

These terms and conditions are valid and binding in their entirety for each purchase order placed by the Buyer.

GENERAL TERMS AND CONDITIONS

- The General Terms and Conditions may be modified and/or updated by Tecnoseal at any time without prior notice.

PRODUCT CHARACTERISTICS AND DESCRIPTIVE-ILLUSTRATIVE DOCUMENTS

- The product characteristics and/or technical specifications shown on any media, including the website, are purely indicative and are not binding on Tecnoseal.

ORDER AND ORDER ACKNOWLEDGEMENT

- **Minimum net invoice amount: €500.00 excluding VAT. For lower amounts, a €10.00 handling fee will be applied.**
- Unless revoked within 24 hours of receiving the Order Acknowledgment, the latter is binding on the Buyer.
- Any additional product requests submitted by the Buyer to Tecnoseal after receiving the goods preparation notice constitute a new and independent order.
- All offers are non-binding unless expressly agreed otherwise.

PRICES

- Prices quoted are ex-warehouse in Grosseto, net of taxes, packaging, shipping, insurance, any customs duties, taxes, and anything not expressly stated.

PAYMENT TERMS

- To be agreed at the time of ordering.
- In the event of a payment default, the Seller is authorized to charge the Buyer late payment interest at the current bank rate for commercial credit, in addition to collection costs.
- If the Order accepted and/or confirmed by Tecnoseal requires the sale to be made in installments—that is, with payment spread over multiple installments—the Buyer acquires ownership of the Products upon payment of the final installment of the Price. However, the Buyer assumes all risks from the moment of delivery. Therefore, in the event of theft, damage, fire, or any other unexpected event that causes damage to the Product, the Buyer will be required to pay Tecnoseal the full Price.
- Furthermore, delayed payment of a single installment will entitle Tecnoseal to suspend fulfillment of any other contractual obligations assumed for different supplies to the Buyer.

RETURN OF GOODS TO TECNOSEAL

Returns of goods are accepted within one month of the delivery date and only with Tecnoseal's prior written approval.

Once confirmed, the goods must be sent to the Tecnoseal Foundry warehouse by the Buyer at the Buyer's expense. Once the goods are inspected for damage, a credit note will be issued, minus a 15% deduction for warehouse restocking charges. All materials returned for repair, for reasons not attributable to the Seller, will be subject to an additional repair management fee in addition to the cost of the materials themselves.

DELIVERY AND SHIPPING TERMS

- Delivery of the goods is understood to be ex-works our warehouse in Grosseto, Italy.
- The goods travel to Buyer's premises at Buyer's risk, even if sold free of charge.
- Any complaints must be made to the Seller within 8 calendar days of receipt of the goods.
- Delivery times are purely indicative, and any delays in delivery of the Products cannot, in any case, give rise to any liability or compensation for damages on the part of Tecnoseal.
- Shipping, unless otherwise agreed, is paid by Tecnoseal and will be invoiced to the Buyer. Any customs clearance costs are the responsibility of the Buyer.
- Tecnoseal reserves the right not to process the Order, even if confirmed, if the Buyer has become insolvent with respect to other supplies or other suppliers, or if its financial guarantees have diminished.
- Upon receiving the Order, if the goods or boxes appear damaged, opened, or missing their packaging, the Buyer must either:
 - accept the shipment with reservations, specifying the exact reason for the reservation on the delivery note when signing. We recommend doing this whenever you suspect the packaging is damaged in any way;
 - immediately send a written notification to both Tecnoseal and the carrier, reporting the damage found and attaching a copy of the delivery note.
- Tecnoseal will not be liable for any damage incurred during transport if the above conditions are not strictly observed.

PUBLIC PRICES

- The retail prices applied by the retailer, before any discounts, must never be lower than the Tecnoseal price list in effect from time to time.

INTELLECTUAL PROPERTY RIGHTS: USE OF IMAGES AND DESIGNS

- The Buyer acknowledges Tecnoseal's Intellectual Property Rights.
- The Buyer undertakes not to remove, alter, or modify the Trademarks, Product identification marks, and all distinctive Tecnoseal trademarks in any way, affixed to the Products and/or their packaging, nor to alter the Products or make any changes to them.

APPLICABLE LAW AND JURISDICTION

- The sale and purchase relationship is governed exclusively by Italian law, in the event of disputes that do not find an agreed solution, the court of Grosseto will have jurisdiction for the sales made by Tecnoseal Foundry S.r.l.