

**GENERAL TERMS OF BUSINESS**

**1. DEFINITIONS AND INTERPRETATION:** In these Conditions, unless the context otherwise requires:- (i) "Alaris" means Kodak Alaris Management (Shanghai) Co., Ltd. or any of its affiliates; (ii) "Customer" means the purchaser of the Goods or Equipment; (iii) "Conditions" means these terms and conditions of sale; (iv) "Goods" means the consumables or other products supplied by Alaris to the Customer for use in conjunction with the Equipment which Alaris supplies; (v) "Equipment" means the Alaris hardware, including but not limited to scanners and kiosks as set out in the Order; (vi) "Order" means the contract between Alaris and the Customer regarding the supply of Goods and/or Equipment by Alaris and incorporating these Conditions; (vii) headings in these Conditions are for convenience only and shall not affect their meaning or interpretation; (viii) words: (a) having the singular meaning include the plural meaning, (b) denoting any gender include all genders, (c) denoting persons include firms and corporations; and in each case vice versa; and (ix) references to "writing" or similar expressions includes a reference to facsimile or electronic mail.

**2. APPLICABILITY OF CONDITIONS:** (1) All quotations for the supply of Goods and/or Equipment submitted by Alaris shall be without any undertaking on Alaris' part, unless specifically stipulated otherwise. By placing an Order for the supply of Goods and/or Equipment Customer makes the binding offer for conclusion of a respective contract incorporating these Conditions between Customer and Alaris. Alaris may accept such Orders subject to these Conditions in which case a binding contract between the parties shall come into existence. (2) If there is a written contract signed by both parties relating to the transaction to which these Conditions apply, the terms and conditions of the signed written contract shall prevail to the extent they are inconsistent with these Conditions. (3) Any terms and conditions contained or referred to in any purchase order, acknowledgements, confirmation or other documents issued by Customer shall not be applicable, shall in no way modify these Conditions or bind Alaris, and are expressly excluded unless Alaris has expressly agreed in writing to their inclusion. (4) If applicable, special Conditions of business are set out in Alaris catalogues, price lists, or other literature provided to Customer from time to time. (5) No terms and conditions which may be implied by trade, custom or practice or course of dealing will apply to the provision of Goods and Equipment.

**3. SUPPLY OF GOODS AND/OR EQUIPMENT:** (1) Alaris shall supply the Goods and/or Equipment to the Customer at the address set out in the Order. (2) The quotation, these Conditions and any documentation provided to Customer at the time of delivery of the Equipment or Goods govern the purchase by Customer and supply by Alaris of the Goods and Equipment (together the "Contract"). (3) The parties acknowledge and agree that any support or services to be provided by Alaris are subject to the terms of a separate agreement.

**4. DELIVERY:** (1) Alaris may vary minimum order quantities and values at any time. (2) If the prices quoted by Alaris use Incoterms then the quoted Incoterm will govern the delivery obligations of the parties. Where Incoterms are not quoted, Goods and/or Equipment are delivered at Alaris' risk and expense subject to the provisions of Section 9 of these Conditions. (3) For heavy equipment where the price quoted includes delivery this means delivery to Customer's ground floor unless otherwise agreed. (4) Quoted delivery times are estimates only and Customer shall have no legal remedy against Alaris in case of failure by Alaris to deliver within such time. (5) All Orders placed by Customer are subject to Goods and/or Equipment being available and agreed delivery dates are estimates only.

**5. DAMAGE, SHORTAGE, LOSS IN TRANSIT AND RETURNS:** (1) Customer shall inspect the Goods and/or Equipment immediately on arrival to ensure compliance with the Contract. Customer shall, within 7 days of delivery give Alaris written notice of any damage or defect reasonably apparent from an inspection. (2) Customer must notify Alaris in writing of non-delivery or invoice queries within 14 days of the Goods and/or Equipment invoice date. (3) Customer shall give Alaris written notice of any defects in Goods and/or Equipment not reasonably apparent on inspection without undue delay after the point in time when a prudent customer would have first discovered such defects. (4) On Alaris' request Customer will provide samples of allegedly defective Goods, provide a statement of the defective Equipment or permit Alaris' employees to examine them. (5) Any Goods and/or Equipment replaced or credited in accordance with Section 10 of these Conditions shall, if requested by Alaris, be returned to Alaris using the following procedure (i) Goods and/or Equipment may only be returned with Alaris' prior agreement when Alaris will arrange collection and issue a collection note; and (ii) Alaris drivers or delivery carriers are not authorized to collect Goods or Equipment for return without Alaris authorization. (6) Goods and/or Equipment shall in all respects be deemed delivered in accordance with the Order and the Customer shall be bound to accept and pay for them unless the Customer has notified Alaris of damage, defects or non-delivery in accordance with this Section and followed the procedures laid down, otherwise Alaris shall have no liability.

