

1. Prices do not include VAT.
2. Except in cases of express agreement to the contrary, the prices stated always correspond to products located at our warehouse.
3. Should any incidents arise during transport contracted by PROTASA (damage, delays, missing goods), the incident and date should be notified to PROTASA within a maximum period of 48 hours from the time of reception of the goods. It will be obligatory to note on the reception delivery notes (including on the transport company's copy) the incident and the date of the same.
4. PROTASA will agree via the opportune offer to the customer the product specifications, presentation and form of packaging.
5. Any offer from PROTASA must be related with a specification of the product, presentation and packaging format.
6. In orders related to PROTASA offers, the product, presentation and packaging specifications will be understood as valid.
7. When the customer trials samples produced by PROTASA, these must be accepted or rejected in writing before raising an order.
8. Rejections of material supplied that complies with the product, presentation and packaging specification will not be accepted.
9. PROTASA will take responsibility for non-compliant material that may be delivered to the customer, limited only to the costs of replacing the said material at sales price and its transport.
10. Generally, claims will not be accepted after a period of 7 days from reception of the material by the customer.
11. PROTASA will not accept claims arising from incorrect storage of the material. To avoid this situation, PROTASA will include this information in the sales terms.

Storage

- Only the pallets specially processed for it can be superposed
- The pallets can not be superposed to the product
- The pallets will be moved by fork-lift
- Storage
 - Heavy layer: 6 months
 - Heavy layer with hot-melt: 4 months
 - Heavy layer with CORONA treatment: 4 months
- Protect the product from the heat and the solar light
- Do not store outside
- Temperature of storage: max. 40°C, min. 0°C
- Protect the product from contaminations due to dust, sand, rain or snow

- The product is not to be considered as dangerous

PROTASA's product respect the qualification of combustibility given by the norms D45 1333 and FMVSS 302

Ordering Procedure

1. The customer will place orders in writing, by fax or post, making reference to the PROTASA offer. It is recommended that orders be placed via the EDI platform. However, orders received with alternative systems will be confirmed by PROTASA upon reception. If no confirmation is received, the customer should contact the Logistics Department to clarify the situation.
2. Any modification of the deliveries plan must be notified by the customer with 7 working days' notice, and PROTASA should confirm receipt of the new plan.

Observations

The consumption and performance figures specified in our technical documentation are approximate.

The price, terms and payment method will be established with each customer based on commercial agreements between both companies.

Products and materials remain the property of PROTASA until the customer has paid in full the amount of the invoices corresponding to the supply.

PROTASA reserves the right to contract an insurance policy covering customer risk and to limit its customer credit to this value.

PROTASA informs you that your personal and legal details contained in any document are subject to Organic Law 15/1999 on Data Protection and are incorporated into a file created for the management of commercial relations between PROTASA and its customers. To exercise your rights to access, rectification, cancellation and opposition, you should contact PROTA, SA, Ausiàs Marc, 20, 3-2, 08010 Barcelona. Tel. +34 935 651 980, Fax +34 935 750 220 or comercial@protasa.es

Mercantile Register of Barcelona, sheet no. 32197, folio 154 of volume 3050, Book 2419, 2nd section, 1st inscription. VAT Code: ES A-08388381

Indications on the use of our products

All data and information contained in our documentation originate from the know how of PROTASA.