



1. QUOTES:

- . a) Quotes are valid for 15 days. After this period, RIBATEC does not guarantee compliance with the conditions initially established.
- . b) The values presented in the quotes are calculated for the whole. In case of partial award, RIBATEC reserves the right to update the proposed values.
- . c) The values indicated in the proposals and billing documents are net per line and do not include postage and VAT.
- . d) The price lists can be changed without prior notice, and this update will be released as early as possible.

2. ORDERS:

- . a) Orders and Adjudication of quotes must be made in writing.
- . b) RIBATEC will send order confirmations upon opening and whenever there are changes to the conditions previously agreed.
- . c) Upon receipt of an order, it will be considered firm. Any changes requested by the Client will be renegotiated, being valid only after confirmation by RIBATEC.

3. DELIVERY TIMES:

- . a) The delivery time is based on a rough estimate from the date of confirmation of the Customer Order and except sale.
- . b) RIBATEC is not responsible for delays resulting from situations beyond its control, such as damage to machinery or vehicles, delays by international and national carriers, adverse weather conditions, holidays, holidays, etc.
- . c) RIBATEC does not accept penalties for non-compliance with delivery deadlines, unless previously agreed in writing between the parties, in a private document.
- . d) For materials in stock, RIBATEC will deliver the goods within 48 hours of receiving the order and in accordance with the requested delivery date.
- . e) For materials that are not in stock, the delivery period desired by the customer may be conditioned by the delivery period of the RIBATEC supplier. In these cases, the customer will receive a new order confirmation with the new delivery time.
- . f) Within the agreed delivery period, if RIBATEC has partial quantities in view of the order placed, it will supply the available quantity, the remainder being for delivery at a later confirmed date.
- . g) In case the Client requests the anticipated delivery deadline, it will only be accepted if stock is available and after confirmation by RIBATEC.

4. SHIPMENT AND PACKAGING:

- . a) The packaging to be used is defined by RIBATEC unless a special packaging has been previously agreed. b) Os Portes são a cargo do Cliente, salvo acordo em contrário.
- . c) The goods are always sent at the Customer's risk and expense.

5. PAYMENT CONDITIONS:

- . a) All supplies worth € 250.00 or less (VAT excluded) are paid in cash.
- . b) All deliveries with a value greater than € 250.00 (VAT excluded) are Prompt Payment, except in situations where Customer Credit is granted.
- . c) The study for eventual opening of Credit is requested by the client through its own form, and the process will be dealt with as soon as possible.
- . d) The start of the process does not guarantee that the credit will be accepted, so the conditions of any order in progress are not affected by an ongoing Credit opening study.
- . e) Credit terms of payment cease in cases of delay in settling overdue invoices, if there is no prior authorisation for another payment term.
- . f) Credit payment terms automatically cease if there are no movements in a period of more than 3 months.
- . g) A new grant of credit goes through the procedures mentioned above.

6. PAYMENTS:

- . a) Payments must be made to the address of RIBATEC at the risk of the Customer, with the transmission of the sum of the amount owed, regardless of the payment method chosen.
- . b) If payment by bank transfer is chosen, it can be made to the following banks:
REVOLUT: LT06 3250 0963 0532 6701
- . c) In the absence of payment within the agreed period, interest on late payment will be due, in accordance with Decree-Law no. 32/2003 of 17 February, the rate of which is established by Decree 597/2005, of 19/07.
- . d) The delay or non-payment of documents already past due causes the immediate suspension of deliveries of orders in progress.
- . e) Any payment is only considered after good collection.

7. RETURNS:

- . a) Returns will only be accepted if previously agreed with RIBATEC.

8. WARRANTY:

- . a) RIBATEC only accepts material complaints for manufacturing defects, duly proven.
- . b) In view of the result of the analysis of the complaint, the replacement of the material or the credit of the value of the same will be agreed with the Client.
- . c) The warranty does not cover any transportation costs to and from our facilities.
- . d) The warranty does not cover any travel costs for assistance in Voss facilities.
- . e) The general warranty conditions are laid down by law.

9. PROJECTS:

- . a) The Client at all stages of the project is responsible for providing all the information necessary for the correct implementation of the solution.
- . b) Our commercial quote corresponds to the technical specifications contemplated in this document.
- . c) RIBATEC reserves the right to correct any error that the present quote contains.
- . d) Any changes to your specifications initially defined, will be subject to analysis and may eventually undergo an eventual technical / commercial correction.
- . e) All services, solutions and products that are not specifically covered in this quote are excluded.
- . f) The work will begin, after acceptance of the present proposal, on a date to be agreed and serving the convenience of both parties.

10. CONFIDENTIALITY AND INTELLECTUAL PROPERTY:

- . a) All commercial and technical information (drawings, measurement results, experiments, samples, proposals, prices, etc.) exchanged between the parties must be used exclusively for the purposes of this supply, and cannot be disclosed to third parties, directly or indirectly, orally or in writing or by any other means.
- . b) It is expressly established that the present supply does not matter, implicitly or explicitly, in assignment of any title, license, copyright, trademarks, patents or any other right, whether it is covered by an intellectual property right or not. If one of the parties is interested in acquiring a license, this must be the object of an autonomous instrument.
- . c) In the case of machine manufacturing, the Mechanical, Electrical, Pneumatic, Hydraulic and Software Projects will be provided in an appropriate format with all the assembly drawings with material lists, diagrams and programs (except source code) necessary for their correct operation and in order to comply with the current norms. RIBATEC will remain the holder of all its rights, including copyright and the right to challenge protection to industrial property rights, such as, for example, filing invention patents, utility models, etc., unless requested in writing by the client before budgeting the respective projects so that they are considered in commercial terms.

11. GDPR:

With the legal entry into force of the General Data Protection Regulation (GDPR), the Customer must observe:

- . a) Have implemented all necessary security procedures internally to ensure that the personal data, provided by RIBATEC that are collected, will be used only for professional purposes or to comply with legal requirements.
- . b) The requested data are covered by the ARCO (Access, Rectification, Cancellation and Opposition) right.
- . c) Persons authorised by you to process personal data, have made a commitment to confidentiality or are subject to appropriate legal obligations of confidentiality.
- . d) Adopt the necessary security measures in the treatment of these data.
- . e) It will provide RIBATEC with all the information necessary to demonstrate compliance with the GDPR.
- . f) If you detect any flaw in confidentiality or confidentiality, you undertake to report the situation to RIBATEC via e-mail: rgpd@ribatec.pt

12. JURISDICTION:

- . a) To judge all litigious cases, the Santarém District Court is the only competent court.
- . b) RIBATEC reserves the right, when complaining of legal action, to take this action at the buyer's place or at his residence, in Portugal or abroad.