**6. INSTALMENTS:** (1) Alaris may deliver the Goods and/or Equipment in instalments. Each instalment will be treated as a separate contract. (2) Each instalment shall be paid for in accordance with Section 8 on the due date. In case of default by Customer with its payment obligations regarding any instalment under a specific Order, Alaris is entitled to withhold delivery of all other outstanding instalments under the relevant Contract until Customer is no longer in payment default. (3) Any defect in any instalment of Goods and/or Equipment shall not be grounds for cancellation of the remaining instalments.

**7. PRICES:** (1) Alaris may vary prices at any time without notice. (2) Unless Alaris has agreed a firm price, Goods and/or Equipment are sold at the prices ruling when Alaris accepts an Order. (3) All prices are exclusive of any applicable VAT. (4) In the event of significant increases in fuel, transportation or material costs Alaris may on written notice introduce a reasonable surcharge to cover these increased costs.

**8. PAYMENT TERMS AND INTEREST:** (1) Payment is due on or before the date stated on Alaris' invoice. (2) Unless otherwise agreed all quoted prices are net and shall be paid by electronic funds transfer. (3) Time for payment is of the essence of the Contract. (4) Alaris may appropriate any payments received that do not refer to a particular invoice to any outstanding invoice. (5) Alaris may charge interest on any overdue amounts at the interest rate and compensation on any overdue amounts in accordance with permitted laws from the due date until Alaris receives payment.

**9. PASSING OF RISK AND OWNERSHIP:** (1) If the prices quoted by Alaris use Incoterms then the quoted Incoterm will govern the passing of risk in the Goods and/or Equipment. Where Incoterms are not quoted risk of loss of, or damage to, the Goods and/or Equipment shall pass to the Customer on the (i) date of delivery to the Alaris logistics partner; or (ii) date which the Goods and/or Equipment reach the Customer site, whichever is the soonest. (2) Ownership of the Goods and/or Equipment shall not pass on to the Customer together with the risk; however, ownership shall pass from Alaris before Alaris has received full payment for the relevant Goods and/or Equipment plus VAT in cleared funds and no other sums whatever shall be due from the Customer to Alaris. (3) Until ownership passes, the Customer shall hold the Goods and/or Equipment on a fiduciary basis as bailee for Alaris. The Customer shall store the Goods and/or Equipment (at no cost to Alaris) separately from all other goods in its possession in such a way that they are clearly identified as Alaris' property. On Alaris' request the Customer shall promptly inform Alaris of the location of the Goods and/or Equipment. (4) Until ownership of the Goods and/or Equipment passes from Alaris the Customer shall upon request deliver up to Alaris any Goods and/or Equipment owned by Alaris. If the Customer fails to deliver the Goods

and/or Equipment Customer irrevocably authorizes Alaris and its representatives to enter any premises where Alaris reasonably believes the Goods and/or Equipment to be situated to repossess them at the Customer's expense.

