

	ALLEGATO <i>8a-PO Condizioni generali di vendita</i>		Pagina: 1/2 Revisione num.: 9 Data di revisione: 17/03/2026
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Sales General Conditions EUROSYN S.p.A.

Effective for orders received from 23/03/2026

Scope

All supplies and related services are carried out exclusively based on these Sales General Condition.

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, including maintaining the indicated quotations, 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.

Policy and Code of Ethics

In accordance with the principles of transparency, integrity, and responsibility that guide our operations, we inform you that the Company Policy and Code of Ethics adopted by EUROSYN are available in digital format and can be freely viewed and downloaded from our official website at: <https://eurosyn.it/en/our-docs-and-certifications/>

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Bulk product unloading procedure

On arrival at the establishment, the carrier must be in possession of the transport document bearing the net and gross weights. The buyer will verify the weight of the incoming vehicle at his own expense using a weighbridge, before unloading, certified by a weighing receipt.

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

- Check for the presence of the analysis certificate
- Check for the suitability of the unloading equipment
- Absence of chemical/physical anomalies of any kind, previously verified

In case of anomalies or non-conformities during unloading, stop the operation and immediately notify the sales contact or our office.

Once the operation is completed, the Buyer verifies the correct quantity unloaded by weighing the vehicle with a weighbridge, certified by a weighing receipt. If there are discrepancies regarding the weight indicated (see Tolerances point), 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.