

1. OFFERS:

- a) Commercial offers are generally valid for 8 days. If a different validity period is indicated, it will be specified together with the product/service description and it will prevail over the general validity period. After this period, REIMAN does not guarantee the compliance with the conditions initially established.
- b) The prices presented in the commercial offer are for the quantities initially offered. In case of partial adjudication, REIMAN has the right to update the offer prices.
- c) The prices shown in the commercial offer and invoicing documents are net for each item and do not include shipping costs or VAT (if applied).
- d) The price lists can be changed without prior notice. The changes are announced as soon as possible.

2. ORDERS:

- a) It is possible to order through our website reiman.pt. For that matter, it is necessary to create an user's account as well as confirm the e-mail address.
- b) All the other orders or offer adjudication should be confirmed by e-mail or any other written form.
- c) Orders for Customized, Personalized or Non-Standard Products, in addition to having to be made in writing, must be accompanied by the corresponding signed drawing(s). These orders will only be processed after payment. In case of customers with credit and orders above 1.000,00€, the orders will be confirmed after a 30% payment. For customers with credit and Protective Bellows products orders, the orders will be confirmed after a 30% payment, despite the order's total amount.
- d) Any purchase order with more than one delivery time wanted and/or agreed between REIMAN and the customer will generate the same number of orders as delivery times in the purchase order.
- e) When the Payment terms are "Advanced Payment", the orders will only be processed after payment has been received. If we receive the order by e-mail or any other written form, the payment details will be in the Proforma Invoice. In case of an Online Order, payment details will be available on the Checkout as well as in the order confirmation e-mail.

If the payment is made in our premises, orders will be processed at that time.
- f) After the order validation, it will be considered as firm. Any requested change or order cancellation by the customer will be analyzed and it will only be validated after REIMAN's confirmation.
- g) Orders for Personalized, Customized or Non-Standard products cannot be cancelled.
- h) REIMAN will send Order Confirmations upon their opening and whenever there are changes to the previously agreed conditions. These must be checked and validated by the customer, including the identification of products, prices, quantities, and delivery times. If there is no response within 24 hours, the conditions of the sent Order Confirmation will apply and it will be considered "Accepted".

3. DELIVERY TIME:

- a) The delivery time is estimated in working days from the day the Order was confirmed unless the product has been sold between the Offer and the Order Confirmation.
- b) REIMAN is not responsible for delays resulting from situations beyond its control, such as breakdowns in machinery or vehicles, delays from national and international carriers, adverse weather conditions, vacations, holidays, pandemics, wars, and other extraordinary situations, etc.
- c) REIMAN does not accept penalties for non-compliance with delivery times, unless previously agreed upon in a written agreement between both parties.
- d) For products in stock, REIMAN will deliver the goods within 24/48 hours after receiving the order and in accordance with the requested delivery time, without prejudice to what is stated in b).
- e) For products not in stock, the delivery time requested by the customer may be conditioned by the delivery time of REIMAN's supplier. In such cases, the customer will receive a new Order Confirmation with the new delivery time, and which must also consider points 2.d) and 2.f).
- f) In case REIMAN has partial quantities available for a placed order on the agreed supply deadline, it can supply the available quantity while the remaining quantity will be provided on a confirmed later date.
- g) If the customer requests an earlier delivery time, it will only be accepted if REIMAN has stock availability and upon confirmation by REIMAN.
- h) If the Customer does not collect an Order within 10 business days from the "Date agreed with the Customer", storage fees will be charged. The cost will be €6.00 per day for the first 30 days, €10.00 per day for the following 90 days, and after this period, the daily cost will be €15.00.

4. TRANSPORT AND PACKAGING TERMS:

- a) For deliveries in mainland Portugal, via DPD or DSV, shipping costs are covered by REIMAN for Orders starting from the values indicated in the following table:

Package Length	Order platform	
	Online	Offline
below 2999mm	>= 250 €	>= 400 €
above 3000mm	>= 1 000 €	>= 1 500 €

- b) For orders that do not meet the minimum value indicated above or via other couriers, the shipping expenses will be charged to the customer as per the current price list.
- c) Orders to be collected at REIMAN's premises: If the orders are not collected within a maximum period of 2 working days after the "Agreed Date with the Customer", REIMAN reserves the right to ship them to the customer's address, charging the shipping cost according to the "Shipping and Packaging Conditions" mentioned above.
- d) Orders of Aluminum Structures and large dimension products are not subject to the table indicated in 4.a). In these cases, the shipping costs will be calculated on a case-by-case basis.
- e) Shipping costs related to claims for which REIMAN is responsible and warranty claims are free of charge.
- f) The packaging to be used is defined by REIMAN, except if a special packaging is previously agreed.