**10. WARRANTY:** (1) Alaris warrants that (i) it has the right to sell the Goods and Equipment to the Customer; and (ii) at the time of delivery to the Customer location, the Goods and/or Equipment shall materially correspond with their specification and be free from defects in material and workmanship for a period of twelve (12) months from the handover of the relevant Goods and/or Equipment to the Customer or except to the extent otherwise agreed in writing with Alaris. (2) All warranties, conditions or other terms (whether express or implied by statute, common law or arising from conduct or a previous course of dealing or trade custom or usage) as to quality, fitness for any particular purpose or merchantability, are to the fullest extent permitted by law, excluded from the Contract. (3) Subject to any exclusions of Alaris' liability for defects pursuant to these Conditions in case of any warranty claims by Customer due to delivery of defective Goods/Equipment by Alaris, Alaris shall only be obliged to, at its discretion, repair, replace or credit to Customer the full price paid for the Goods and/or Equipment that directly gave rise to the relevant warranty claim and any other claims by Customer. In particular, any liability of Alaris for minor defects (i.e. defects not materially impairing the use of the relevant Goods and/or Equipment by Customer) shall be excluded. (4) Alaris' warranty shall not apply in relation to any defect arising from fair wear and tear, the acts, omissions, negligence or defaults of the Customer or the Customer's employees or agents, failure to comply with operating instructions or other recommendations of Alaris as to the storage, handling and/or use of the Goods or Equipment, wilful damage, use not in accordance with the purpose for which they were designed, abnormal working conditions, misuse or alteration or repair of the Goods or Equipment other than by persons authorised by Alaris. (5) The rights of Customer hereunder are not transferable.

**11. LIMITATION OF LIABILITY:** (1) If not expressly provided for otherwise in these Conditions, in no event, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall Alaris be liable for any loss of profits, anticipated savings, revenue, business, loss or corruption of data, loss of use, loss of goodwill, loss due to delay or any indirect or consequential loss or damage whatsoever. (2) Alaris' sole liability for breach of the warranty set out in Section 10 above, is, at Alaris' option, limited to the repair, replacement or crediting of the full price paid for the Goods and/or Equipment that directly gave rise to the claim. (3) Subject to (1) and (2), Alaris' aggregate liability for all other claims, whether in contract, tort (including in either case negligence), misrepresentation (other than fraudulent misrepresentation), breach of statutory duty or otherwise pursuant to the Contract, shall be limited to the net price paid by the Customer for the specific Goods and/or Equipment giving rise to the claim. (4) Nothing in the Contract shall be deemed to exclude or limit Alaris' liability in respect of: (i) Loss or damage caused by wilful intent or gross negligence of Alaris or Alaris' officers, employees, agents or contractors; (ii) Injuries to or death of any person, caused by Alaris or Alaris' officers, employees, agents or contractors; or (iii) any other liability which cannot be excluded at law. (5) Any claim for loss or damages, except a claim for damages arising out of (4) must be notified to Alaris within twelve (12) months as from the date on which the damage was caused, failing which such claim is deemed to be waived.

**12. SAFETY INFORMATION:** (1) Where the Goods and/or Equipment are for use by the Customer in a business environment or are for resale, to a subsequent purchaser, Customer shall ensure that all safety information relating to the Goods and/or Equipment provided by Alaris is passed to the Customer's employees and/or end user purchasers. (2) The Customer shall not alter, mask or remove any safety information from the Goods or Equipment.

**13. LIMITATION:** (1) Customer shall comply with all laws, regulations and rules administered by any governmental authority, agency, regulatory body or other entity exercising regulatory powers or functions, including but not limited to the United Nations Security Council, the United States of America, the United States Department of the Treasury's Office of Foreign Assets Control ("OFAC"), the United States Department of State, the European Union, the United Kingdom, Her Majesty's Treasury, Hong Kong, the Hong Kong Monetary Authority or other sanctions authority, imposing trade, economic or financial sanctions or trade embargoes ("Economic Sanctions Laws"). (2) Customer agrees that it shall not, and shall not permit any third parties to, directly or indirectly, participate in any transaction involving: (i) any country, territory or other jurisdiction that is subject to any Economic Sanctions Laws; (ii) any person that is the target or subject of any Economic Sanctions Laws; or (iii) any violation of any Economic Sanctions Laws. Without limiting the generality of the foregoing, Customer shall not, and shall not permit any third parties to, directly or indirectly, export, re-export, transship, release or otherwise deliver any products sold under this Contract, or any portion thereof, to any country or other jurisdiction that is subject to, or in any way which is prohibited by, any Economic Sanctions Laws. (3) Without limiting the foregoing, Customer expressly acknowledges that it shall not order, trade, sell, otherwise dispose or engage in any economic activity relating to Alaris Goods and/or Equipment either directly or indirectly in: (i) Iran; (ii) Sudan; (iii) North Korea; (iv) Syria; (v) Cuba; (vi) Belarus; (vii) Zimbabwe; (viii) Myanmar (Burma); (ix) the Crimea and Sevastopol Regions (Ukraine); and (x) the military/defence/energy sectors in Russia.

