

Additional terms 2015 ISBC B.V.

## General

For all our offers and agreements concerning our deliveries, our term and conditions are applicable. These conditions can be found at the back of this price list. The applicability of any conditions of our other party we reject emphatically of the hand. On all our conditions is the Dutch law applicable.

## Prices

With this price list expire all previous price lists. This price list is valid from 1 June 2015. All purchase prices are without postage, from factory Echt and exclusive of VAT. All recommended selling prices include VAT. All prices are not binding, price changes can be applied immediately.

## Quality

In order to make quality improvements, we reserve the right to change the materials used, the production materials and/or technical specifications provided in our catalogue and price list. On this we cannot accept any complaints.

## Delivery

For ISBC B.V. Partners will all shipments of goods with an amount above € 75,- be sent free. For other customers shipments of goods with an amount above € 350, - will be sent free. For consignments with a goods amount below € 350,- will be € 7.50 freight costs calculated per package. Cash On Delivery- shipments will be charged with € 10.00 per box.

For special made units (SMU), ISBC B.V. has the right at all times to deliver 10% more or less. Changes or cancellation is not possible once the order has been confirmed.

## Delivery times

ISBC B.V. tries to inform the dealer as correctly as possible with the delivery times. Reported delivery times are always approximate and without obligation. We do not accept any claims for damages as a result of delayed deliveries.

## E-commerce

ISBC B.V. products will have to be shown on the dealer's website in such a way to be sure that they meet the Masita Corporate Identity. Photograph material must meet our quality standards. If desired, the buyer will receive a free DVD with our products.

When joining internet distribution the dealer is obliged to comply with all legal requirements and to fair competition. The website of the dealer should meet the contemporary technique and should be permanently available. On the website the final consumer should be informed in a proper manner about the availability of the products. ISBC B.V. remains at all times the owner of all intellectual property rights of all our brands and labels.

## Returns

Returns must be reported within eight days between 9.00 and 12.00 at our Returns Department. The form, provided through our dealer portal, should be completed and to be attached to the shipment.

Postage cost for returns are on account of the customer. Unstamped shipments are refused by us, unless otherwise agreed with our employee customer service.

Approved returns will be credited within 30 days.

### a) Defective goods

These must be returned within eight days to ISBC B.V. incl. the form mentioned above. After 8 days, it is assumed that the goods have been approved by the customer. The postage will be paid by ISBC when the complaint is justified by ISBC.

### b) Correct goods

Only after a written approval may correct goods, stamped, within 8 days returned to us. Goods must be returned in their original packaging, bearing the above-mentioned form, and may not contain labels etc. of buyer. If these conditions are not met, the goods will be resend unstamped by ISBC to customer.

c) Special creation (SMU), printed/embroidered goods, merchandising, action-goods/sale goods and goods that are not in the Masita main catalogue.

These will not be taken back.

## Payment

Upon payment within 10 days the buyer receives 2% discount, only on the amount of goods. Within 30 days strictly net. All invoices that are open for more than 30 days plus an interest of 1.5% per month or part thereof. All goods remain the property of ISBC B.V. until the invoice has been paid.

## Shipments to third parties

With shipments to third parties (for example, a print shop) there cannot be claims on any error delivered items, color differences or different qualities. We cannot accept complaints in this respect.