



GENERAL TRADING TERMS (GTT) RMC® by EUROSURFACES

PART I GENERAL COMMERCIAL CONDITIONS FOR THE SALE OF AGGLOMERATED STONE RMC® by EUROSURFACES

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Product Brand: **RMC®**

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1 ASSORTMENT

1.1 COLORS and SURFACES

The products of all collections are divided into Standard colors and special colors based on their availability. They are defined in EUROSURFACES catalogue issued for the respective year.

1.1.1 Standard colors

There are **21 standard colors** across carefully chosen from four collections of products. These colors are usually available on the stock.

1.1.2 Special colors

There are **20 special colors**. Special line products are not made regularly and are produced based on specific customer demand/orders.

1.1.3 Surfaces

Standard surface finish for all colors is **polished** with high gloss.

Special Surface Finishes are **honed, aged, bush hammered** and **satín** available.

1.1.4 Dimensions and thicknesses

Standard dimension of **slabs** is **1830 x 1230 mm** in the thickness **12, 20 or 30 mm**. Other thicknesses are available on a request.

Standard dimensions of **tiles** are **300x300 mm, 600x600 mm or 300x600 mm** in the thickness **12 or 20 mm**. Other dimensions or thicknesses are available on a request.

1.2 QUALITY CLASSES – SLABS

1.2.1 Quality class 1

Usable area: 2,25 sqm.

Marking: yellow sticker

Products in this class are without any mechanical or visual defects.

1.2.2 Quality class 1A

Usable area: 1,88 sqm.

Marking: orange sticker

Usable area is less 16,7% (1/6 of the slab) when compared to the quality 1.

Contingent defects may occur only on the non-usable 16,7% of surface.

1.2.3 Quality class NC

Marking: red sticker

This quality class includes products without any mechanical defects but with slight deviation from color shade, color structure or raw material.

1.2.4 Quality class 2

Marking: grey sticker

This quality class includes the products with mechanical and visual defects as e.g.: outstanding circular and lengthwise grooves, outstanding low-gloss polished areas, damaged corners and edges, impurities, different color spots, spots with the same color shade exceeding in their sizes the allowed dimensions given in the specification of the quality class 1, incorrectly pressed areas, cracks, pressed-in paper etc. The defects are of such location, character and number that makes it not possible to reprocess the slabs into a higher quality by means of repeated polishing or manual repair. It is not possible to make a claim on this quality class.

1.2.5 Project quality classification – slabs

For project orders (exceeding 600 sqm of 2cm slabs of one product) EUROSURFACES reserves the right to deliver products to its customers in the mode called **project quality**. In this case, the delivery includes up to 10% of slabs usually classified as 1A class and up to 5% of slabs usually classified as class 2.

1.3 QUALITY CLASSES – TILES

1.3.1 Quality class 1

Products in this class are without any apparent mechanical and visual defects and meet the dimensional tolerances.

1.3.2 Quality class 5

Products in this class have mechanical defects (scratches) which can be fixed by re-polishing before or after installation. The rest of product quality parameters (color, granularity, dimensions etc.) are equal to class 1.

1.3.3 Quality class 2

The quality class 2 includes the products of non-standard quality. Non-standard mechanical defects, deviation in color shade, color structure or raw material, dimensional deviations etc. are allowed.

1.3.4 Project quality classification - tiles

For project orders (exceeding 600 sqm of 2cm tiles of one product) EUROSURFACES reserves the right to deliver products to its customers in the mode called **project quality**. In this case, the delivery includes up to 15% of tiles usually classified as class 2.

1.4 SURFACE TEXTURES

1.4.1 Polished finish

Polished finish version has the highest glossiness and it is available for all standard thicknesses.

1.4.2 Honed finish

Honed finish version has a matt look with the same flatness of the surface. It is available for all thicknesses.

1.4.3 Aged finish

Aged finish version is achieved by brushing the surface. It reaches a smooth feeling with slight depressions visible between the various raw materials used. It is available in all thicknesses.