**14. FIRMWARE:** (1) In relation to any Alaris firmware supplied as part of the Goods or Equipment ("Firmware"), Alaris grants to Customer a non-exclusive, non-transferrable licence to use the Firmware only as part of the Goods and/or Equipment. (2) Customer shall not: (i) copy (except to the extent permissible under applicable law which is not capable of exclusion by contract), reproduce, translate, adapt, vary or modify the Firmware; or (ii) attempt to use the Firmware with any products other than the Goods or Equipment. (3) The licence granted under this Section 14 does not grant any automatic rights to obtaining future updates, upgrades or supplements of the Firmware. If updates, upgrades or supplements of the Firmware are provided, use is governed by these Conditions as amended from time to time. (4) Alaris may make use of third party software in the Firmware and Customer acknowledges that notwithstanding the foregoing, use of some third party materials may be subject to other terms and conditions. (5) Any additional software supplied to be used with the Goods and/or Equipment shall be subject to the terms of an Alaris License Agreement in which case the license terms and conditions shall apply to such software.

**15. INTELLECTUAL PROPERTY:** (1) All intellectual property rights meaning all inventions, patents, registered designs, design rights, data base rights, copy rights, know-how, trademarks, trade secrets and all other intellectual property rights, and the applications for any of the same and any rights or forms of protection of a similar nature and having equivalent or similar effect to any of them which may subsist anywhere in the world ("Intellectual Property Rights") associated with or relating to the Goods and/or Equipment belong to Alaris and its licensors and Customer shall not acquire any rights, title or interest in such Intellectual Property Rights. (2) The Customer is not entitled to exercise and shall not purport to be entitled to exercise any rights, powers, privileges and immunities conferred on the proprietor of any intellectual property rights subsisting in or associated with the Goods and/or Equipment, including the right to sue for damages or other remedies in respect of any infringement. (3) Customer shall keep confidential and not disclose to third parties information, drawings, designs or manuals received from Alaris in relation to an Order or the Goods and/or Equipment and either marked as "confidential" or "proprietary" or which should reasonably be considered to be confidential.

**16. INDEMNIFICATION:** (1) Customer shall (i) not cause or permit any third party to cause any damage or endanger the Intellectual Property Rights of Alaris; and (ii) without prejudice to any other rights of Alaris, indemnify Alaris for any loss suffered by Alaris by reason of any use by Customer, Customer's employees, agents or customers, of Intellectual Property Rights of Alaris other than in accordance with the Contract. (2) Customer shall without prejudice to any other rights of Alaris, indemnify Alaris for any loss suffered by Alaris, howsoever arising, by reason of Customer's breach of its obligations pursuant to

Section 6 above. (3) In the event of a claim, or notification of an intention to make a claim, which may reasonably be considered likely to give rise to a liability under this indemnity ("Claim"), Customer shall: (i) as soon as reasonably practicable, give written notice of the Claim to Alaris specifying the nature of the Claim in reasonable detail; and (ii) not make any admission of liability, agreement or compromise in relation to the Claim. (4) Customer shall not, except with the prior written consent of Alaris, consent to entry of any judgment or enter into any settlement that does not include as an unconditional term the giving by the claimant or plaintiff to Alaris and its affiliates a release from all liability and blame with respect to the Claim.

**17. CONFIDENTIAL INFORMATION.** (1) All non-public, confidential or proprietary information of Alaris, including but not limited to, specifications, samples, patterns, designs, plans, drawings, documents, data, business operations, pricing, discounts or rebates, disclosed by Alaris in connection with the Contract, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," shall be deemed to be confidential, to be used solely for the purpose of performing under the Contract and may not be disclosed or copied unless authorized in advance by Alaris in writing. (2) Upon Alaris' request, Customer shall promptly return all documents and other materials received from Alaris and delete any copies made thereof. (3) Alaris shall be entitled to apply for injunctive relief for any violation of this Section. (4) This Section does not apply to information that is: (i) in the public domain; (ii) known to Customer at the time of disclosure; (iii) rightfully obtained by Customer on a non-confidential basis from a third party; or (iv) is required to be disclosed by any applicable law or by order of any Court of competent jurisdiction or any government body, agency or regulatory body, provided that the receiving party shall use all reasonable endeavours to give the disclosing party as much written notice of the disclosure as it reasonably can to enable the disclosing party to seek a protective order or other action protecting the confidential information from disclosure.

