

shoptec

GENERAL
CONDITIONS



SURFACES

- > shoptec offers the following standard color (smooth, satin-gloss): RAL 9006 white aluminum and RAL 9003 signal white.
- > For all other colors of the RAL color scale shoptec calculates 90 Euros per color and order for the color change.
- > In case of other color requests (special colors, stipulation of a certain manufacturer) shoptec will make you a separate offer.
- > If the powder coating manufacturer specifies the minimum purchase quantity for each container, the unused remaining quantity will be charged accordingly.
- > Goods ordered and therefore also delivered in a raw, unpainted condition can rust during transport. shoptec accepts no liability for this.

QUOTATIONS

- > shoptec assumes the articles ordered are free from third-party rights. The client is liable for the violation of third-party rights.
- > shoptec checks neither the purposes for which the products are used nor the loads under which they are used. Therefore, shoptec cannot be held liable for damage caused by inappropriate use of the products.

DELIVERY TIMES

The following guidelines apply to the delivery times given in quotations:

| Product | Delivery time |
|---|------------------------------------|
| Shopfitting assortment in stock | about 2 working days outgoing |
| Items that are not in stock or variants | about 5 – 15 working days outgoing |
| New developments | about 20 working days outgoing |
| Customized articles already produced before | about 15 working days outgoing |

- > Additional time for electroplating and external surface coating: +5 working days.
- > The precise schedule can only be determined after receipt of the order and depends on material availability, how busy we are and – in the case of customized articles – the quality of the available drawings.

PRICE VALIDITY

- > The prices quoted are valid until the date specified in the quotation. If no date is specified, the prices are valid up to a maximum of two months after quotation.

The validity of prices for individual repetitive articles remains conditional:

- > The prices are based on the steel price on the respective day of the quotation. A change in the steel price of up to 10% does not cause any change of price. If the steel price change by +/- 10%, then our prices will be adjusted by half of the rate of increase. The basis is the MEPS index.
- > The prices indicated in the quotation are based on the available drawings. If, in the case of placing an order, it should be determined on the basis of new drawings that the article deviates from the variant offered, shoptec reserves the right to adjust the sales price.

PRICE LISTS

Price lists are valid until the publishing of a new price list if nothing else has been agreed.

DEVELOPMENT AND DESIGN

- > 35 Euros are charged per drawing for new customer-specific articles.
- > Proportionate drawing costs can be calculated for the modification of already existing drawings, depending on expenditure.
- > shoptec charges an hourly rate of 70 Euros for the development of new individual products.

ORDERS

- > shoptec reserves the right to adjust the price if the order quantities deviate from the quotation quantities.
- > shoptec reserves the right to make short deliveries or excess deliveries of up to 5% of the ordered quantity in the case of special articles or custom-made articles for the individual customer.

TRANSPORT, PACKAGING, PICKING

- > As a matter of principle, delivery takes place free carrier (FCA) plus packaging. Packaging items charged for separately are, for example, pallets or special packaging requested by you that go over and beyond our standard packaging.
- > Delivered pallets, will be charged for at the end of the month at a price of 6.95 Euros per pallet. If a pallet exchange is desired, this must be organised by the customer.
- > In the case of general cargo deliveries within Germany for which shoptec organizes the transport, shoptec charges shipping costs according to our shipping cost paper (if you do not have these, you can request them from us).
- > Shipments to foreign countries or special shipments that shoptec organises are charged for according to expense.
- > Our goods are packed optimally and securely for transport. For orders where you issue special instructions for the picking of the order, shoptec charges a picking surcharge of 30 Euros per palette plus the additionally required packaging.
- > Please contact the responsible shoptec sales employee in good time if you wish to collect the goods yourself. He will provide you with the necessary collection receipt.

(PUTTING INTO) STORAGE

For reasons of space it is generally not possible for shoptec to store ready-picked shipments. Therefore, if the dispatch date is postponed, shoptec will charge storage costs of 3,80 Euros per pallet per day plus any freight costs incurred from the fifth working day onwards after the original date.

PAYMENT

Our standard term of payment is payment in advance without cash discount. Production starts after receiving the payment. Other terms of payment are individual agreements between the customer and shoptec. Delivery on target can be subject to reservation, with sufficient credit insurance coverage.

TRANSPORT DAMAGE

If you receive goods in a damaged condition, shoptec needs your support in order to adjust the damage in your interests. It is essential that you adhere to the following procedure, as otherwise no financial settlement can take place:

- > Check all pallets and other packages immediately and in the presence of the haulage driver in order to ascertain whether they are outwardly intact.
- > Note each item of damage (e.g. tears, holes, crushing, missing foils, etc.) as accurately as possible on the delivery documents. Have these confirmed by the driver in writing, including photo documentation.
- > Only then should you acknowledge delivery.
- > Please notify your responsible shoptec sales employee of the transport damage immediately by email. Photographic material is indispensable for successful and fast processing.
- > If you find damaged articles when unpacking the goods, please notify the responsible shoptec sales employee immediately (at the latest one week after receipt of the shipment) by email, including photographic material.

GOODS RETURNS

- > In general, goods returns must always be agreed with shoptec Sales beforehand. The goods cannot be accepted without a goods return receipt, which you will receive from your responsible shoptec sales employee.
- > In case of complaints: After checking the complaint you will receive a goods return receipt from us, which you must attach to the shipment. shoptec then collects the goods. Depending on the agreement reached you will either receive a credit note or replacement goods or the goods returned will be reworked and dispatched again.
- > Return of goods in the case where there is no blame on the part of shoptec: shoptec checks on the basis of past sales figures whether the goods can be resold within a reasonable period of time. If this is the case you will receive a goods return receipt, with which you can send the agreed article and quantity back to our warehouse 'carriage-paid'. After checking the goods you will receive a credit note minus 20% handling charges.

Our General Terms and Conditions
additionally apply.
These can be found on our homepage.