1.4.4 Bush hammered finish

Bush hammered finish version is a rough texture executed with very small splinters homogeneously distributed. It is available in minimum 20mm thickness.

1.4.5 Satin finish

Satin finish version is the same as bush hammered but having a smoothing layer by means of brushing. It is available in minimum 20mm thickness

2 DELIVERY AND TRADE TERMS

2.1 GENERAL DELIVERY TERMS

The following conditions are valid for all deliveries made by the Manufacturer or its distributors that respect these delivery and trade conditions.

All orders must be in written form and shall be stamped and signed by authorized company signatory. Each order is checked with respect to delivery date, price and other sales conditions by Commercial Department who will issue a Purchase Order in the form of Proforma Invoice (PI). The PI will be sent to the customer by fax or by e-mail. Confirmed PI can be changed by customer or by Manufacturer in written after mutual agreement via Revision of the PI. The customer is informed about shipment date through the PI. In case of substantial change of shipment date the Manufacturer has to inform the customer about it immediately.

No changes in composition of the truck/container are allowed once the production has started.

Any change in an order confirmed previously by both sides is considered as a new order and must be confirmed in writing again by the Manufacturer. The Manufacturer may issue detailed commercial conditions (or discount system) valid for certain period and noting above mentioned conditions.

2.2 PRICE AND PAYMENT CONDITIONS

2.2.1 Price

Prices for products of a current production assortment of engineered stone RMC® by EUROSURFACES are presented in an official price list from the Manufacturer. The price list is not part of these commercial conditions due to its potential for change.

2.2.2 Payment conditions – standard products

Payment conditions will be agreed individually and according to the type of sale and/or

project.

2.2.3 Payment conditions – shop fabricated products

Payment conditions for shop-fabricated products or special colors are according to an individual agreement with the Manufacturer, together with following conditions:

- In the case that a customer cancels his order after the initiation of its production, the customer must pay a cancellation fee equal to the value of material used plus all expenses during production of the order.
- In the case that a customer cancels his order after it is produced, the customer must pay the whole purchasing price of the product according to his order and must take over the finished product.

2.3 GUARANTEE

The guarantee period for the engineered stone RMC® by EUROSURFACES is 2 years for tiles and 2 years for slabs used for products to residential area from the date of shipment and refers only to defects meeting the conditions in General Trading Terms – part III: After sale – warranty and complaint rules.

3 HANDLING OF THE PRODUCTS

3.1 SHIPPING OF THE PRODUCT

RMC® by EUROSURFACES engineered stone is delivered in technical units (sqm, pieces). Each delivery of products is provided with a packing list.

The packing list includes:

- packing list number and date of delivery
- product denomination and its quantity
- name and address of the customer
- number of palettes/stands/boxes
- gross and net weight of the shipment
- number of respective Purchase Order Acknowledgment (PI)
- other data agreed in advance

Loading capacities of containers for the slabs:

- slabs 30 mm: maximum 143 pcs (321,75 sqm)
- slabs 20 mm: maximum 220 pcs (495 sqm)
- slabs 12 mm: maximum 352 pcs (792 sqm)

Weight of engineered stone RMC® by EUROSURFACES is approximately as follows



Thickness	Weight of 1 sqm	Weight of 1 slab
10 mm	25 kg	57 kg
12 mm	30 kg	69 kg
20 mm	50 kg	115 kg
30 mm	75 kg	170 kg

3.2 TRANSPORTATION OF THE PRODUCT

Slabs are loaded in wooden bundles designed for this purpose and properly fixed against movement with belts.

One crate requires a minimum height of body structure of 2.3m for transport. In the event that the transporter does not ensure sufficient space for goods loading, then trans-loading of goods is not provided by EUROSURFACES.

Truck must be equipped with tightening belts for the stands and cardboard corners or pads, which are used under the belts.

