



sia Abrasives ESPAÑA SAU

Conditions of Sale

Prices

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The prices in this list **do not include** VAT, or freight costs. The cost of packaging is included in the price.

Information on orders

To make it easy to send orders and to avoid errors in the definition of items, orders must include the following details:

Item code, Product name, Shape, Series and Dimensions, Other applicable specifications, Quantity and RRP.

Minimum order:

The minimum order value is €100 net exclusive of VAT.

Transportation costs

sia Abrasives España shall cover the **freight costs** on orders over €250 net exclusive of VAT (for mainland Spain and the Balearic Islands only).

Shipments below this amount shall be invoiced and sent "freight collect" by means chosen by sia Abrasives España.

For shipments to the Canary Islands, Ceuta and Melilla, the minimum order value for pre-paid deliveries is €600. Orders below this amount shall be sent "freight collect" (€25). In this case, details must be given concerning the freight company and sufficient notice of the collection date must be provided.

Urgent shipments

Special requests from customers for urgent shipments shall always be sent "freight collect".

Amendments to orders

Items in stock: Orders for items in stock may only be amended or cancelled if the order has not already been prepared and provided that written notice is sent to our Customer Services department.

Production items: Orders may be amended, subject to the production status, upon written notification of said amendment. If the product has already been manufactured, or is in the process of production, the order cannot be amended.

Terms of payment

In accordance with the Late Payments Directive, from 1st January 2013, all company invoices shall be issued with a maximum payment term of 60 days from the point at which the goods leave our warehouse.

The first order from a new client shall always be paid in cash.

Payment Methods

The usual method of payment is direct debit. Any other form of payment must be authorised by our finance department.

A discount for prompt payment may be agreed for payments made within 15 days of the invoice date.

Suspension of deliveries for delays and non-payments

In the event of a delay in payment or non-payment of any invoice, sia Abrasives España may suspend deliveries until said payment is settled.

Receiving goods and marking issues on the delivery note

If, when the goods are received, items are missing or not in good condition, this must be recorded on the waybill. The haulier must be informed of this within 24 hours.

If there is an issue with the shipment after the goods have been accepted by the customer, an appropriate claim must be made within seven days, according to the following rules:

The customer must address their claim in writing to our central offices in Madrid, giving details of the goods to be returned and the reasons for the return.

Once the issue has been investigated, the customer will receive a written reply indicating if said claim has been accepted or not. If it has been accepted:

The goods returned must reach sia Abrasives España in perfect condition and in their original packaging.

Quality complaints

The purchaser must inform the seller of any quality complaints within two months of the date of delivery. sia Abrasives España shall take any samples necessary for analysis and the purchaser shall be informed in writing when a solution to the issue has been found.

The seller shall only be obliged to issue credit for those items which prove to be faulty. Before use, users must check whether or not the product is suitable for its intended use, assuming all risk and liability arising from its use.

Return of goods

Goods may only be returned upon agreement between the seller and the purchaser. Any product returned without this prior agreement shall be made available to the purchaser and a credit note shall not be issued.

No returns will be accepted after two months of the date of delivery.

Products manufactured on request by the purchaser cannot be returned.

Goods returned for reasons other than delivery errors or manufacturing defects will be subject to a handling charge of 10% of the value of the goods (minimum €20). Shipments will also be sent "freight collect".

Delivery period

The estimated delivery periods depend on the nature and status of each item.

As a guideline, the delivery period for items in stock is two days and for production items it is approximately one week.

Confirmation of the delivery period

Confirmation of the delivery period shall only be given for orders which fall outside the aforementioned guideline time frames.

Customer Services department: for queries or for further information, please contact us by telephone on (+34) 914 104 067 or e-mail at sia.es@sia-abrasives.com.

E-MAIL ADDRESS FOR ORDERS: pedidos@sia-abrasives.com

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