



STEROGLOSS SRL GENERAL TERMS AND CONDITIONS OF SALE

GENERAL PART

These General Terms and Conditions of Sale constitute an integral part of any written or verbal agreement or any other written or verbal correspondence between Steroglass S.r.l. (hereinafter referred to as "Vendor" or "Steroglass" in short) and its customer (hereinafter referred to as "Purchaser").

Any conditions or requests contained in the Purchaser's order that differ from the Steroglass General Terms and Conditions of Sale shall be accepted in writing; otherwise the Steroglass General Terms and Conditions will remain valid.

The conditions given in this document, together with the other documents agreed between the Parties, constitute the entire agreement and all the terms of the latter.

No statement, warranty, record, contract agreement or verbal condition is binding for any part of the agreement.

PRICES AND DELIVERY

During the agreement review process, the Vendor may vary the prices given in the commercial offer on grounds not ascribable to the Vendor and may consequently be applied.

The delivery information given in the commercial offer is purely indicative and will only be confirmed when the order received is re-examined.

ORDERS

- The Purchaser's order shall be sent on its headed notepaper and shall bear the order number. Alternatively, the Purchaser may return the commercial offer received, stamped and signed in acceptance. Orders may also be accepted via e-mail only if they refer to annual price lists/offers.
- The Vendor will examine the order received and will send an order confirmation giving the expected dispatch dates. Those dates and all the conditions of the order confirmation will be considered to have been accepted if no remarks are received within 3 days from sending.
- If the agreement envisages advance payment terms, the order will only be processed after the receipt of payment and the order confirmation and delivery terms will then be notified.
- The minimum order is EUR 250 (+VAT). Any orders below the minimum order (but nevertheless above the minimum threshold of EUR 50) will incur a fixed cost of EUR 30 (+VAT) for management expenses.

ORDER AMENDMENTS

- Any amendments and/or any additions to the agreement requested after order confirmation will involve the re-view of the agreement in terms of its feasibility and of the applicable prices and relevant dispatch dates.
- The Purchaser's request to cancel the order prior to shipment of the material or software or prior to the

start of a technical assistance intervention shall be agreed, authorised and notified by Steroglass in writing.

- If the Purchaser requests the total or partial cancellation of the agreement after the order confirmation has been sent, Steroglass has the right to be indemnified for the material delivered under the following terms:
- If the agreement is cancelled within 30 days from order confirmation, the indemnity amounts to 20% of the agreement value or of the part cancelled.
- If the agreement is cancelled after 30 days from order confirmation, the indemnity amounts to 100% of the agreement value or part cancelled.

PAYMENT TERMS:

For new customers, payment will be as follows: 100% in advance at the time of order by bank transfer (on receipt of invoice) which will be entered by default into the customer's record.

For subsequent orders, Steroglass will assess whether it is possible to agree a different form of payment (and, therefore, amend the record).

The form of payment for customers who have already purchased will be the one recorded in their details.

In special cases, the Vendor reserves the right to amend the payment terms on record with advance percentage payments according to the amounts the Vendor considers of importance, and to request the Purchaser makes a different form of payment to the one on record.

PACKAGINGS:

The packaging of the goods ordered is included in the offer unless specified otherwise.

RETURNS AND CLAIMS

Any returns shall be authorised in advance in writing by the Vendor within 15 days from the date of delivery.

The Vendor reserves the right to accept or refuse a request for a return.

Any returns received without prior written authorisation will be sent back at the Purchaser's expense.

Any returns shall be sent in their original packaging.

GUARANTEE:

The guarantee for capital goods is valid for 12 months, starting from the date of the delivery Transport Documents.

The goods guarantee covers manufacturing defects. Consumables, glassware and any other part subject to wear and tear are excluded.

The guarantee is no longer valid in the event of incorrect use, tampering, use by personnel unauthorised by Steroglass, or damage caused by natural events.

JURISDICTION

Anything not expressly mentioned herein will be covered by Italian law.

The Court of Perugia will be the place of jurisdiction for any dispute.