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## 1. Prices and payment terms

- 1.1. The price table presents net values.
- 1.2. Add to prices the value added tax (IVA), at current rate.
- 1.3. The financial discount for prompt payment is 2%.
- 1.4. Opening of a customer credit requires approval by a credit insurer.
- 1.5. In case of lack of payment on the agreed date, BOLSEIRA reserves the legal right to charge the interest rate 5%, added to the amount owed (art.º 559 of Civil Code c/ o art.º 102 of Commercial Code);
- 1.6. In customizations or special jobs, Bolseira may request up to 50% of the value of the order in its adjudication. The remaining 50% will be paid against delivery of the material.

## 2. Orders

- 2.1. The customer shall formalize their orders in writing.
- 2.2. BOLSEIRA reserve the right to not accept new orders if the financial situation of the purchaser is not properly regularized or if it is not possible to recover it.
- 2.3. The order processing is done within a maximum of 3 working days. After processed, the purchaser may not cancel the order without mutual agreement, being subject to any cost.
- 2.4. Tolerance in quantities supplied is  $\pm 10\%$ , given the normal variation inherent to the production process.

## 3. Works with print

- 3.1. In work done for the first time or for changes in the logo, the order value raises of the printing cost (clichés value of 0,025€/cm<sup>2</sup> or as described in the table: [Cliches Table Cost](#))
- 3.2. To work with more than two colours the print cost has an add of 5%, for each colour, with a maximum of 4 colours.
- 3.3. The presented print costs assume print area equal or less than 30% (by article/ref.). If not, quote must be requested, a 100% print area will have a 40% price increase.
- 3.4. By default, paper bags have the impression of the following symbols: food symbol and traceability code HACCP.
- 3.5. It is the Customer's responsibility to identify the pantone code, a dE (Delta E) tolerance of 3 or less may exist.
- 3.6. To approach to tone, customers must send physical samples when the order takes place. Upon receipt, the samples are deemed property of BOLSEIRA, unless customer request to safeguard them, in writing. We decline any responsibility for the misuse of intellectual property contained in these samples during their use.
- 3.7. In four-color printing, for the positive letters and also the negative, the minimum size is 1,5mm in thickness and 5mm in height to reduce the risk of mistake, below this size it's advisable to print in direct colour.
- 3.8. There is the possibility of making a test print were the customer is charged for all costs related to it. Bolseira can demand for her safeguarding the client's face-to-face approval at the start of the work or the existence, if face-to-face approval is not possible, of a test print supported by the client;
- 3.9. In the case of a gold or silver color, the cost of printing is increased by 20%, for a print area of less than 30%.

## 4. Delivery/Shipping orders

- 4.1. The delivery time is defined in the order approval, this period may be extended if there are an out of stock by will of others. In the case of print jobs, the period starts after approval of samples and/or models by customer, in writing.
- 4.2. The delivery/shipping cost are borne by customer. Deliveries made by carrier, in the country, have a fixed cost of 25€ per pallet.
- 4.3. The pallets that transport the goods are property of BOLSEIRA and will be invoiced according to pallet type. Prices can be found in the [Pallet Table Costs](#);
- 4.4. Products deliveries to buyer are BOLSEIRA property until its full payment, pursuant to art. 409 of Portuguese Civil Code. If paid by bank check, only considered full payment after the check get good payment.

## 5. Complaints

- 5.1. Eventual complaints only be considered submitted within 15 days from the delivery date.
- 5.2. The cost of product returning will be borne by customer, with exception when there is BOLSEIRA responsibility.
- 5.3. BOLSEIRA doesn't liable for complaints relating to poor storage, transport and/or handling after delivery and failure of other technical aspects which appear in the datasheets.
- 5.4. The technical sheets only be sent to costumers if requested in writing.

## 6. Jurisdiction

- 6.1. In case of disagreement and/or litigation between BOLSEIRA and purchaser shall prevail assumptions mentioned in the presented General Conditions of Sale. It is considered that the only competent court is the district 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](http://www.abolseira.com).*