

GENERAL TERMS AND CONDITIONS FILED AT THE RIJNLAND CHAMBER OF COMMERCE UNDER NUMBER 28065847, DATED 11 JANUARY 2012

Article 1: Definitions

For the purpose of these General Terms and Conditions, the following terms shall have the following meaning:

a. T.W.I.: Travel World International B.V.;

b. Carriage; the act of carrying consignments from one place to another for the purposes of delivering such consignments.

Article 2: Conclusion of the agreement

1. All offers, and all overviews, quantities, weights, sizes, options and rates specified in the folders of T.W.I. are free of obligation, without prejudice and subject to contract, and qualify as non-binding information. T.W.I. reserves the right to withdraw the offer within 14 days of acceptance.

2. Should during the performance of the order occur that the nature and/or size of the goods and/or services to be delivered deviate from or is contrary to the quantities, sizes, weights and/or specifications stated in the quotation, folders or overviews, T.W.I. reserves the right to charge the applicable rate(s) for the modified or deviating goods and/or services, without prior consent by the Client. The Client is obliged to pay the applicable rates.

3. Orders shall be considered accepted only after issuance of a written confirmation by T.W.I. T.W.I. assumes no responsibility for telephone orders or the amendment of orders.

4. Orders shall be considered accepted only after T.W.I. has carried out the order and the client has not lodged a complaint within 7 days of performance of the order.

Article 3: Suspension/refusal of carriage

1. T.W.I. reserves the right to refuse carriage of goods if:

a. the goods do not conform to the agreement in respect of postage, weight, dimensions, contents, address requirements of T.W.I.;

b. the goods contravene a statutory provision and/or the universal postal convention and/or international legislation or agreements.

c. The carriage constitutes a hazard to persons or objects;

d. the information issued by the Client pursuant to the General Terms and Conditions is incorrect or incomplete.

2. T.W.I. is entitled to suspend its obligations arising from this agreement, with stating reason, in the cases set out in the preceding paragraph under subsections a, b, c or d.

3. In such cases, where possible and subject to Article 6.2, stating the reason for refusal/suspension, the consignments or documents and any corresponding records belonging to the sender will be returned to the sender within 14 days. The agreement will be terminated forthwith.

Article 4: Compliance with the agreement

1. T.W.I. has fulfilled its obligations arising from the agreement upon delivery of the goods. In this context, the term 'delivery' is understood to mean the carriage of goods by T.W.I. to their place of destination.

2. All obligations arising from an agreement governing the provision of services shall be considered fulfilled when the corresponding invoice is retained unchallenged for a period of two weeks.

3. Undeliverable items which cannot be returned to the Client will be destroyed. Any money, valuables etcetera found in the consignment will be placed in safe storage for a period of 6 months. Undeliverable consignments containing perishable articles will be sold on-site or destroyed. The proceeds, if any, of the sale will be paid to the Client, following the settlement of all interest and costs due. The costs of storage or destruction of the goods shall be borne by the Client.

Article 5: Rates and Prices

1. T.W.I. reserves the right, after concluding the agreement, including regulations governing the carriage of consignments, to pass on any rate increases to the Client. T.W.I. additionally reserves the right to pass on any taxes or customs duties levied against T.W.I. to the Client, provided they are itemized.

Article 6: Damage/insurance

1. The Client shall be liable to pay T.W.I. compensation for any loss suffered by T.W.I. as a result of failure on the part of the Client, from whatever cause, to deliver the agreed objects to the agreed place and at the agreed time.

2. The Client shall be liable to pay T.W.I. compensation for any loss suffered by T.W.I. as a result of failure on the part of the Client to provide the requisite documentation relating to the carriage of goods, from whatever cause.

3. The Client shall additionally be liable towards T.W.I. for any injury caused by his goods to any T.W.I. member of staff, attributable to the Client, or damage to other goods. In the latter instance, any liability is limited to the amounts owed by T.W.I. to third parties.

4. All costs and risks associated with the carriage and storage of goods shall be borne by the Client. If so desired, the goods can be insured against theft, fraud, loss and damage. The costs associated therewith shall be borne by the Client.

5. T.W.I. assumes no liability for any loss or damage suffered by the Client during carriage and/or storage, unless:

a. T.W.I., not including subordinate staff, has acted intentionally or recklessly, where T.W.I. was aware that such act was likely to cause damage.

b. the damage or loss has been caused by goods supplied by a third party, and the damage is therefore attributable to said third party.

6. The liability of T.W.I. for damage caused to goods pursuant to section 5 must be determined in proportion to the rates charged to the Client by T.W.I.

Article 7: Payment

1. Payment must be made within 14 days of invoice date. If the Client fails to fulfil any of the obligations agreed in respect of payments, or fails to do so in time or in full, the Client shall be deemed to be in default. During the period of default, T.W.I. is entitled to charge the Client interest on the judicial and extrajudicial costs, the latter being a fixed rate of 15% of the invoice amount.

2. From the moment payment should have been made until the date on which payment is made in full, the Client shall owe statutory interest on the outstanding invoice amount per month or part of a month.

3. Postal charges must be settled immediately via the advance invoice issued to the Client.

4. T.W.I. reserves the right to defer performance of the order until the advance payment has been received.

Orders performed over a period exceeding one month will be invoiced on a monthly basis.

Article 8: Quantities

1. The quantities specified on the shipping address by or on behalf of the Client are assumed by T.W.I. to be correct. T.W.I. accepts no liability for any discrepancies between the advised quantities and the actual quantities delivered.

Article 9: Right of retention and storage

1. T.W.I. will charge the Client storage costs for goods held in storage for more than one month. The total amount will be calculated on a per-pallet or where applicable per day.

2. T.W.I. retains title to all goods held in storage and for which payment or storage costs have yet to be settled.

Article 10: Destruction

1. T.W.I. reserves the right to destroy any travel and holiday brochures one month after the expiration date, unless otherwise expressly agreed in writing.

2. Any remaining copies of one-off orders may be returned within two weeks of the order being performed. The costs associated therewith shall be borne by the Client.

Article 11: Addresses

Although every effort has been made to ensure accuracy, T.W.I. accepts no liability for the use of addresses issued or effected by T.W.I. and the consequences of such use. The addresses issued by T.W.I. cannot be taken back. Once the addresses have been sent and/or issued, T.W.I. has fulfilled its obligations towards the Client. The addresses are exclusively intended for the Client's personal use. Under no circumstances may they be supplied to third parties or offered to third parties for further processing.

Article 12: Address file

The Client retains title to all address files managed by T.W.I. on behalf of the Client. T.W.I. undertakes to process these address files exclusively on behalf of the Client, and to refrain from showing the files to third parties, or from making them available to third parties. Although the address files are managed with due care and diligence, T.W.I. assumes no liability for any damage or loss, unless said damage or loss was caused by gross negligence or intention on the part of T.W.I.

Article 13: Data communication

Orders placed digitally are the sole responsibility of the Client. T.W.I. issues each of its Clients a personal password. T.W.I. will not accept any orders placed digitally that are not password-protected.

Article 14: Cancellation

If, for any reason, the order is cancelled between confirmation and performance of the order, T.W.I. is entitled to charge the Client 15% of the invoice amount, in addition to the costs already incurred, without being obliged to demonstrate that T.W.I. has suffered any loss as a result of such cancellation.

Article 15: Disputes

All offers and agreements drawn up between the Client and T.W.I. are governed by the laws of the Netherlands. All disputes between T.W.I. and the Client, arising from or relating to this agreement and which cannot be settled directly, will be referred to the competent court at The Hague.