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Igualada, August 6th, 2024

GENERAL TERMS AND CONDITIONS OF SALE

(This document fully cancels and replaces any previous edition or version)

COMMERCIAL TERMS

Prices and Taxes: Please always consult the prices. VAT is not included in our product prices.

Validity of the offer: Two (2) months.

Payment terms: Unless otherwise agreed and stated in the offer, payment shall be made within a maximum of sixty (60) days from the invoice date. If payment is not made on the agreed due date from the invoice date, we will charge 0.014% interest per day in accordance with Law 15/2010 of July 5. Additionally, any bank charges incurred will be passed on. Payment delays or returned drafts will automatically block any pending shipments.

We recommend choosing bank transfer as the payment method:

LA CAIXA

IBAN: ES64 2100 0001 0102 0091 0964

BIC: CAIXESBBXX

Delivery times: These will be specified in the offer. Upon receipt of the customer's written order, we will accept it via fax or email, confirming the delivery time or setting a new one. If no response is received from the buyer, the confirmed delivery time will be considered accepted.

ADDITIONAL SERVICES

Certificates: Will only be provided if expressly requested at the time of order. Basic documentation is subject to a net cost of €9.50 per delivery note.



Any other requirements (e.g., P.P.I.) or documentation not included in this base list must be requested during the offer phase or at the latest before placing the order, in order to determine feasibility and, if so, the additional cost involved.

Repairs: A fee of €100 is set for each evaluation of gearbox repairs carried out at ABINA. This fee will not be charged if the repair is approved or if a new gearbox is purchased from ABINA to replace the faulty one.

Inspections: Abina, S.L. will notify the customer who has requested visual inspection and dimensional control as soon as the goods are ready for dispatch in our warehouse.

WARRANTY

Warranty: Abina, S.L. provides a standard warranty for all materials for a period of twelve (12) months of operation, up to a maximum of eighteen (18) months from the invoice date. The warranty is specified in the delivery notes, which serve as the Warranty Validation and Certification Document.

The warranty covers the supplied product only. It does not include disassembly of the product from the customer's machine or subsequent reassembly. Any liability for indirect damages such as data loss in IT applications, loss of income or production profits, service interruptions, etc., is expressly excluded unless this contradicts applicable legal provisions regarding product liability.

RETURNS (CREDIT NOTES AND REPAIRS)

1. Receipt of materials by Abina, S.L.

- a. Shipping of materials affected by an incident, warranty repair, or credit note:
 - The customer must notify Abina, S.L. in writing of the issue or claim via email to their internal contact.
 - In the case of repair, the internal contact will inform the customer of the process to follow.
 - For credit note requests, Abina, S.L. will issue an incident number and send a document called "RMA" which must be attached to the delivery note. From that point on, the incident will be processed.

2. Credit for materials by Abina, S.L.

- a. Returns due to errors attributable to Abina S.L., regardless of their origin within the company, will be credited for their full invoiced value, provided the materials have not been tampered with and are in perfect condition.
- b. Returns not due to Abina S.L.'s errors

General conditions for returns:

- Requires prior authorization from the after-sales department.
- Returns will not be accepted after 14 calendar days from delivery.
- Packaging must be original and in perfect condition; otherwise, we reserve the right to reject the return or apply a penalty.
- Used or improperly installed products will not be accepted.
- Returns of special or non-standard products will not be accepted.
- Return shipping costs will be borne by the customer, except in cases of shipping errors or quality defects, which will be covered by ABINA.
- A 15% handling and administration fee will be applied, except in cases of quality defects or shipping errors.
- For amounts under €50, a €10 administration fee will be applied.
- Requesting an RMA implies acceptance of all conditions.
- Once validated, the RMA will be valid for 30 calendar days.

Abina S.L. reserves the right NOT to issue credit for returned materials.