purpose, merchantability, safety, performance or condition of any product, material, services, systems or processes tested, inspected or certified and the scope of work does not necessarily reflect all standards which may apply to product, material, services, systems or process tested, inspected or certified. The Client understands that reliance on any Reports issued by the Company is limited to the facts and representations set out in the Reports which represent the Company's review and/or analysis of facts, information, documents, samples and/or other materials in existence at the time of the performance of the Services only.

2.6 Client is responsible for acting as it sees fit in reliance of any such Report. Neither the Company nor any of its officers, employees, agents or subcontractors shall be liable to Client nor any third party for any losses or damages due to or howsoever caused by any actions or omission on the basis of the reliance of any such Report.

2.7 In agreeing to provide the Services pursuant to this General Conditions, the Company does not abridge, abrogate or undertake to discharge any duty or obligation of the Client to any other person or any duty or obligation of any person to the Client.



3. WARRANTIES

3.1 The Company warrants exclusively to the Client:

(a) that it has the power and authority to enter into Agreement and that it will comply with relevant legislations and regulations in force as at the date of this Agreement in relation to the provision of the Services;

(b) that the Services will be performed in a manner consistent with that level of reasonable duty of care and skill ordinarily exercised by other companies within the industry providing like services under similar circumstances;

(c) that it will take reasonable steps to ensure that whilst on the Client's premises its personnel comply with any health and safety rules and regulations and other reasonable security requirements made known to the Company by the Client in accordance with Clause 4.3(f);

(d) that the Reports produced in relation to the Services will not infringe any legal rights (including Intellectual Property Rights) of any third party. This warranty shall not apply where the infringement is directly or indirectly caused by the Company's reliance on any information, samples or other related documents provided to the Company by the Client (or any of its agents or representatives).

3.2 In the event of a breach of the warranty set out in Clause 3.1 (b), the Company shall, at its own expense, perform services of the type originally performed as may be reasonably required to correct any defect in the Company.

3.3 The Company makes no other warranties, express or implied. All other warranties, conditions and other terms implied by statute or common law (including but not limited to any implied warranties of merchantability and fitness for purpose) are, to the fullest extent permitted by law, excluded from this General Conditions. No performance, deliverable, oral or other information or advice provided by the Company (including its agents, sub-contractors, employees or other representatives) shall create a warranty or otherwise increase, expand or override the scope of any warranty provided.

4. CLIENT WARRANTIES AND OBLIGATIONS

4.1 The Client represents and warrants:

(a) that it has the power and authority to enter into Agreement and procure the provision of the Services for itself;

(b) that it is securing the provision of the Services hereunder for its own account and not as an agent or broker, or in any other representative capacity, for any other person or entity;

(c) that any information, samples and related documents it (or any of its agents or representatives) supplies to the Company (including its agents, sub-contractors and employees) is, true, accurate representative, complete and is not misleading in any respect. The Client further acknowledges that the Company will rely on such



information, samples or other related documents and materials provided by the Client (without any duty to confirm or verify the accuracy or completeness thereof) in order to provide the Services;

(d) that any samples provided by the Client to the Company will be shipped pre-paid and will be collected or disposed of by the Client (at the Client's cost) within forty-five (45) calendar days after testing unless alternative arrangements are made by the Client. In the event that such samples are not collected or disposed of by the Client upon the expiry of the aforesaid period, the Company reserves the absolute right to destroy, dispose or otherwise handle in any such manner the samples without notifying the Client's whereby the Client shall not be entitled to hold the Company liable for any losses or damages howsoever caused thereafter; and

(e) that any information, samples or other related documents (including without limitation certificates and reports) provided by the Client to the Company will not, in any circumstances, infringe any legal rights (including Intellectual Property Rights) of any third party.

4.2 In the event that the Services provided relate to any third party, the Client shall cause any such third party to acknowledge and agree to the provisions in this General Conditions and the Proposal prior to and as a condition precedent to such third party receiving any Reports or the benefit of any Services.

