

Condições Gerais de Venda 2023

Prices

- Our prices are per linear meter, except in adequately referenced articles;
- The minimum sales quantity for piece price application is 1 piece/color;
- The minimum sales quantity for cut price application is 1 meter/color;
- We reserve the right to change prices without prior notice.

Minimum quantities

- Minimum order of 1 meter per color, with exceptions listed in the table.

Additional charges

- Cuts: cuts will only be made in colors or articles previously agreed upon, and there will be a 15% surcharge over the table price.

VAT

- Prices do not include VAT;
- VAT is added to the invoice at the prevailing rate.

Delivery time

- Normal delivery conditions are up to 5 working days unless there is a stock outage, manufacturing delay, or other impeding factors.

Logistics

- Deliveries with own vehicle on previously established routes and dates;
- Door-to-door distribution company;
- Shipping costs: roll of 1 linear meter up to 1 piece - 5.50€;
- Collection fee: at the expense of the client - 2.00€.
- No order will be processed by the warehouse without prior authorization from the Sales Department.

Payment terms

- All deliveries of merchandise under 300€ will be made by cash payment by bank transfer or on delivery;
- All customer current accounts will be subject to an internally allocated limit;
- Failure to meet payment deadlines or exceeding the allocated limit will lead to immediate suspension of the supply;
- In case of impairment of the buyer's creditworthiness or financial condition, we may, at our discretion, cancel orders, request prepayment, or require additional collateral.

New clients

- During the first year of purchases, all invoices will be settled on delivery;
- After the first year, if the customer has reached a minimum purchase of 5,000 euros, an internal evaluation will be made of the possibility of granting credit/ creating a current account.

Proposals and orders

- Our proposals will only be valid if accepted in writing within the stipulated period;
- Orders must be confirmed through the customer's order.
- In the case of orders for continuation/complementation/termination of works or works already started, please send us a control sample, as well as the invoice number referring to the initial supply.

Order cancellation

- We only accept order cancellations in the following cases:
 - If the delivery time stated by us is not met;
 - If the order has not yet been processed.
- All cancellation requests must be made in writing;
- We do not accept cancellations of orders that include products, colors, or special treatments at the customer's request, after being confirmed and requested.

Restriction of warranty, returns, and claims

- No claims or returns will be accepted 8 days after the invoice is issued for the product concerned;
- The buyer must verify, upon receipt, if the items are in the right condition;
- No claims or returns will be accepted for articles already cut/modified/made, so the same should be inspected before use, particularly with regard to quantity, quality, and color;
- The continued use of the items implies the acceptance of the same, so the buyer must ensure sufficiently long tests in order to verify the suitability of the product to the purpose for which it is intended;
- We will not be responsible for:
 - Non-compliance with Technical Prescriptions;
 - Non-use of recommended products;
 - Incorrect application of the items according to the rules of upholstery craft.
- In any case, our responsibility will be limited, without exception, to the free replacement of the items in question;
- If the order is served in more than one delivery, any complaint regarding one of them does not affect the reciprocal agreements regarding the others;
- Returns will not be accepted or authorized without our express prior agreement.

Reservation of ownership

- The ownership of the supplied goods will belong to Carlos Natal, Lda until the complete payment of their price.

Lack of payment

- The non-payment of an invoice under the established conditions immediately implies the expiration of the remaining invoices;
- In case of non-compliance with the agreed terms of payment, interest will be due at the legal rate in effect plus 2 percentage points;
- Competent court - District Court of Águeda, to the exclusion of any other.



Product discontinuity

- Given our policy of continuously developing new products and solutions, we reserve the right to change product specifications or discontinue any item without prior notice.

Estas Condições Gerais de Venda substituem as anteriores

Águeda, Janeiro de 2023