**18. DATA PROTECTION:** (1) Each party will comply with its obligations in terms of laws and regulations relating to the protection or disclosure of personal data, sensitive data, or such other data which is deemed to be 'personal' pursuant to applicable data protection law in force from time to time. (2) Each party shall indemnify, defend and hold the other party harmless against claims resulting from or in connection with the indemnifying party's non-observance or insufficient observance of such obligations or any of its obligations in this Section 18.

**19. TERMINATION:** (1) Without prejudice to its other rights, Alaris may terminate the Contract immediately by written notice to the Customer in the event that (i) the Customer fails to pay any sums due under and in accordance with the terms of this Contract; (ii) the Customer breaches any terms of the Contract; (iii) the Customer is unable to pay its debts as they fall due, passes a resolution for winding up (other than for the purposes of a solvent amalgamation or reconstruction) or if a court of competent jurisdiction makes an order to that effect, enters into a receivership or liquidation or otherwise ceases to carry on business or an analogous event occurs to Customer in any jurisdiction; (iv) there is an event pursuant to Section 22 (7) where such event has persisted for more than 14 days; or (v) pursuant to Section 20 (2). (2) On termination for whatever reason, Alaris shall be entitled to de-install and remove any Equipment belonging to it from the Customer's possession at the Customer's expense. Customer shall render all assistance necessary relating to the de-installation and removal and shall be liable to Alaris for any reasonable costs incurred. Furthermore, Customer is obliged to return all benefits conferred upon Customer under the terminated Contract to Alaris and compensate Alaris for any damages resulting from the termination of the Contract by Alaris.

**20. MAJOR BUSINESS CHANGE:** (1) If in the reasonable opinion of Alaris there is or is likely to be a major change in the business operations of Alaris which has or could have an adverse impact on the viability of the provision of the Goods and/or Equipment to be supplied to the Customer ('Major Business Change'), Alaris may notify the Customer and Alaris and the Customer must meet and discuss in good faith whether the provisions of any agreement between Alaris and the Customer need to be varied. (2) In the event that the parties cannot agree in good faith on such contract variations within a period of 30 days, then either party has the right to terminate the Contract between them. (3) Unless otherwise agreed by Alaris and the Customer in writing, the rights and obligations of the parties which have arisen prior to termination shall not be affected and shall stay in full force and effect. For the avoidance of doubt, with effect from the date of termination, Alaris shall have no obligation to supply or deliver any Goods and/or Equipment under the relevant Contract anymore. (4) Neither party will be entitled to claim or receive compensation from the other party.

**21. ANTI-BRIBERY:** (1) In this Section, Anti-Bribery Laws means any anti-corruption, anti-bribery or anti-kickback laws or regulations of the laws in the country where the Goods and/or Equipment are being provided (the "Country Laws"), the Bribery Act and/or the FCPA; Associated Person means in relation to any entity, a person who (by reference to all the relevant circumstances) provides Goods and/or Equipment for or on that entity's behalf in any capacity and including, without limitation, employees, agents, subsidiaries, representatives and subcontractors; Bribery Act means the UK Bribery Act 2010 (as amended from time to time); and FCPA means the US Foreign Corrupt Practices Act 1977 (as amended from time to time). (2) Customer shall not, and shall procure that its Associated Persons do not, in connection with the performance of its obligations under the Contract, engage in any activity which (i) constitutes an offence under Country Laws; (ii) would constitute an offence under the FCPA if it were carried out in the US; or (iii) would constitute an offence under the Bribery Act if it were carried out in the UK. (3) Breach of this Section shall constitute a breach not capable of remedy and, without prejudice to any other remedy, entitle Alaris to terminate the Contract immediately. (4) Customer shall from time to time, at the reasonable request and reasonable cost of Alaris: (i) confirm in writing that it has complied with its obligations under this Section and provide any information reasonably requested by Alaris in support of such compliance; and (ii) permit Alaris to have such access to Customer's books, accounts and records (and to take such copies thereof) as reasonably necessary in order to verify compliance with this Section, and to meet with Customers' personnel as are relevant to the Contract to audit such compliance. (5) Customer shall promptly report to Alaris in writing upon becoming aware that it or any of its Associated Persons: (i) have received any request or demand for any undue financial or other advantage in connection with the performance of the Contract; or (ii) are the subject of any actual, pending or threatened police, judicial or regulatory investigation or proceedings in relation to any suspected breach of any Anti-Bribery Laws. (6) Customer shall indemnify Alaris against any losses, liabilities, damages, costs (including but not limited to legal fees) and expenses incurred by, or awarded against Alaris as a result of any breach of this Section by Customer.

