

# The Terms of Order Processing

## General information

1. The Terms of Completion of Orders shall set forth the general rules on the basis of which ALNOR Systemy Wentylacji, hereinafter referred to as the Seller, undertakes to provide services specified in the order placed by the other Party, hereinafter referred to as the Buyer. The aforementioned terms shall cover the scope of activities which is necessary for the proper fulfilment of the obligations by both Parties.
2. The Seller shall reserve the right to any change without prior notice to the Buyer, except these companies which have the signed the trade agreement.
3. ALNOR Systemy Wentylacji shall reserve the right to introduce modifications in the offered products. The placement of information about products is not tantamount to their availability.
4. The Buyer, while placing any order, shall confirm that they have become familiar with and accept the following Terms of Completion of Orders. The document "General Terms of Sale" shall always be available on the following website: [www.alnor.com.pl](http://www.alnor.com.pl)



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## Acceptance and completion of an order

- Orders are accepted:
  - in the written form, sent to the following fax number: + 48 22 737 40 04
  - at the e-mail address:
    - Polish market: [alnor@alnor.com.pl](mailto:alnor@alnor.com.pl)
    - Foreign countries: [export@alnor.com.pl](mailto:export@alnor.com.pl)
    - or a Sales Contact Person: name.surname@alnor.com.pl
  - via the internet platform [www.alnor-b2b.com.pl](http://www.alnor-b2b.com.pl)

indeks	nazwa	ilość jm w opakowaniu zbiorczym	ilość jm w dyspozycji	zam. ilość jm	jm	cena zakupu za jm	cena netto	waluta	rabat [%]	cena cennikowa	waluta	zdjęcie	PDF
BPL-125-15	KOLANO TŁOCZONE Z USZCZELKĄ OCYNKOWANE BPL-125-15	25	1524	<input type="text"/>	szt	0,63	2,91	EUR		2,91	EUR		
BPL-125-30	KOLANO TŁOCZONE Z USZCZELKĄ OCYNKOWANE BPL-125-30	25	1431	<input type="text"/>	szt	0,50	2,34	EUR		2,34	EUR		
BPL-125-45	KOLANO TŁOCZONE Z USZCZELKĄ OCYNKOWANE BPL-125-45	220	6737	<input type="text"/>	szt	0,39	1,81	EUR		1,81	EUR		
BPL-125-60	KOLANO TŁOCZONE Z USZCZELKĄ OCYNKOWANE BPL-125-60	24	993	<input type="text"/>	szt	0,63	2,93	EUR					
BPL-125-90	KOLANO TŁOCZONE Z USZCZELKĄ OCYNKOWANE BPL-125-90	130	0	<input type="text"/>	szt	0,49	2,27	EUR					

- The commercial offers, special offers and order confirmation which specify, each time, the terms of sale of a specific batch of goods shall be treated as the basis for a commercial proposal.
- Each time, the placed orders shall be treated as typical, unless specified or agreed otherwise by the Parties.
- The technical data of the ordered goods, which determine the thickness, dimension and type of the material must be compliant with the technical guidelines found in the technical catalogue of the Seller. The catalogue is available on the following website: [www.alnor.com.pl](http://www.alnor.com.pl). All the dimensions are for illustrative purposes and are presented in millimetres, except the technical catalogue for elements with sizes given in INCHES.
- Product photographs, dimensions and weights given in the technical catalogue are for illustrative purposes only; the dimensions in the catalogue may be subject to changes and

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the Seller shall reserve such a right without prior notice to the Buyer.

6. While placing orders, it is necessary to refer to the current commercial offer or the previously agreed terms of completion of the orders. Each time, the order should include the full company name, address and tax identification number of the Buyer.
7. The orders are confirmed by the Seller in writing. The Seller shall determine the price, the payment terms and the date of completion of the job for the specific batch of goods in the sent order confirmation. If the written confirmation of the order is not sent by the Buyer within 24h, the sent order confirmation shall be deemed accepted automatically by the Buyer.
8. The date of order completion given by the Seller shall, each time, be the date of making the goods available at the Sellers warehouse after 4.30 p.m. In special cases, the Seller shall indicate expressly the method, date, hour and place of making the goods available to the Buyer in the order confirmation.
9. The Seller is the full owner of the ordered goods and may demand their return until the Buyer effects the payment for them. The regular check of the balance of liabilities is possible via the B2B platform 24/7.

Lista faktur ilość pozycji

typ	nr.	data dok.	wartosc netto	vat %	wartość brutto	waluta	zapłacono	termin płatności	przetarminowane	dni po terminie	PDF
FV	161020937	2016-10-28	2 391,50	0,00	2 391,50	PLN	0,00	2017-01-02	<input checked="" type="checkbox"/>		
FV	161020558	2016-10-25	240,90	55,41	296,31	PLN	296,31	2016-12-24	<input checked="" type="checkbox"/>		
FV	161020432	2016-10-24	3 262,29	750,33	4 012,62	PLN	4 012,62	2016-12-23	<input checked="" type="checkbox"/>		
FV	161020431	2016-10-24	6 397,00	0,00	6 397,00	PLN	6 397,00	2016-12-23	<input checked="" type="checkbox"/>		

10. The Seller shall reserve the right to refuse the completion of an order if the Buyer is in default with the payments to the Seller or if the set trade credit is exceeded.
11. The Seller shall be entitled to demand a cash advance for a non-standard order, even if other