4.3 The Client further agrees:

(a) to co-operate with the Company in all matters relating to the Services and appoint a manager in relation to the Services who shall be duly authorised to provide instructions to the Company on behalf of the Client and to bind the Client contractually as required;

(b) to provide the Company (including its agents, sub-contractors and employees), at its own expense, any and all samples, information, material or other documentation necessary for the execution of the Services in a timely manner sufficient to enable the Company to provide the Services in accordance with this General Conditions. The Client acknowledges that any samples provided may become damaged or be destroyed in the course of testing as part of the necessary testing process and undertakes to hold the Company harmless from any and all responsibility for such alteration, damage or destruction;

(c) that it is responsible for providing the samples/equipment to be tested together, where appropriate, with any specified additional items, including but not limited to connecting pieces, fuse-links, consumables, spare parts etc;

(d) to provide instructions and feedback to the Company in a timely manner;

(e) to provide the Company (including its agents, sub-contractors and employees) with access to its premises as may be reasonably required for the provision of the Services and to any other relevant premises at which the Services are to be provided;



(f) prior to the Company attending any premises for the performance of the Services, to inform the Company of all applicable health and safety rules and regulations and other reasonable security requirements that may apply at any relevant premises at which the Services are to be provided and ensure that all necessary measures for safety & security of working conditions are in place. In case of unsafe working conditions, Company has right to refuse / perform work still satisfactory safe conditions are met;

(g) to notify the Company promptly of any risk, safety issues or incidents in respect of any item delivered by the Client, or any process or systems used at its premises or otherwise necessary for the provision of the Services;

(h) to inform the Company in advance of any applicable import/ export restrictions, embargo, sanctions, prohibition and/or controls that may apply to the Services to be provided, including any instances where any products, information or technology may be exported/ imported to or from a country that is restricted or banned from such transaction;

(i) in the event of the issuance of a certificate, to inform and advise the Company immediately of any changes during the term (within seven (7) calendar days after issuance of report / certificate) of the certificate which may have a material impact on the accuracy of the certification; whereby the company shall determine, at its sole discretion to adopt such changes.

(j) to priorly obtain and maintain all necessary licenses, approvals and consents in order to comply with relevant legislation and regulation in relation to the Services;

(k) that it will not use any Reports issued by the Company pursuant to this General Conditions in a misleading manner and that it will only distribute such Reports in their entirety;

(l) in no event will the contents of any Reports or any extracts, excerpts or parts of any Reports be distributed or published without the prior written consent of the Company (such consent not to be unreasonably withheld) in each instance; and

(m) that any and all advertising and promotional materials or any statements made by the Client will not give a false or misleading impression to any third party concerning the services provided by the Company

4.4 The Company shall be neither in breach of these General Conditions nor liable to the Client for any breach of these General Conditions if and to the extent that its breach is a direct or indirect result of a failure attributed by the Client to comply with its obligations as set out in this Clause 4. The Client also acknowledges that the impact of any failure by the Client to perform its obligations set out herein on the provision of the Services by the Company shall not prejudice the Client's obligations under this General Conditions for payment of the Charges pursuant to Clause 5 below.



5. CHARGES, INVOICING AND PAYMENT

5.1 The Client shall pay the Company the charges set out in the Proposal or invoices (whichever applicable), if applicable, or as otherwise contemplated for provision of the Services (the Charges).

5.2 The Charges are expressed exclusive of any applicable taxes. The Client shall pay all applicable taxes on the Charges at the rate and in the manner prescribed by law, based upon a valid invoice duly issued by the Company.

5.3 The Client agrees that it will reimburse the Company for any expenses incurred by the Company relating to the provision of the Services and is wholly responsible for any freight or customs clearance fees relating to any testing samples.

5.4 The Charges represent the total fees to be paid by the Client for the Services pursuant to this General Conditions, proposal or invoices. Any additional work performed by the Company will be charged on a time and material basis.

5.5 The Company shall invoice the Client for the Charges and expenses, if any. Unless a shorter period is stated in the invoice, the Client shall pay each invoice within thirty (30) calendar days of the receipt of the invoice.

5.6 If any invoice is remain unpaid upon the expiry of the due date for payment, the Company shall immediately have the absolute right to charge, and the Client shall pay, interest on the unpaid amount due and owing to the Company, computed from the due date of the invoice to the date of receipt of the amount in full at a rate equivalent to 12% per cent per annum above the base rate in the relevant currency.

6. INTELLECTUAL PROPERTY RIGHTS AND DATA PROTECTION

6.1 Nothing in this General Conditions is intended to transfer any Intellectual Property Rights from either party to the other.

6.2 Any use by the Client (or the Client's affiliated companies, subsidiaries and/or agents) of the name "LEON" or any of LEON's trademarks or brand names for any reason must be prior approved in writing by the Company. Any other use of the Company's trademarks or brand names is strictly prohibited and the Company reserves the right to terminate this Agreement immediately as a result of any such unauthorised use. The Company hereby preserve its rights to initiate a legal action to claim losses, damages and/or any other injunctive relief against the Client for any unauthorised or infringement of the Company's Intellectual Property Rights by virtue of any breach of this clause 6.2.

