



## Business Terms

### **ONE-OFF AGREEMENTS & RECIPROCITY**

The following rules/conditions are exceptional to one-off or special agreements and reciprocity circumstances with the companies that have other ongoing business, commercial pipeline, trade in goods and services.

### **SAMPLES**

Samples should be requested for the confirmation of an order or for technical clarification (and always after agreement of other elements such as price and other negotiable aspects).

Unfortunately is quite usual to receive sample requests and after the delivery, we find an unjustified silence or loss of interest without any reason to close and order.

So to avoid these situations, all samples and the corresponding transportation cost will be charged up front, and in the case an order is made, these cost will be deducted from the invoice.

This condition is not negotiable for the case of new customers.

### **PAYMENT CONDITIONS**

All products sold by MundiMarket Lda (or companies from the group or represented by) should cover the quotation with FULL PAYMENT OR GUARANTEE before the material is load.

*For the cases where the material is a new production (not in stock) and advance payment will be required as confirmation order. The value of this payment will be based on the specifications, period and quantity requested.*

Total payment will be considered when the balance of the invoice (or similar document as contract or other) is satisfied before the loading/delivery. And guarantee any type of real guarantee (material or invoice settlement) or financial guaranty accepted by parties (Irrevocable and Confirmed Letter of Credit, Bank Guarantee, Confirming, or any other accepted and confirmed by our bank entity).

### **INSPECTION OF MERCHANDISE**

The customer may decide to inspect the material before it is loaded/final payment settled, or if decided, send a professional inspector assigned by the customer. The merchandise may be also sent to a logistic warehouse / or transport agent, requesting a document that confirms the existence of the delivered merchandise.

Note: MundiMarket (MundiService) also provides inspection services, quality/quantity control, import/export process follow-through (service provided to third party companies as inspection agency).

### **TRANSPORTS/DELIVERIES**

MundiMarket Lda does not cover transport, so the transport price, availability or the time of transport/delivery cannot be guaranteed by us.

Any irregularities/damage observed in the arrival / unloading, consequence of mishandling of the materials or problems caused by the transport conditions, should be noted in the corresponding transport document (CMR, Bill of Loading, Delivery Note).

### **CLAIMS ON RECEIVED GOOD**

All delivered material should be inspected upon reception. Any nonconformity/irregularity should be communicated within 15 days from the date of receptions and always before the product application/installation.

