



1. Prices do not include VAT.
2. Except under special conditions, the prices referred to 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 the incident and the date of the same on the delivery notes (including on the transport company's copy).
4. In general, claims and returns will not be accepted any later than 15 days following the supply date.
5. The prices, conditions and payment method will be established with each customer according to the commercial agreements between the two companies.
6. Products and materials supplied remain the property of PROTASA until the customer has fully paid the corresponding invoice amounts.
7. PROTASA reserves the right to introduce any type of modification to the products, their characteristics and their prices into its General Prices Tariff.
8. PROTASA reserves the right to contract insurance covering customer risk, and to limit its customer credit to this amount.
9. PROTASA informs you that your personal and legal details contained in any document are subject to the 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, please contact PROTA, SA, Ausiàs Marc, 20, 3-2, 08010 Barcelona. Tel. 935 651 980, Fax 935 750 220 or division.construccion@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

Orders Procedure

The customer must place orders in writing, making reference to PROTASA's offer, in terms of product, price, packaging, transport conditions and commercial terms and send them by fax, post or e-mail. Together with each product, you will find its



code number. Use of this number on your orders, will enable us to provide you with a better service, because you will be helping us to:

- Avoid errors as far as possible, as each product has only one code
- Speed up the processing and delivery of materials

Identification will be much faster.

Each product code is composed of 5 digits

Observations

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

Indications regarding the use of our products

All details and information contained in our documentation originate from PROTASA's know-how. PROTASA reserves the right to modify, correct or improve – at any time and without prior warning – the products and packaging described, in accordance with its research and improvements it may develop.