6.3 In the event of provision of certification services, Client agrees and acknowledges that the use of certification marks may be subject to national and international laws and regulations.

6.4 All Intellectual Property Rights in any Reports, document, graphs, charts, photographs or any other material (in whatever medium) produced by the Company pursuant to this General Conditions shall belong and retained to the Company. The



Client shall have the right to use any such Reports, document, graphs, charts, photographs or other material for the purposes of this General Conditions.

6.5 The Client agrees and acknowledges that the Company retains any and all proprietary rights in concepts, ideas, techniques, methodologies, procedures and/or inventions that may arise during the preparation or provision of any Report (including any deliverables provided by the company to the Client) and the provision of the Services to the Client. For avoidance of doubt, the Company shall have the absolute rights to further use, employ or commercially exploit in whatsoever manner such concepts, ideas, techniques, methodologies, procedures and/or inventions thereafter.

6.6 The Company shall observe all statutory provisions with regard to data protection including but not limited to the provisions of the Data Protection Act. To the extent that the Company processes or gets access to personal data in connection with the Services or otherwise in connection with this General Conditions, it shall take all necessary technical and organisational measures to ensure the security of such data (and to guard against unauthorised or unlawful processing, accidental loss, destruction or damage to such data).

7. CONFIDENTIALITY

7.1 Where a party (the Receiving Party) obtains Confidential Information of the other party (the Disclosing Party) in connection with this General Conditions (whether before or after the date of this General Conditions) it shall, subject to Clauses 7.2 to 7.4:

(a) keep that Confidential Information confidential, by applying the standard of care that it uses for its own Confidential Information; (b) use that Confidential Information only for the purposes of performing obligations under this General Conditions; and (c) not disclose that Confidential Information to any third party without the prior written consent of the Disclosing Party.

7.2 The Receiving Party may disclose the Disclosing Party's Confidential Information on a "need to know" basis: (a) to any legal advisers and statutory auditors that it has engaged for itself; (b) to any regulator having regulatory or supervisory authority over its business; (c) to any director, officer or employee of the Receiving Party provided that, in each case, the Receiving Party has first advised that person of the obligations under Clause 7.1 and ensured that the person is bound by obligations of confidence in respect of the Confidential Information no less onerous than those set out in this Clause 7; and (d) where the Receiving Party is the Company, to any of its subsidiaries, affiliates or subcontractors.

7.3 The provisions of Clauses 7.1 and 7.2 shall not apply to any Confidential Information which: (a) was already in the possession of the Receiving Party prior to its receipt from the Disclosing Party without restriction on its use or disclosure; (b) is or becomes public knowledge other than by breach of this Clause 7; (c) is received by the Receiving Party from a third party who lawfully acquired it and who is under no obligation restricting its disclosure; or (d) is independently developed by the Receiving Party without access to the relevant Confidential Information.



7.4 The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent required by law, any regulatory authority or the rules of any stock exchange on which the Receiving Party is listed, provided that the Receiving Party has given the Disclosing Party prompt written notice of the requirement to disclose and where possible given the Disclosing Party a reasonable opportunity to prevent the disclosure through appropriate legal means.

7.5 Each party shall ensure the compliance by its employees, agents and representatives (which, in the case of the Company, includes procuring the same from any sub-contractors) with its obligations under this Clause 7.

7.6 No licence of any Intellectual Property Rights is given in respect of any Confidential Information solely by the disclosure of such Confidential Information by the Disclosing Party.

7.7 With respect to archival storage, the Client acknowledges that the Company may retain in its archive for the period required by its quality and assurance processes, or by the testing and certification rules of the relevant accreditation body, all materials necessary to document the Services provided.

8. AMENDMENT

8.1 The Company reserve the rights to amend, modify or supplement the terms of this General Conditions at its sole discretion from time to time and to be duly published at www.leonoverseas.com. Continued use or performance of services following notice of any such modification shall constitute the Client's binding acceptance of the revised terms.

9. FORCE MAJEURE

9.1 Neither party shall be liable to the other for any delay in performing or failure to perform any obligation under this General Conditions to the extent that such delay or failure to perform is a result of, without limitation to its generality: (a) war (whether declared or not), civil war, riots, revolution, acts of terrorism, military action, sabotage and/or piracy; (b) natural disasters such as violent storms, earthquakes, tidal waves, floods and/or lighting; explosions and fires; (c) strikes and labour disputes, other than by any one or more employees of the affected party or of any supplier or agent of the affected party; or (d) failures of utilities companies such as providers of telecommunication, internet, gas or electricity services.

