

TERMS OF TRADE INTERNATIONAL

-Terms of Trade:

- Offers validity: Each Adilec offer has a validity of 4 weeks.
- Orders: Adilec will process all orders received by fax, email and regular post that have indicated the number requested. Any order will be accepted by phone. All orders received will be confirmed to the customer within the next 48 hours by our administration department. All orders will be reconfirmed within next 48 hours by our customer service dept.

- **Delivery time:** 4 working days + transport time (if on stock, otherwise 4-6 weeks).

- INCOTERMS: For orders over 18.000€:

- DAP (Europe)
- CIP (Non EU)

For orders less than 18.000€:

- EXW (Europe & Non EU)
- FCA (Europe & Non EU)
- CIP if required (charge to buyer).

- Minimum order quantity (MOQ): we do not have a minimum order quantity for product over current catalog.
- Payment: first order payment in advance by transfer. We can study a credit terms from invoice date as long as there's an approval from our insurance company.

- **Price policy:** On annual basis Adilec will update their public price list and discounts policy, which will replace the previous one.

-**Return material policy:** For request return is needed send an e-mail to administracio@adilec.com with an accurate explanation about the fault if is a technical reason or a commercial reason.

As acceptance Adilec will return a form file indicating a RMA Nbr and shipment procedures. In case of denegation Adilec also will inform about reasons.

For returns due to technical reasons:

1. If out of warranty, the company will send a repair estimate for acceptance.*
2. Within warranty, the equipment will be repaired or replaced free of charge. If the equipment returned after verification any fault is found, a charge of 24,40€/u will be invoiced to the customer + transport shipments.

For returns due to commercial reasons:

3. Not accept returns after 15 days of Adilec's delivery date .For all equipment returned for its reimbursement or replacement, our technical department should check its correct performance. The cost of 24,40€ x device will be billed to the customer.
 - a. Are exempt from charge, the commercial mistakes attributable to Adilec.

Transport charges in case of reimbursement or replacement:

- For points 1 and 3, the transport fees are charged to the customer.
- For points 2 and 3.a, the transport fees are charged to Adilec.

* If after 30 days of submitting the budget for the repair, we do not receive confirmation of acceptance of repair, the goods will be returned and the transport fees charged to the customer.

Warranty: 5 years (conditions next page).

Various:

Jurisdiction: Any dispute and / or cancellation of these Conditions of Sale will be referred to the jurisdiction of the courts of Sant Feliu de Llobregat, understanding that the costs of paperwork and court cases if any shall be borne by the offender.

Adilec reserves the right to terminate the current Terms and Conditions in whole or part which may justify such termination, such as:

- 1 - Breach by the customer of any of the conditions mentioned here.
- 2 - In case of suspension, insolvency or bankruptcy.
- 3 - Breach of conditions and payment obligations.

Privacy: As regards to the adequacy of the Organic Law on Data Protection 15/1999 for SMEs, Adilec guarantees the confidentiality of the data provided, being used to contact the companies directly related. Not be passed to a third person, company or entity.

Similarly guarantees the right of access, rectification and deletion of data by letter, fax or e-mail addressed to our department of administration or commercial.

Adilec Enginyeria, S.L.



WARRANTY

Adilec products are warranted for a period of 60 months (5 years) from original purchase date (invoice date) against any manufacturing defect, covering all of its components and labor needed for repair, if it is not possible the item will be replaced.

EXCLUSIONS: The warranty does not cover in any case:

- ✚ Periodic review, maintenance and replacement of parts due to wear or breakage.
- ✚ The warranty does not cover accessories external to the system. We will not be held to you or any other part for any damages that result from the failure of this product.
- ✚ If the product is not used according to instructions given in the instruction manual.
- ✚ Shock damage by lightning strikes, static discharges, water, fire, improper voltage use, or any cause beyond the control of Adilec Enginyeria S.L.
- ✚ Incidents while is in transit from factory to shipping address.

This warranty applies to any person lawfully acquire the possession of the product during the warranty period.

For a warranty claim, please mail a failure description to marketing@adilec.com, including invoice number. and device serial number.

Adilec Enginyeria, S.L.