- g) Products are always sent at the customer's own risk.
- h) After delivery, the Customer is responsible for maintaining the Products in good condition. REIMAN shall not be liable for any damages, including the occurrence of corrosion, even if the products remain in the original packaging.
- i) For deliveries outside of mainland Portugal, the conditions stated on www.reiman.pt/pt/informacoes-de-envio or www.reiman.pt/en/shipping-information shall apply.

5. PAYMENT TERMS:

- a) All orders' payment terms are "Advanced Payment", except in cases where credit is granted to the customer.
- b) The application for Credit is made by the customer through a specific form, and the process will be handled as quickly as possible.
- c) The initiation of the process does not guarantee that the Credit will be accepted, so the conditions of any ongoing order are not affected by a credit assessment being carried out.
- d) Payment conditions on credit will cease in case of sending overdue invoices to litigation. Overdue invoices are sent to litigation after the following collection procedures:
 - 1st E-mail notice: on the day the customers' invoices become overdue;
 - 2nd E-mail notice: the customer's documents become overdue by 15 days;
 - 3rd E-mail notice: the customer's documents become overdue by 30 days.After the 3rd notice, if the situation is not regularized within 8 days, we will forward the matter to legal action.
- e) Payment conditions for Credit automatically cease if there are no "Sales" for a period exceeding 3 months.
- f) The customer will be switched to "Advanced Payment" if "Incidents" such as "Insolvency", "Special Revitalization Process", "Extraordinary Process for Business Viability", etc., are detected. Orders in progress that have been opened with credit terms will also be changed.
- g) A new credit concession goes through the procedures referred above.

6. PAYMENT METHODS:

- a) The payments must be made to REIMAN at the Client's risk, with the transmission of the sum of the amount owed, regardless of the indicated payment method.
- b) In case payment by bank transfer is chosen, it must be made to the following bank:

- MILLENNIUM BCP || IBAN: PT50 0033 0000 4568 1126 4570 5
- c) In the case of credit customers, invoices may be paid by the agreed deadline or within 8 days of the invoice date with a 2% financial discount, according to instructions indicated in the document.
- d) In case of lack of payment within the agreed deadline, late payment interest will be due in accordance with Decree-Law no. 62/2013 of May 10, whose rate is established by Portaria 277/2013 of August 26th.
- e) The delay or non-payment of expired documents will result in the immediate suspension of ongoing order deliveries.
- f) Any payment is only considered after successful collection.

7. INVOICES:

- a) REIMAN is committed and involved in an internal and global "Digital Transition" process.

Invoices are issued digitally in PDF format and signed with a qualified digital certificate. After issuance, they are sent via email.
- b) By accepting a commercial offer, the Customer agrees to and accepts the issuance of the invoice in digital format, waiving the need for its printing and postal delivery.
- c) If the Client requests the paper invoice to be sent, they will be subject to an additional expense of 2.00€ + VAT.

8. RETURNS:

- a) Returns will only be accepted if previously agreed with REIMAN.
- b) Returns will only be accepted if the products remain in the original, unopened packaging and/or without any signs of use.
- c) Orders of Personalized, Customized, or Non-Standardized products cannot be returned.

9. WARRANTY CONDITIONS:

- a) REIMAN only accepts complaints regarding materials with proven manufacturing defects.
- b) Based on the result of the complaint analysis, if accepted, the replacement of the material or a credit for its value will be agreed with the Client.
- c) The warranty does not cover any transport costs to our facilities.
- d) The general warranty conditions are established by the current legislation.

10. 24H SERVICE:

- a) Outside of normal business hours, REIMAN provides an emergency support service, charged at 3% of the supplied products (with a minimum charge of 150.00€ between 9:00 and 16:00, and 250.00€ between 16:00 and 9:00).

11. COMPETENT COURT:

- a) To judge all litigious cases, the Tribunal da Comarca da Maia is the only competent court.
- b) REIMAN reserves the right, when acting as a plaintiff in a legal action, to file such action in the location of the buyer or at their place of residence, in Portugal or abroad.

12. PERSONAL DATA TREATMENT:

- a) To consult REIMAN's Privacy Policy, please visit www.reiman.pt. If you have any doubts regarding your data, please send an email to dados@reiman.pt.