**22. MISCELLANEOUS:** (1) Any notices sent to Alaris under these Conditions or any Order shall be sent to the attention of the Legal Department at legal@Kodakalaris.com. (2) Provisions of these Conditions which by their nature should apply beyond their terms will remain in force after any termination or expiration of these Conditions or any Order. (3) If any term, provision or part thereof of these Conditions is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of these Conditions or invalidate or render unenforceable such term or provision in any other jurisdiction. The invalid or unenforceable provision shall be replaced by a provision which comes closest to the economic effect of the invalid/unenforceable provision. (4) No waiver of any of the provisions of these Conditions or under any Order is effective unless explicitly set forth in writing and signed by Alaris. (5) No failure to exercise, or delay in exercising, any right, remedy, power or privilege arising from these Conditions or any Order operates, or may be construed, as a waiver thereof. No single or partial exercise of any right, remedy, power or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power or privilege. (6) Customer shall not assign, transfer, delegate or subcontract any of its rights or obligations under the Contract without the prior written consent of Alaris. Any purported assignment or delegation in violation of this Section shall be

null and void. No assignment or delegation shall relieve the Customer of any of its obligations hereunder. Alaris may at any time assign or transfer any or all of its rights or obligations under the Contract without Customer's prior written consent to any affiliate or to any person acquiring all or substantially all of Alaris' assets. (7) Neither party shall have any liability for a failure to meet its obligations to the extent that this failure is directly or indirectly due to riot, terrorism, government act or regulation, fire, flood, explosion, machine breakdowns, materials shortages, transportation or working difficulties, accident, or any other event beyond the reasonable control of the affected party and the period of time to fulfil any obligations (save for obligations to make payment) shall be correspondingly extended. (8) The Contract is for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of the Contract. (9) The Contract does not and is not intended to give rights, or any right to enforce any of its provisions, to anyone who is not a party to it. (10) The relationship between the parties is that of independent contractors. Nothing contained in these Conditions or any purchase order shall be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever. (11) Alaris reserves the right to alter or amend the Contract or any special terms generally or for any particular class of Goods and/or Equipment by written notice to the Customer. (12) Subject to the terms of any signed written agreement which shall prevail, the Contract constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes and extinguishes any prior drafts, agreements, undertakings, understandings, promises or conditions, whether oral or written, express or implied between the parties relating to such subject matter. (13) Each party acknowledges to the other that it has not been induced to enter into the Contract nor has it relied upon any representation, promise, assurance, warranty or undertaking (whether in writing or not) by or on behalf of the other party or any other person. (14) All amounts due to Alaris shall be paid in full without any deduction or withholding and the Customer shall not assert any set-off or counterclaim against Alaris to justify withholding payment in whole or in part. (15) Without waiver or limitation of any of its rights or remedies where Alaris has incurred any liability to the Customer, whether under the Contract or otherwise, Alaris may set off the amount of such liability, including any applicable VAT payable, against any sums owed at any time by the Customer to Alaris. (16) All matters arising out of or relating to the Contract shall be governed by and construed in accordance with the laws of the People's Republic of China, without giving effect to any choice or conflict of law provision or rule. Any dispute, controversy, difference or claim arising out of or relating to the Contract shall be referred to and finally resolved by arbitration administered by the China Arbitration Association (CAA) under the CAA Arbitration Rules in force when the Notice of Arbitration is submitted. The seat of arbitration shall be Shanghai. The number of arbitrators shall be three. The arbitration proceedings shall be conducted in English. Each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding. The application of the United Nations Convention for the International Sale of Goods (CISG) is excluded.