

	ALLEGATO <i>8a-PO Condizioni generali di vendita</i>	Pagina: 1/2 Revisione num.: 6 Data di revisione: 28.08.2023
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Sales General Conditions EUROSYN S.P.A.

Effective for orders since February 12, 2015

Scope

All supplies and related services are carried out exclusively based on these Sales General Condition. Conditions requested by the Buyer will not be accepted if they deviate from what is described below.

Order and Acceptance

The contract is concluded with the Buyer's order and the acceptance of EUROSYN by written order confirmation.

Delivery

Delivery must be made in accordance with the INCOTERMS indicated in the order confirmation. The delivery dates included in the order confirmation are not exhaustive. Eurosyn undertakes in any case to comply with what is indicated and to communicate in advance any delay if it exceeds 24 hours.

Product quality

Eurosyn is responsible for providing a product that complies with sales specifications. Any advice offered by EUROSYN is provided based on its best knowledge but does not release the Buyer from the obligation to carry out its own inspections and examinations.

Payment terms

The payment terms established during the negotiation shall run from the date of invoicing, except for advance payments. Non-payment on the due date, even in the event of ongoing disputes, constitutes a material breach of contractual obligations and gives Eurosyn the right to charge default interest at a rate of 8.75 percentage points above the applicable interest rate.

Complaints and disputes

Reservations for weight difference, transport damage or obvious qualitative non-conformities of the delivered product must be reported by writing on the transport document and forwarded within 48 hours to the address: segnalazioni@eurosyn.it.

Where possible, the Buyer is invited to provide photographic proof of the damage suffered and sample of the disputed product. Defects in the goods detectable during normal inspections must be reported to EUROSYN within 8 days of goods arrival. The communication must be made by writing to the e-mail address segnalazioni@eurosyn.it and it must describe in detail the type and extent of the defects. For the unloading of the bulk product, please follow the procedure in this document. In the event of liability ascribable to EUROSYN, the refund awarded may in no case exceeds the value of the incriminating supply.

Stops

The waiting time for unloading tolerated by Eurosyn is two hours. For each hour, or fraction of it, of further waiting, the buyer will be charged the amount of € 50 / h plus VAT.

Tolerances

Positive or negative tolerance allowed compared to the quantity indicated on the transport document is equal to 2%.

Major Force

If an event or circumstance beyond EUROSYN's normal control (including natural events, wars, strikes, lockouts, lack of raw materials and energy, obstacles in transport and breakdown of production facilities, fires, explosions, bureaucratic measures), is likely to reduce the availability of goods from the facility from which EUROSYN receives the goods, so that EUROSYN cannot perform its contractual obligations, EUROSYN shall be relieved of its obligations under this contract to the extent of impediment to the performance of such obligations and shall have no obligation to procure the goods from other sources.

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Bulk product unloading procedure

Dear Sirs,

As part of our Quality Management System UNI EN ISO 9001:2015, we communicate the procedure for unloading the bulk products supplied by us.

On arrival at the establishment, the carrier must be in possession of the transport document bearing the net and gross weights. The buyer at his expense will check the weight of the incoming vehicle before unloading.

Before unloading, the following checks must also be carried out:

- Verification of the analysis certificate
- Checking the suitability of the unloading equipment
- Taking a 250 ml product sample from the top of the chamber (this sample must be stored for 6 months and have a label bearing the name, batch number and date of delivery of the product).

Only if the product is free of anomalies of any kind, you can proceed with the discharge.

In case of anomalies or non-conformities during unloading, stop the operation and immediately notify the commercial reference or Eurosyn team.

At the end of the operation, the carrier must again weigh the vehicle, keeping the receipt. If there are discrepancies regarding the weight indicated, it is necessary to make a reservation on the transport document and send a copy of the same and the weighing receipts to the following address: segnalazioni@eurosyn.it

Complaints will not be accepted in the absence of such communication.

Finally, please note that we can only handle complaints if the unloaded product is not mixed with different batches or deliveries of the same product, or with other products.