9.2 For the avoidance of doubt, where the affected party is the Company any failure or delay caused by failure or delay on the part of a subcontractor shall only be a Force Majeure Event (as defined below) where the subcontractor is affected by one of the events described above.

9.3 A party whose performance is affected by an event described in Clause 9.1 (a Force Majeure Event) shall: (a) promptly notify the other party within a reasonable time in writing of the Force Majeure Event and the cause and the likely duration of any consequential delay or non-performance of its obligations; (b) use all reasonable



endeavours to avoid or mitigate the effect of the Force Majeure Event and continue to perform or resume performance of its affected obligations as soon as reasonably possible; and (c) continue to provide Services that remain unaffected by the Force Majeure Event.

9.4 If the Force Majeure Event continues for more than sixty (60) days after the day on which it started, each party may terminate this Agreement. In the event of such termination, the Company shall be entitled to be paid all the work performed prior to the date of termination and for any unavoidable commitments entered into by the Company prior to the date of such termination.

10. LIMITATIONS AND EXCLUSIONS OF LIABILITY

10.1 Neither party excludes or limits liability to the other party: (a) for death or personal injury resulting from the negligence of that party or its directors, officers, employees, agents or sub-contractors; or (b) for its own fraud (or that of its directors, officers, employees, agents or sub-contractors).

10.2 Subject to Clause 10.1, the maximum aggregate liability of the Company in contract, tort (including negligence and breach of statutory duty) or otherwise for any breach of this General Conditions or any matter arising out of or in connection with the Services to be provided in accordance with this General Conditions shall be the amount of Charges due by the Client to the Company at the time when such claim derives from each single transaction of appointment or nomination for the Services.

10.3 Save where it is expressly provided herein, subject to Clause 10.1, neither party shall be liable to the other in contract, tort (including negligence and breach of statutory duty) or otherwise for any: (a) loss of profits; (b) loss of sales or business; (c) loss of opportunity (including without limitation in relation to third party agreements or contracts); (d) loss of or damage to goodwill or reputation; (e) loss of anticipated savings; (f) cost or expenses incurred in relation to making a product recall; (g) loss of use or corruption of software, data or information; or (h) any indirect, consequential loss, punitive or special loss (even when advised of their possibility).

10.4 The Parties hereby acknowledge and unequivocally agreed that any claim by the Client against the Company (always subject to the provisions of this Clause 10) must be made within forty-five (45) calendar days after the Client becomes aware of any circumstances giving rise to any such claim. Failure to give such notice of claim within forty-five (45) calendar days shall constitute an absolute bar or irrevocable and irreversible waiver to any claim, either directly or indirectly, in contract, tort or otherwise in connection with the provision of Services under this General Conditions.

11. INDEMNITY

11.1 The Client shall indemnify and hold harmless the Company, its officers, employees, agents, representatives, contractors and sub-contractors from and against any and all claims, suits, liabilities (including costs of litigation and attorney's fees)



arising, directly or indirectly, out of or in connection with: (a) any claims or suits by any governmental authority or others for any actual or asserted failure of the Client to comply with any law, ordinance, regulation, rule or order of any governmental or judicial authority; (b) claims or suits for personal injuries, loss of or damage to property, economic loss, and loss of or damage to Intellectual Property Rights incurred by or occurring to any person or entity and arising in connection with or related to the Services provided hereunder by the Company, its officers, employees, agents, representatives, contractors and sub-contractors; (c) the breach or alleged breach by the Client of any of its obligations set out in Clause 4 above; (d) any claims made by any third party for loss, damage or expense of whatsoever nature and howsoever arising relating to the performance, purported performance, omission or non-performance of any Services to the extent that the aggregate of any such claims relating to any one Service exceeds the limit of liability set out in Clause 10 above; (e) any claims or suits arising as a result of any misuse or unauthorised use of any Reports issued by the Company or any Intellectual Property Rights belonging to the Company (including trade marks) pursuant to this General Conditions ; and (f) any claims arising out of or relating to any third party's use of or reliance on any Reports or any reports, analyses, conclusions of the Client (or any third party to whom the Client has provided the Reports) based in whole or in part on the Reports, if applicable.

11.2 The obligations set out in this Clause 11 shall survive indefinitely upon the termination of this General Conditions.

