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## CONDITIONS OF SALE REF. OUR OFFERS AND ORDER CONFIRMATIONS FOR SURFACE TREATMENTS ON YOUR MATERIAL

Thanking you for your welcome requests, we summarize below our best reserved conditions of sale in case of offers and order confirmations for specific surface treatments on your material:

**REQUESTS FOR QUOTATIONS AND TELEPHONE ORDERS:** In the case of telephone enquiries and orders, you will receive an offer and written confirmation. We kindly ask you to verify the documents and return them signed and stamped for acceptance as soon as possible. Any discrepancies must be communicated promptly by e-mail or telephone. Without this procedure, we cannot guarantee the smooth execution of the process.

For orders sent by e-mail, we ask you to always enclose:

- Transport document (DDT),
- Photographs
- Material weight.

This information is essential to confirm the quantities to be processed, particularly for shipments handled by carriers.

**DELIVERY TIMES:** The delivery times indicated in the offers and order confirmations are to be considered indicative and not binding for commercial or legal purposes. We try to meet your needs, but in the event of a delay we will notify you immediately by e-mail and/or telephone.

Once the material has been received, it will not be possible to make partial deliveries that have not been processed if the processing has already started.

In exceptional cases, if the material has not yet entered processing, a partial return can be requested. This operation will involve a cost, which will be communicated directly by the sales department in the offer or order confirmation.

**PAYMENT METHODS:** Payment for the first supplies must be made by bank transfer in advance. For subsequent deliveries, the payment method will be specified directly in the offer or order confirmation.

For orders of less than € 100.00 (excluding VAT) an advance bank transfer will be required.

We invite you to always respect the methods indicated in our offers and/or order confirmations. In the event of any changes to banking details, we ask you to notify us promptly upon receipt of your order.



**INTERNAL CHECKS AFTER THE TREATMENT HAS BEEN CARRIED OUT:** Once the treatment has been carried out, we will send you the DDT (Transport Document) by e-mail accompanied by photos and documentation certifying the surface treatment.

**REJECTION FOR TREATMENT TESTS:** Before proceeding with the final treatment, specific tests are carried out to ensure the success of the work. Scrap parts required for machine setup and product tests, necessary for machine setup and product tests, can vary from 10 to 20 units per article, representing the minimum quantity necessary for a reliable test.

**ROHS 2011/95/EU - REACH 1907/2006 REGULATIONS AND CR VI EXEMPTION:** The material supplied by A.T.S. S.R.L. complies with the above directives, in full compliance with current regulations.

**DELIVERY METHODS:** During the offer and order confirmation phase, the mode of transport will be indicated. Generally, transport is at the expense of the customer, unless specifically agreed with our sales department.

Please note that the goods always travel at the risk and expense of the recipient. In the event of damage or non-delivery, any disputes must be handled directly with the carrier.

**PACKAGING:** Packaging is at the expense of A.T.S. S.R.L. The material will always be stowed in a workmanlike manner, in special bags and boxes bearing the company logo and the production batch. Any defects or problems must be reported by referring to the identification data provided.

**DELAYS IN DELIVERY TIMES:** Due to fluctuations in prices and availability in the raw material market, as well as the current geopolitical situation, we cannot guarantee full compliance with delivery times. These causes, being beyond our control, do not allow A.T.S. S.R.L. to accept penalties for any delays attributable to these circumstances.

**MATERIAL RETURNS:** We do not accept material returns without authorization. Returns will not be accepted after 72 hours from receipt of the goods or in the absence of the lots and serial numbers indicated on the packages and on the related delivery notes.

**ISSUANCE OF CERTIFICATES OF COMPOSITION AND MATERIAL ORIGIN:** To request the certificate of composition and origin of the material, it is necessary to submit the request during the offer or order phase. Otherwise, we cannot guarantee the delivery of the documentation.