Forklifts are mostly used for handling of pallets, boxes and stands. The container U-beam or similar device and overhead crane must be used for unloading of the slabs from the containers.

Pallets must not be stacked, by wooden crates it is allowed with certain limitations. The product must be protected during transport against the weather.

The Manufacturer arranges the transport from the production facility in Oliveira Do Bairro according to previous arrangement with the customer. All transportation fees are paid by the customer.

Main conditions for material loading in storage RMC® by EUROSURFACES:

Full container usually contains 220 pieces of 20 mm slabs or 143 pieces of 30 mm slabs. We recommend for transportation of 10/12 mm slabs to combine transportation of thick slabs (20/30 mm) with thin slabs (10/12 mm). The computation of mixed thickness loading should be considered as follows:

- Each bundle can hold 400 mm of mixed thickness of slabs
- Full container can load 11 wooden bundles

In the case of collective transportation (slabs + tiles) follow these instructions:

- 1 wooden bundle can carry approximately 2,3 tons of slabs.
- 1 wooden pallet can carry approximately 1 ton of tiles.

For shipments of RMC® by EUROSURFACES material, it is not possible to use vans such as ice box or pick-ups. EUROSURFACES shipping department is equipped for loading of vehicles with overhead cranes and forklifts. Camion must have convertible tops in order to load the material with fork-trucks from both sides.

According to the safety regulations in EUROSURFACES, it is not allowed to handle the slabs manually. Materials cannot be loaded in case of inconvenient vehicle arrangement.



3.3 PACKING, LABELING AND IDENTIFICATION OF THE PRODUCT

3.3.1 The slabs

Slabs are transported in wooden bundles with an approximate total width of 400 mm of slabs per bundle. Upon request the slabs may also be loaded on metal “A” frames. The slabs quality class 1 and 1A are packed in plastic film to prevent scratches during manipulation. The product is laid uniformly in the stands in order to protect the slabs against any movement. Each slab is provided with a colored sticker for visual identification of the quality.

3.3.2 The tiles

Tiles are packed into cardboard boxes and loaded into crates or on pallets.

The tiles are put polished sides facing each others in order to protect the product from scratches.

In order to prevent movement of the tiles on the pallets or in boxes, wooden and paper filling and strips are used.

If the strip is metallic, there are plastic protecting elements between the strip and tiles in order to prevent scratching or contamination by rust.

The product is laid uniformly on the pallets and does not overhang.

Each box and pallet is marked properly with a label stating number and commercial names of shipped products.

Tiles sorted in quality 2 are not packed into cardboard boxes and are fixed only on pallets.

Each paper cardboard box containing the tiles is provided with:

- product name
- product description and dimensions
- quality
- date of packing

3.4 STORING THE PRODUCT

The product is to be stored in buildings or covered areas and protected against atmospheric influence.

While storing or transporting the product, it is necessary to make arrangements so as to protect it against damage by crushing, improper handling or staining with lubricants, oil, painting materials, building materials, rust, etc.

Slabs must be stored in the vertical position on the compact stand so that the back side of the slab lies with its full area upon backing and so that no part of the slab overlaps to the free area.

The lower part of warehouse frames must be provided with rubber, plastic or wooden pads to prevent the chipping of slabs lower edge during manipulation. Slabs that are put in stands or in bundles must be separated with vertically laid and even wooden strips – minimum 4 pieces

for 20 mm and 30 mm slabs and minimum 6 pieces for 10 mm and 12 mm slabs – in even distance all over the length of the slab bundles.

4 DISTRIBUTION – DISTRIBUTORS AND SELLING POINTS

The distribution of the engineered stone RMC® by EUROSURFACES on the international market is realized by the Manufacturer directly or through a network of distributors and selling points. EUROSURFACES distributors and selling points should communicate carefully the above mentioned general trading terms, run EUROSURFACES stock and render full information to respective re-sellers or end users upon request.

For more information please refer to www.eurosurfaces.eu.