

## **CROCON D.O.O. - TERMS OF SALE**

### **1.GENERAL**

The following Terms of Sale apply to Crocon d.o.o. with regards to sales of products and services to our customers.

Acceptance of any orders is subject to the present Terms of Sale.

### **2.OFFERS & PRICING**

All offers are subject to change.

Offers are valid up to 30 days unless otherwise agreed.

### **3.DELIVERY**

The written order confirmation or proforma invoice by Crocon shall be binding with regard to the scope of delivery.

Delivery time shall start upon customer's confirmed order after all technical and commercial questions have been settled.

Delivery unless otherwise agreed is EX WORKS Crocon.

Partial deliveries are permitted.

### **4.DUTY OF NOTIFICATION AND WARRANTY**

Warranty rights of the customer presuppose that they have duly fulfilled their duties of inspection and objection at the latest within 2 days from receipt of goods.

Crocon must be notified of a discovered fault in writing within 4 days of receipt of goods by the customer.

If the fault or damage is determined to have been caused during transport, Crocon shall not take on responsibility for said fault or damage.

If warranty terms apply, goods are subject to repair or replacement, depending on specific case.

### **5.RETURN OF GOODS**

Goods may not be returned without prior agreement and without giving reasons.

Return of goods is possible only in original packaging, under the condition the goods have not been used or damaged.

We shall charge a return fee in the amount of 30% of invoiced product value.

Transport, customs and all other costs that may occur due to return of goods are at customer's cost.