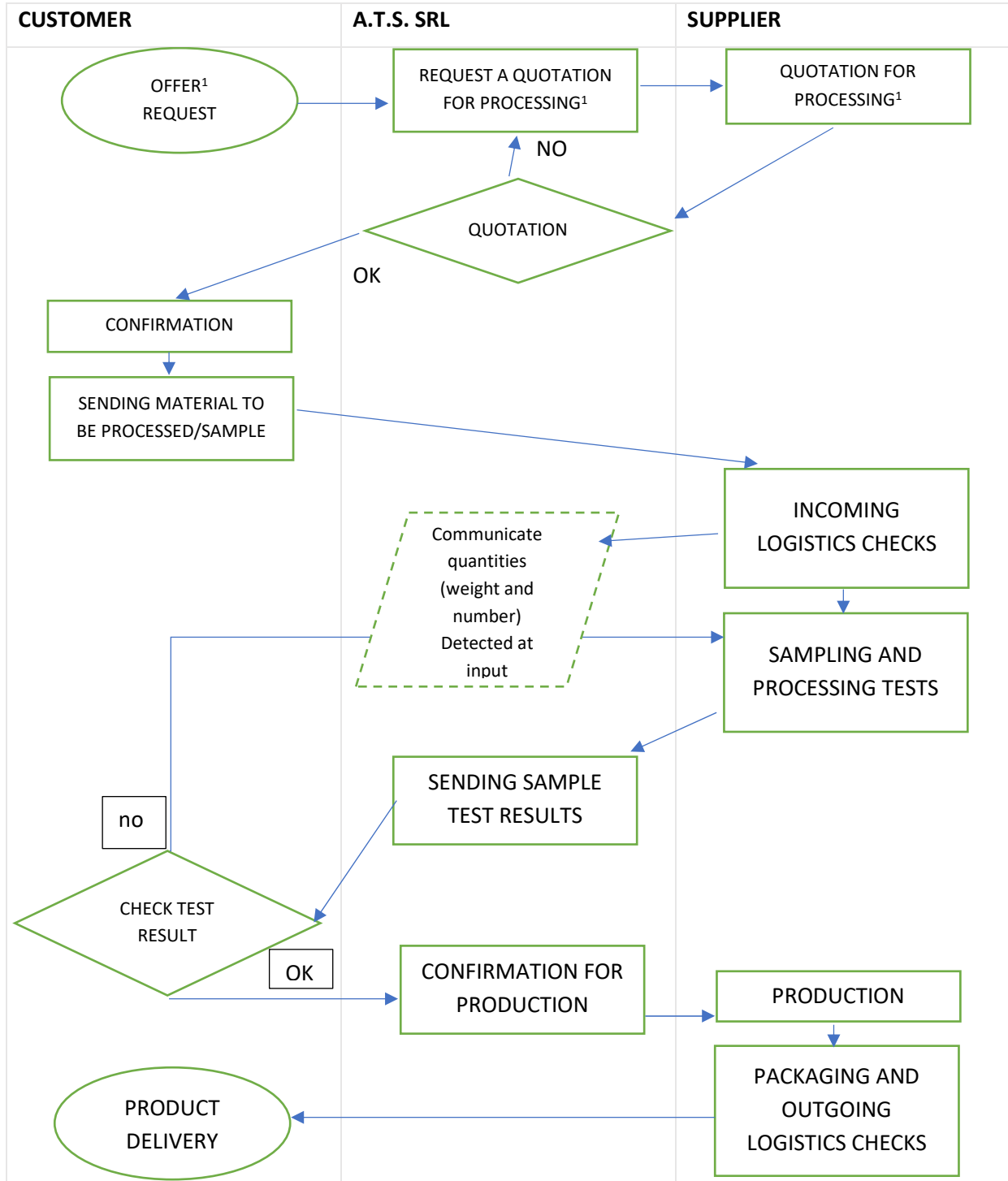
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**CHANGES IN PROGRESS:** Any changes to the original project must be discussed and agreed upon between the parties.

**ORDER CANCELLATION:** The time of receipt of the confirmation e-mail is valid.

- **Within 24 hours of order confirmation:** no charge.
- **Between 24 and 72 hours from confirmation:** 20% of the order confirmation amount will be charged.
- **After 72 hours from confirmation:** 70% of the offer amount will be charged.

**OPERATIONAL PROCEDURE FOR THE EXECUTION OF SURFACE TREATMENTS:** in order to guarantee the expected results, A.T.S. S.R.L. has defined the following procedure for the realization of surface treatments.



<sup>1</sup> For a complete quotation, it is necessary to provide the following data: unique product code, both incoming and outgoing; total quantity, expressed in weight and number of pieces; type of processing required; expected delivery times and payment methods.

Your data will be processed in accordance with current legislation, pursuant to European Regulation no. 679 of 27 April 2016 and subsequent amendments, in particular art. 13, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, which repeals Directive 95/46/EC. The data controller is A.T.S. S.R.L., with registered office in Via Del Mangano 4/A, 40023 Castel Guelfo di Bologna (BO). According to the Privacy Code and European Regulation no. 679 of 27 April 2016, the content of this document is strictly confidential, covered by confidentiality, and unauthorized dissemination or use is prohibited. If the message has been received by mistake, please destroy it and notify the sender of the incorrect receipt.

Pursuant to articles 1523 et seq. of the Civil Code, the goods and equipment supplied will remain the property of A.T.S. S.R.L. until full and final payment of the supply instalments. In the event of non-compliance or delay in the payment of even a single instalment, the contract will be considered automatically terminated and A.T.S. S.R.L. will regain possession of the goods supplied, withholding what has already been received as compensation, except for compensation for any further damages.

In the absence of your communication within 48 hours from the date of sending, this will be considered accepted in its entirety.

Thanking you in advance, we take this opportunity to offer our warmest regards.

**A.T.S S.r.l.**

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*Manferotti*

