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1. Prices and payment terms

- 1.1 The prices indicated in quotations are net prices;
- 1.2 Cash payment discount: 2%;
- 1.3 The opening of a customer account is subject to approval by a credit insurance provider;
- 1.4 In the event of non-payment by the agreed due date, we reserve the right to apply late payment interest at the legal rate of 5% (Art. 559 of the Civil Code; Art. 102 of the Commercial Code);
- 1.5 For customized or specific work, Bolseira may require a deposit of up to 100% of the order value upon confirmation.

2. Orders

- 2.1 All orders must be submitted in writing;
- 2.2 Bolseira reserves the right to refuse any new order in the event of the customer's irregular financial situation or if it does not ensure payment;
- 2.3 Orders are processed within three working days. Once confirmed, cancellation may only occur by mutual agreement and may result in additional charges;
- 2.4 A quantity tolerance of $\pm 10\%$ is accepted, due to normal variations inherent in the production process.

3. Printing work

- 3.1 For first-time production or model changes, plate costs of $\text{€}0.025/\text{cm}^2$ will be charged, or according to the [Estimated Cliché Cost table](#);
- 3.2 For printing involving more than two colors, a 5% surcharge per additional color will apply, up to a maximum of four colors;
- 3.3 Printing prices are based on coverage of up to 30%. Beyond this, a specific quotation must be requested. Full (100%) coverage will result in a 40% surcharge;
- 3.4 Upon request, we can print the food-grade symbol and HACCP traceability code;
- 3.5 It is the customer's responsibility to specify the Pantone code. A tolerance of ΔE (Delta E) ≤ 3 may occur;
- 3.6 Physical samples representing the desired color must be provided with the order. Samples received afterwards will be considered Bolseira's property unless otherwise requested in writing. Bolseira declines any responsibility for misuse of intellectual property rights related to such samples;
- 3.7 For four-color printing, positive and negative text must have a minimum thickness of 1.5 mm and a minimum height of 5 mm to reduce misregistration risks. Below these dimensions, single-color printing is recommended;
- 3.8 A print test may be carried out at the customer's request, with all related costs borne by the customer. For its protection, Bolseira may require in-person approval at the start of production or, failing that, validation of a print test;
- 3.9 When using gold or silver inks, a 20% surcharge will apply for print coverage below 30%.

4. Deliveries

- 4.1 Transport costs are borne by the customer;
- 4.2 Delivery times are indicated in the order confirmation and may be extended in the event of stock shortages or circumstances beyond our control. For printing work, the delivery period starts upon written approval of samples and/or artwork;
- 4.3 Pallets used for transport remain the property of Bolseira and will be charged according to their type, as per the [Pallet Cost Table](#);
- 4.4 Delivered goods remain the property of Bolseira until full payment has been received, in accordance with Article 409 of the Portuguese Civil Code. In the case of payment by cheque, payment is deemed complete only upon clearance.

5. Claims

- 5.1 Any claim must be made within 15 days following delivery;
- 5.2 Return costs are borne by the customer, except where Bolseira is acknowledged as responsible;
- 5.3 Bolseira shall not be held liable for claims related to storage, transport, or improper use after delivery;
- 5.4 Technical data sheets will be provided upon written request.

In the event of a dispute, the competent courts shall be those of Aveiro (Portugal).

The "Purchaser" term means any client and/or potential client that expressed intention to acquire BOLSEIRA products. The Purchaser recognizes and accepts the present General Conditions of Sale which are delivered/sent when submitting the proposal and/or with table in force. Can also be found through www.abolseira.com.