



## GENERAL REQUIREMENTS FOR SUPPLIERS - 52MR23003-1-0

### 1. General requirements:

The expectation of Rába Automotive Component Ltd is defect-free delivery.

If a product of inadequate quality is delivered, we entrust the sorting and/or repair to a third party, if the supplier does not replace the product under warranty within 24 hours, or does not start the sorting and/or repair at our site.

Deviations from 24 hours can only be made on the basis of a mutual written agreement (e-mail)

The quality notice must be confirmed immediately, and written information must be provided within 24 hours about the immediate measures.

In settling the complaint, we will charge you for the space, equipment and energy provided for repair/sorting.

Customer damages resulting from improper delivery and the costs of their elimination (e.g. production stop at customer) will be charged to the supplier.

In the event of defective performance, the customer provides the supplier with the opportunity to repair the defect after notification of the defect.

If the defect is a production obstacle for the customer, the customer is entitled, after notifying the supplier, to carry out the sorting and repair in the necessary quantity, or to have it done by a third party at the supplier's expense.

If the measures taken to correct the defect and the preventive measures are not carried out by the requested and agreed deadline, the customer is entitled to subject the next five shipments to an extraordinary inspection and, in some cases, to charge the inspection cost.

In the case of incorrectly completed delivery documents or missing documents, only the date of receipt of the replaced or corrected documents can be considered as the date of completion.

If no test results are received for the delivered product for the specified dimensions and properties communicated to the supplier, the customer will carry out the necessary tests and charge the supplier for their costs.

### 2. In case of faulty performance

a) In case of fault replacement of the total delivery

b) In case of production obstacle Rába Automotive Component Ltd ( " RJA Ltd") will start the selection and/or repair itself or with the involvement of a third party, and will notify the supplier by e-mail or telephone.

c) Based on agreement, sorting or repair is carried out by the supplier at RJA Ltd's premises.

#### 2.1. Costs towards supplier

25 EURO/hour (minimum 1 hour)+VAT documentation cost per complaint.

75 EURO/hour+VAT quality penalty per complaint.

The cost of sorting and/or rework.

The cost of service (place, supervision, tools) during sorting and/or repair.

In case of faulty performance, RJA Ltd sends a quality notice in which the defect is recorded with the known and discovered data and the activities expected from the supplier.

Faulty performance is considered a complaint:

1. Proved delivery of NOK product.

2. The supplier does not notify the customer and/or does not send a request for approval for deviation or permission for use before delivery, if it delivers material that differs from the specification. (The supplier must request a deviation or use permission, the material can only be delivered after Rába has signed this permission).

3. The packaging of the delivered parts doesn't contain the checked status (Yellow label: 100% checked for the indicated fault)

4. The number of the given permission is not indicated on the yellow label on the packaging of a product delivered with a deviation or use permission.

If a customer of RJA Ltd files a claim for non-conformity that can be traced back to faulty delivery by the supplier, RJA will pass on all the costs (including the cost of the fault investigation and the costs incurred by the customer) to the supplier.



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## DELIVERY AND QUALITY PENALTY

Delivery penalty valid from 02.01.2009		
Items	Value	Basis of the penalty
Handling fee	100 Euro	/ occurrence
Basic Penalty and other costs	1% of the order value per working day of delay, up to a maximum of 20%.	Total order value
Penalty after the 3rd late delivery/calendar year	Material for additional 1 week shall be stored at Rába on cost of Supplier	In line with the monthly order of Rába
Penalty after the 5th late delivery/calendar year	Material for additional 2 weeks shall be stored at Rába on cost of Supplier	In line with the monthly order of Rába
Penalty to be paid to third party in case of proven failure of Supplier	Supplier shall pay for every day of default of delivery a conventional penalty equal to the penalty caused by Supplier's delay and to be paid by Rába to its customer + 10 % on the sums to be paid by Rába to its customer. The penalty Rába has to pay to its customer is not contractually determined between Rába and its customer.	Penalty to be paid by Rába to its customer
Storage cost	1% of the value of the materials were advanced supplied as the delivery date	Above order value + 5%. Order value + 5% is still allowable.

Quality penalty valid from 15.03.2023		
Items	Value	Basis of the penalty
Documentation cost	Rába "Quality requirements"	claim report/quality notice
Basic Penalty and other costs	Rába "Quality requirements"	
Penalty for NOK delivery	5%	The total value of the NOK delivery
Penalty for escalation process	Level 1: 100euro; Level2: 200euro; Level 3: 300euro	Penalty (inadequate quality level)
Penalty for the days between the delivery date and the change of parts	1%, maximum 20%	The total value of the NOK delivery
Penalty to be paid to third party in case of proven failure of Supplier	Supplier shall pay for every day of default of delivery a conventional penalty equal to the penalty caused by Supplier's delay and to be paid by Rába to its customer + 10 % on the sums to be paid by Rába to its customer. The penalty Rába has to pay to its customer is not contractually determined between Rába and its customer.	Penalty to be paid by Rába to its customer (proved by the fault of Supplier)
Stock selection supplier penalty	If the supplier does not arrange for the sorting to be started by the 3rd party, or immediate sorting is required, RJA Kft. will carry out the sorting, which will be reimbursed by the supplier. 25eur / hour	Sorting cost from supplier failure
Storage cost, in case Supplier return the NOK part.	4 euro/unit/month, minimum 10 euro	Used area at Rába