

**1. PURPOSE**

FRA.MO SRL wants to establish a relationship with its customers based on mutual satisfaction and trust, as the basic element of this relationship is the quality of the products placed on the market. The conformity of products placed on the market means quality products, respectful of the environment and safe during their use. In the mutual interest and protection of relationships between customer and supplier, the following main conditions of sale are defined

2. GENERAL SALES SPECIFICATIONS

- a) For any other detail relating to the existing relationship between the parties, please refer to the special conditions contained in any supply contract, if stipulated, or to further other specifications negotiated between the parties and reported in the order confirmations.
- b) In case of conflict between special and general conditions, the latter will prevail, unless exceptions have been expressed.
- c) The prices indicated in the FRA.MO SRL price lists are expressed in Euros, do not include VAT and are intended PER PIECE. The prices indicated in the aforementioned price lists refer to the current catalogues, in the latest edition, which cancel and replace the previous ones.
- d) The minimum order amount is Euro 150.00, unless special agreements are made.
- e) Standard packaging depends on the destination of the goods and is included in the price. Requests for special packaging will be charged at cost.
- f) Payments, according to the agreed terms, must be made in full compliance with contracts, orders and related order confirmations. In case of any delays, bank interest plus any additional costs will be charged.
- g) Arbitrary deductions are not accepted.
- h) Prices are for ex works delivery. If requested in the order, the goods will be delivered carriage paid and charged on the invoice.
- i) The goods travel at the risk of the customer, even if shipped carriage paid with a charge on the invoice. In case of damage, theft or loss of the shipment during transport, the complaint must be addressed to the carrier as he is directly responsible.
- j) The receiver undertakes to check the state and number of packages at the time of delivery and will make a written reservation to the carrier in case of damage or tampering with the packaging.
- k) Guarantees and responsibilities. The products supplied by us are covered by a guarantee according to the requirements defined by the EU Community. Any complaints for quality defects must be notified in writing within 30 days of receipt. If the complaint is valid and justified, the customer is entitled exclusively to the replacement of the defective product.
- l) Defects deriving from improper storage, use or marketing will not be recognized. The collection of any unsold products must be agreed in advance
- m) Returns of material due to ordering errors or for reasons not attributable to the sender will be accepted only if previously authorized.
- n) The data, weights and technical characteristics indicated in the price lists are indicative and non-binding.
- o) Any changes may occur without notice to the client.
- p) These conditions of sale are considered known and accepted with the transmission of the order.
- q) Any product certifications or approvals must be communicated already at the time of formulating the request for quotation, agreed upon, and subject to regular contractual agreements and contractual regulations. Any development times dependent on certification laboratories will be independent of the service provided by FRA.MO SRL
- r) In case of judicial disputes, the competent court of Novara -IT- is competent.

3. REFERENCE LEGISLATION

- DIRECTIVE (EU) 2019/771 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 20 May 2019 relating to certain aspects of contracts for the sale of goods.

DOCUMENT	EDITION	DATE	SIGNATURE ISSUE	SIGN APPROVAL
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