

## AVE GENERAL TERMS

### QUOTATION

- AVE quotes contain the references, descriptions, prices and deadlines.
- The announced delay is always the departure date scheduled from AVE and never delivery at destination.
- The stock situation is not fix, deadlines may change continuously.

### VALIDITY OF THE QUOTATION

- 15 days from the date of issue.

### TERMS OF PAYMENT

- For the first order, we always ask payment in advance with order confirmation (before starting any procedure). Afterwards, and always under approval of our caution company, we can consider opening a credit line subject to acceptance terms of our caution company.
- Applying only to AVE standard references.
- In case of special production: 50% payment is requested in advance, and the rest as per usual conditions.

### DELIVERY TIME

- The time is noted on the order confirmation.
- The date on the order confirmation is the date of departure.
- In case of payment delay, we cannot grant the departure of the goods for the stated time.

### SPECIAL MANUFACTURING

- Any special production will be put into production only after receipt of advance payment.
- Special productions cannot be returned, exchanged or refunded.
- Acceptance quantity / tolerance +/- 10%.

### PACKING FEES

- EU countries \_ 36 EUR per shipment, as handling & packing fee
- Third countries, OUTSIDE-EU \_ 60 EUR per shipment, as handling & packing fee (according to ISPM).

### TERMS OF DELIVERY

Our terms of delivery are always EX WORKS E08800 Vilanova I la Geltrú.

Orders received before 12:00 cet (noon) with all the material available for immediate departure, will leave the next business day, or 24 hours after payment reception.

Orders received after 12:00 cet and all the equipment available for immediate departure, leave the second business day (always depending on payment terms).

### WARRANTY

The company guarantee is limited to the free replacement of parts found defective by the Supplier, without any other service or compensation.

### TERMS OF RETURN

- You have 10 days after the receipt of the goods for any claim.
- In case of delivery error on our part, we will replace the goods.
- In case of delivery error due to an error on the customer's order, the expenses of return are always borne by the customer and 15% of the amount of the returned merchandise, corresponding to a restocking fee will be charged to customer.

### HOURS OF WORK FOR RECEIPT OF BIDS AND RESPONSE, CONTROL

Monday to Thursday: from 9:00 to 17:00

Friday: 8:30 a.m. to 2:00 p.m.

### BANK DETAILS:

BANK LA CAIXA Account #: 2100 0148 57 0200727249 Currency: EURO

ELECTRONIC IBAN: ES1521000148570200727249 IBAN paper / written size: IBAN ES15 2100 0148 5702 0072 7249

BIC (International Code of Banking Identification in SWIFT system) CAIXESBBXXX

**\* IMPERATIVE TO RETURN THIS DOCUMENT SIGNED AND STAMPED WITH YOUR AGREEMENT \***

Signed by:

Title:

Date:

