

ANUDAL INDUSTRIAL BUSINESS TERMS AND CONDITIONS

1-GENERAL COMPANY INFORMATION

Anudal Industrial S.L.U.

B-64348261

Avenida del Conflent, 100 – P.I. Pomar de Dalt – 08915 Badalona (Barcelona)

+34 93 465 0272

ventas@anudal.com

2-SALES TERMS AND ORDER MANAGEMEN

2.1. Order Requirements

The customer must always specify:

- Anudal item reference
- Price
- Quantities
- Requested delivery date

2.2. Order Confirmation

Within 48 hours of order receipt:

- Anudal will send an acknowledgment of receipt including reference, units, and prices.
 - If the customer does not report any discrepancies within 48 hours, the order will be considered confirmed and accepted.
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3-SHIPPING AND TRANSPORT CONDITIONS

3.1. Spain

- Free shipping (Carriage Paid) for orders over 1.200€
- Orders below : 23,77€
- Barcelona Metropolitan Area:
- Free shipping (Carriage Paid) from 350€
- Orders below: 11,31€

3.2. Balearic Islands

- Free shipping (Carriage Paid) for orders over 2.000€
- Orders below : 45,00€

3.3. Canary Islands, Ceuta, and Melilla

- Free shipping (Carriage Paid) from 3.600€
- In all other cases: shipping costs at customer's expense

3.4. France, Belgium, Germany, Portugal, and Italy

- Free shipping (Carriage Paid) for orders over 2.300€
- Orders below: 50,90€
- Anudal will select the transport agency for all carriage-paid shipments.

3.5. Export (Outside the EU)

- Terms: EXW Badalona – INCOTERMS 2020
- Customs duties: at the importer's expense
- Orders below 3.000€ : 35,70€ fee for export management

4- DELIVERY OF GOODS

The customer must verify the goods against the delivery note upon receipt. In the event of incidents (damaged packages, missing items, etc.):

- Must be noted on the carrier's delivery note.
 - Send a copy to ventas@anudal.com
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5-RETURNS AND CLAIMS

5.1. Mandatory Requirements

No returns will be accepted without prior agreement from Anudal.

The following must be provided:

- Customer delivery note
- Copy of the invoice or delivery note
- Manufacturing Order Number (MO) for each item

5.2. Deadlines

No claims will be accepted after 21 days from the date of the delivery note.

5.3. Applicable Fees

For returns not attributable to Anudal:

- €25 for administrative handling.
 - €32/hour for relabeling, inspection, repackaging, or handling.
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6-SENDING SAMPLES

- Maximum of 8 samples free of charge.
 - Shipping costs at the customer's expense or via the carrier designated by Anudal.
 - Modifications to quantities or shipping method: at the customer's expense.
 - In certain cases, production time costs may apply.
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7-PAYMENT TERMS

7.1 New Customers

- Advance payment required before starting production.

7.2 Regular Customers (Spain and Europe)

- Standard term: 30 days from invoice date.
- Mandatory direct debit (SEPA B2B where applicable).

7.3 Defaults and Financial Charges

- Returned payment: 5% fee + banking expenses.
- Late payment interest according to current conditions.
- Deferrals:
 - Option for 2 installments (50/50) at no extra cost.
 - Total deferral: 5% financial fee.