



Digitisation

Special Terms & Conditions Applicable commencing 01-01, 2010

The **Digitisation** service refers to production of items submitted by the Customer in paper form described in detail below (the "Service").

The Service is provided pursuant to these Special Terms and Conditions as well as the provisions of the specific Customer Assignment ("Customer Assignment"). Unless otherwise provided in these Special Terms and Conditions or separately agreed with Strålfors, the Strålfors General Terms and Conditions ("SGTC") applicable from time to time shall apply.

Definitions

Agreement: The agreement which refers to these Special Terms and Conditions applicable from time to time, Strålfors General Terms and Conditions (SGTC), as well as the appendices included therein and other contract documents.

Business day: Any day from Monday-Friday which is not a public holiday with the exception of such days which are customarily full or partial days off in the country where the Service is provided.

Customer Assignment: Appendix to the Agreement which defines Strålfors' assignment and specifies the Customer's undertakings.

Production Documentation: The Customer's material in physical or electronic form which constitutes the applicable edition and basis for provision of the Service.

Production Plan: An plan for the Customer assignments which Strålfors is to fulfill for the Customer in accordance with the agreement otherwise.

Material: Material, Customer assignment, production plan and/or Production Documentation which is necessary for production/provision of the Service.

SGTC: Strålfors' General Terms and Conditions, applicable from time to time, available according to section 8.

1 Scope of the service

The Service consists of the basic service as stated below. The detailed scope of the content of the Service is set forth in the Customer Assignment.

1.1 Basic service

The Service may consist of one or more of the components set forth below. The detailed scope of the content of the Service is set forth in the Customer Assignment.

1.1.1 Receiving and preparing Material

Receiving Material includes visual checking and faulty Material handling, according to the Customer Assignment

The Service contains opening Material, presorting for scanning, preparation of Material in batches etc

1.1.2 Scanning

The Service contains digitisation of the Physical Material to agreed format in example Tiff or PDF, according to the Customer Assignment.

1.1.3 Data capture

The Service contains automated OCR capture of data from the scanned images, based on the rules agreed in the Customer Assignment

1.1.4 Verification

Manual and electronic verification of captured data based on the rules agreed in the Customer Assignment.

1.1.5 Conversion

Conversion of the captured images and the data file according to the Customer Assignment.

1.1.6 Transfer

Digitized images and captured data is assembled as a package in agreed format, which can be delivered as File transfer to the additional service eArchive or in another way set forth in the Customer Assignment.

2 Supplemental Services

Supplemental services are linked to the Service following a separate agreement thereon. Prices and Special Conditions for Supplemental Services are set forth in Price Appendix and Special Terms and Conditions for each service, applicable from time to time, available according to section 8.

3 Strålfors' undertakings

Strålfors shall provide the Service as described in detail in the Customer Assignment in accordance with these Special Terms and Conditions and SGTC.

3.1 Connection

Strålfors connects the Customer in the manner set forth in the Customer Assignment, including any appendices. If Strålfors finds that necessary information from the Customer for connection is missing, or that the Customer has not taken necessary measures for connection, Strålfors shall be entitled to suspend connection until the necessary information is provided or necessary measures are taken.

Strålfors shall be entitled to charge a separate fee for reasonable time expended in conjunction with connection of a Customer or in conjunction with delays attributable to the Customer, for example late deliveries, or in the event of any other activity or measure which Strålfors according to a separate agreement with the Customer or at its request. Compensation shall be charged per hour pursuant to the hourly rate stated in the price appendix.

If the Customer wishes to make changes which entail that the connection, in whole or in part, needs to be remade, Strålfors shall be entitled to compensation pursuant to the hourly rate applied by Strålfors from time to time. Changes must be agreed in writing between the parties in the Customer Assignment.

3.2 Delivery time

Strålfors delivers Service in the manner set forth in the Customer Assignment, including any appendices.

4 The Customers' undertakings

The Customer shall perform the obligations stated in these Special Terms and Conditions as well as any undertakings other than those addressed herein which can be required of the Customer and which are stated, for example, in the Customer Assignment or SGTC.

4.1 Production Plan

The Customer shall provide information regarding volumes for, among other things, Strålfors' production planning, in a production forecast. Changes in volume can affect prices during the current term of the Agreement in the manner set forth in the price appendix.

4.2 Production Documentation

The Customer shall provide Production Material in the manner separately agreed in the Customer Assignment and other documentation provided by Strålfors. The Customer shall further ensure that the Production Material is complete and accurate and provided at the agreed time.

If, in Strålfors' opinion, a deficiency in the Production Material can be corrected by Strålfors, Strålfors shall have the right, but not the obligation, to do so in exchange for separate compensation for time expended pursuant to hourly rates under "Other Prices" in the price appendix.

In the event the Production Material is incomplete or inaccurate to the extent that Strålfors deems that production is not possible, Strålfors must contact the Customer in order to allow the Customer to supplement the material or submit new material. In such case, Strålfors shall have no liability whatsoever for any delays or errors which may arise.

4.3 Customer Assignment

The services covered by the Agreement are set forth in the individual Customer Assignment appended to the Agreement. If the Customer wishes to add new Customer Assignments during the term of the Agreement and this results in changes which, in Strålfors' opinion, have an impact on the basis for agreed prices and terms and conditions of the Agreement, adjustment shall take place in a written supplemental agreement.

4.4 Suspension of production

Where Strålfors has commenced production pursuant to the Production Documentation submitted by the Customer and the production is suspended at the Customer's request, the Customer shall compensate Strålfors for material and work expended pursuant to hourly rates under "Other Prices" in the price appendix.

5 Delivery

5.1 Delivery terms and conditions

Strålfors delivers Service in the manner set forth in the Customer Assignment, including any appendices. Freight terms are ex works at the Strålfors facility agreed in the Customer Assignment.

6 Shutdown

Strålfors shall be entitled to shut down its production system for service and upgrades which, to the greatest possible extent, will be scheduled at times that do not affect performance of the Service. If possible, the Customer shall receive advance notice of any planned shutdown.

The Customer is aware that the Service, from time to time, may be unavailable as a result of planned and/or unplanned shutdowns for necessary service and maintenance of the Service and/or Strålfors' systems.

Strålfors shall not be liable for errors or delays during such shutdowns.

To avoid obstructions to the production process, Strålfors shall ensure that procedures for making backup copies are in place.

To the extent the Customer's use of the Service causes technical or other problems for Strålfors or another customer, Strålfors reserves the right to limit the use or to end the Service with immediate effect.

7 Liability

SGTC contains applicable liability terms and conditions. In the event of any defect, deficiency or delay in the performance of the Service, Strålfors' liability shall be limited to the compensation which the Customer has paid to Strålfors or shall pay in accordance with the price appendix applicable from time to time, in respect of the production which is effected by the defect, deficiency or delay.

8 Publication of service-related documents, including Customer Terms and Conditions

On the websites stated below, each country's technical manuals and other service-related documents applicable from time to time, as well as Customer Terms and Conditions, i.e. Special Terms and Conditions for each individual service and SGTC, are published. Service-related documents and Customer Terms and Conditions published in accordance with the list below are applicable in the country in which the Service is provided by Strålfors in the language in which the Agreement is drafted.

Denmark: www.stralfors.dk/vilkaar
England: www.stralfors.co.uk/terms
Finland: www.stralfors.fi/ehdot
France: www.stralfors.fr/conditions
Norway: www.stralfors.no/vilkar
Poland: www.stralfors.pl/warunki
Sweden: www.stralfors.se/villkor