12. INSURANCE POLICIES

12.1 Each party shall be responsible for the arrangement and costs of its own Company insurance which includes, without limitation, professional indemnity, employer's liability, motor insurance and property insurance.

12.2 The Company expressly disclaims any liability to the Client as an insurer or guarantor.

12.3 The Client acknowledges that although the Company maintains employer's liability insurance, such insurance does not cover any employees of the Client or any third parties who may be involved in the provision of the Services. If the Services are to be performed at premises belonging to the Client or third parties, the Company's employer's liability insurance does not provide cover for non-company employees.

13. COMMENCEMENT AND TERMINATION

13.1 This General Conditions shall immediately commence and automatically incorporated into the Proposal, upon the first day on which the Services are commenced and provided, notwithstanding any signatures by either Parties affixed to the General Conditions or any Proposal, and shall continue, unless terminated earlier in accordance with this Clause 13, until the Services have been provided.

13.2 This General Conditions may be terminated by: (a) either party if the other continues in material breach of any obligation imposed upon it hereunder for more



than thirty (30) days after written notice has been dispatched by that Party by recorded delivery or courier requesting the other to remedy such breach; (b) The Company on written notice to the Client in the event that the Client fails to pay any invoice by its due date and/or fails to make payment after a further request for payment; or (c) either party on written notice to the other in the event that the other makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a Company) goes into liquidation (otherwise than for the purposes of a solvent amalgamation or reconstruction) or an encumbrancer takes possession, or a receiver is appointed, of any of the property or assets of the other or the other ceases, or threatens to cease, to carry on business.

13.3 In the event of termination of the General Conditions for any reason and without prejudice to any other rights or remedies the parties may have, the Client shall pay the company for all Services performed up to the date of termination. This obligation shall survive termination or expiration of this General Conditions

13.4 Any termination or expiration of the General Conditions shall not affect the accrued rights and obligations of the parties nor shall it affect any provision which is expressly or by implication intended to come into force or continue in force on or after such termination or expiration.

14. ASSIGNMENT AND SUB-CONTRACTING

14.1 The Company reserves the right to delegate, assign and/or sub-contracting the performance of its obligations hereunder and the provision of the Services to one or more of its affiliates and/ or sub-contractors when necessary.

15. GOVERNING LAW AND DISPUTE RESOLUTION

15.1 This General Conditions and the Proposal shall be governed by laws of the Republic of Singapore. The parties hereby irrevocably and unequivocally agree to submit to the exclusive jurisdiction of the Singapore Courts in respect of any dispute or claim arising out of or in connection with this General Conditions (including any non-contractual claim relating to the provision of the Services in accordance with this General Conditions).

16. MISCELLANEOUS

16.1 If any provision of this General Conditions is or becomes invalid, illegal or unenforceable, such provision shall be severed and the remainder of the provisions shall continue in full force and effect as if this General Conditions had been executed without the invalid illegal or unenforceable provision.

16.2 Nothing in this General Conditions and no action taken by the parties under this General Conditions shall constitute a partnership, association, joint venture or other co-operative entity between the parties or constitute any party the partner, agent or legal representative of the other.



16.3 Subject to Clause 10.4 above, the failure of any party to insist upon strict performance of any provision of this General Conditions, or to exercise any right or remedy to which it is entitled, shall not constitute a waiver and shall not cause a diminution of the obligations established by this General Conditions. A waiver of any breach shall not constitute a waiver of any subsequent breach.

16.4 No waiver of any right or remedy under this General Conditions shall be effective unless it is expressly stated to be a waiver and communicated to the other party in writing.

16.5 Subject to clause 2.2 above, this Standard Conditions and the Proposal contain the whole agreement between the parties relating to the transactions contemplated by this General Conditions and supersedes all previous agreements, arrangements and understandings between the parties relating to those transactions or that subject matter. No purchase order, statement or other similar document will add to or vary the terms of this General Conditions.

16.7 Nothing in these limits or excludes any liability for fraudulent misrepresentation.

16.8 A person who is not party to this General Conditions has no right under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of these terms.

16.9 Each party shall, at the cost and request of any other party, execute and deliver such instruments and documents and take such other actions in each case as may be reasonably requested from time to time in order to give full effect to its obligations under this General Conditions, which is published by the company and accessible online at www.leonoverseas.com.

16.10 The rights and remedies contained in this General Condition are cumulative and not exclusive of rights and remedies provided by law. No single or partial exercise of a right or remedy provided by this General Condition or by law prevents a further exercise of the right of remedy or the exercise of another right or remedy.