

## Sales & terms conditions

### Price list:

End user price list. For distributor price, the applicable discount should be deducted.

Prices are EXW NORMAX Lda., Rua Santa Isabel, 17 - 2430-475 Marinha Grande - Portugal.

Valid until 31st December 2019.

We reserve the right to adjust the price in case of unforeseen increases in raw materials.

### Minimum of orders:

Minimum order value of 500 EUR freight cost excluded required for Europe. For the rest of the world, a minimum order value of 1,000 EUR/USD freight cost excluded is required.

Orders below these amounts will have an handling fee of Eur. 50,00.

### Added charges, when applicable:

Certificate of origin signed by our local Chamber of Commerce: 70 €.

Legalisation of invoice by our local Chamber of Commerce: 150 € each invoice. Legalisation of any other document at any Embassy or Consulate, or Apostille Convention: According to the charges incurred by NORMAX, Lda.

Quotation requests and order confirmation:

We will validate only quotations or proforma invoice requests by written when including our code references & quantities.

### Partial deliveries:

In the absence of a special request or agreement, we are able to provide partial deliveries.

For production reasons, a variation of 15% in the ordered quantity is permissible and it shall be accepted and paid by the customer.

### Packaging:

Standard cardboard boxes.

The use of wooden pallets will have an additional cost of 10 €. The use of wooden pallet covered with cardboard box (for pallets up to 1,5 m high, only) in addition to standard packing will be charged at 16 € per pallet.



### Credit and payment terms:

Unless otherwise agreed, for orders that do not exceed 10,000 EUR, payment of 100% of the order value shall be made before shipment of the Goods. For orders equal to or exceeding 10,000 EUR, a down payment of 30% of the total order value shall be made by bank transfer at order confirmation date. The remaining 70% shall be paid when goods are ready to be shipped. We expect to receive the remaining payment within 7 days after Goods are ready to be shipped; failure to comply will imply cancellation of the order. If a cancellation of order should occur, we reserve the right to keep the down payment to cover our expenses. Payments by Letter of Credit or Cash Against Documents are accepted only for orders exceeding 10,000 EUR/USD freight charges excluded. When partial deliveries are accepted, due date is calculated when each shipment is made and not when the complete order is shipped. We reserve the right to reject new orders or to cancel any outstanding shipment, when invoices are pending to be paid.

### Broken, missing or non-accepted products at goods reception:

In case of receipt of damaged cartons or pallets, it should be immediately reported to the transport company by describing the event in the transporter delivery documents. Also, photos of the damaged packaging and goods will be required.

In case breakage with no damaged packaging, photos are also required.

### Return of goods:

The return of goods shall not be accepted if not previously approved by our services. The freight charges of the returned goods will be at the customer's expense, except if the error or defect is made from Normax Lda, responsibility, in this case, we will only accept shipments made by our forwarders. Special products manufactured according to customer's specifications cannot be returned.

The return of goods requires our express consent in writing.

The goods to be returned must be properly packaged for safe transportation in their original packaging and labelling. If these conditions are not respected, the refund will not be accepted.

### Complaints:

Accepted only in a stated period of 15 days after the receipt of merchandise and when presented by writing.

Marinha Grande, the 1st January 2019