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- trade documents provide otherwise. The amount of the cash advance shall be set by the Seller.
12. The cancellation of an order must, each time, have the written form; it is possible until the Seller sends the order confirmation to the Buyer or before an expiry of 24h from the moment of receipt of the order confirmation.
  13. The order shall, each time, be confirmed by the Sales Contact Person by sending the order confirmation to the Buyer or making the confirmation available on the B2B platform.
  14. The Seller shall reserve the right to impose an obligation to receive the goods in spite of sending the written cancellation of the order, if the order has already been subjected to the production process.
  15. The ordered goods are reserved for the maximum period of 3 weeks; after this period, the order may be cancelled unless it contains non-standard products which are delivered only upon special requests.
  16. In the case of non-standard elements, which are not in stock - it is possible to complete the so called **EXPRESS 24H, 48H OR 72H (hours)** order - the option for such a completion of an order must be confirmed each time by the Sales Contact Person. The additional payment is invoiced as **the EXPRESS** service and depends on the value of the ordered goods.
  17. The Seller shall not be held liable for any delay in the Order completion, if the delay is a consequence of circumstances beyond the Seller's control. Such circumstances include: fires, floods and other natural disasters, wars, strikes, riots, demonstrations, epidemics, embargo, interruptions or delays in supply of raw materials, electricity and components as well as other unforeseeable disturbances, shortening of the working time at factories of the manufacturers of Products sold by the Seller or their subcontractors, down-times, circumstances attributable to carriers, decisions of public administration authorities, changes in law or other similar circumstances.
  18. In the case of delays resulting from the aforementioned circumstances, the Seller undertakes to notify the Buyer immediately of the existing circumstances.



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## *Prices*

1. The prices for the goods shall be specified and listed in the written confirmation of the order sent by the Seller. The prices are net prices and do not include the VAT, costs of insurance, packaging (in the case of collective Packaging - the cost is included in the price), loading and unloading as well as costs of transport unless the agreement between the Buyer and the Seller provides otherwise.
2. The Seller shall reserve the right to a possible change in the prices as a result of an increase in the costs of manufacturing, raw materials and exchange rates which are beyond the Seller's control.

## *Payment terms*

1. Payments for the purchased goods shall be effected by the Buyer at the date of delivery except as otherwise provided or agreed between the Parties.
2. The payment deadline may be deferred only after submission of up-to-date company documents and obtaining of a security for receivables at the Eurlle Hermes company.
3. The Seller shall reserve the right to charge all untimely payments with interests (the amount of the interests shall comply with the applicable statutory provisions). The interest period shall be counted according to the balance due, from the payment date to the date of receipt of all amounts due by the Seller.
4. All the amounts due are insured by Eurlle Hermes with which the Seller has concluded the debt trading agreement.  EULER HERMES
5. The Seller shall reserve the right to change the terms of payment and credit trade in the case of untimely performance of obligations by the Buyer.
6. For contracts with companies which are not subject to activities of the Hermes company, it is possible to specify the terms of transport as L/C.
7. Other payment forms such as a bill of exchange or a cheque, etc. - are UNACCEPTABLE.
8. The Seller may grant an additional discount for payment before the receipt of the goods. This shall not apply to non-standard elements which are always subject to a cash advance.

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## *Delivery and receipt - general terms*

1. The ordered goods are received by the Buyer on its own, from the Seller's warehouse located at: 05-552 Wola Mrokowska, POLAND, Aleja Krakowska 10.
2. In the case that the goods are delivered to a place indicated by the Buyer, the Buyer is obliged to provide all the information about specific difficulties or bans on entry for trucks of any type.
3. If such information is not available, the Buyer may be charged with forwarding costs incurred by the Seller.
4. The goods are issued to the person who receives the order, only after providing an authorisation issued by the Buyer. The authorisation must contain the name and surname of the receiving person and the personal ID number or the number of any other document with a photo.

The return packaging are received at the expense of the supplier in minimum amounts which are as follows:

- a. Mobil Rack for the SPIRAL pipes – 20 pieces
  - b. Other packaging – according to special arrangements
5. In the event of failure to settle the liabilities by the Buyer in a timely manner, the Seller shall have the right to suspend further deliveries until such liabilities are settled. The Seller shall also be entitled to cancel any present and any subsequent orders.
  6. The Seller has the right to charge the Buyer with the costs of storing the goods, if the Buyer does not collect the them:
    - a. within 5 working days from the moment the order is completed and ready for pickup,
    - b. within 10 working days from the moment the product was made to Customer's order.
  7. When the Buyer's order is prepared for receipt - completed, and it is changed or cancelled - the costs of unpacking and placing of the products in the warehouse will be invoiced as a separate item - the costs of such an operation will, each time, be given by the Sales Contact Person or the Customer Service.

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8. Orders for the SPIRAL pipes with diameters ranging between 900 mm and 1600 mm - with the amount whose transport would require at least 20 min. 12-metre trucks - can be calculated as "production at the CONSTRUCTION SITE". Each time, such a form is calculated and offered separately by the Sales Contact Person.



9. Each time the Buyer is obliged to check the delivery in quantitative terms, and in the case of any non-compliance, to report them immediately - detailed information is provided in the "Claims" section of the General Terms of Sale.

10. If any quantitative or qualitative non-compliance is found, or if the goods or collective packaging are damaged, such information must be marked in the waybill, CMR or other document of a forwarding company - in accordance with the terms given in the "Claims" section of the General Terms of Sale

## ***Packing and securing of the goods - ALNOR***

ALNOR's standard protections include:

1. Galvanized fittings - packed in cardboard boxes put on a pallet, stretched around the pallet or stretched on the pallet with 4 cardboard corners.

2. Galvanized ducts

a. Mobil Rack - Stretched around in two layers with cardboard dividers at the ends. Smaller diameter ducts can be nested in larger ones up to three diameters depending on the thickness of the metal sheet of which they were made.

b. Ducts laid loose- the floor of the semi-trailer is protected with cardboard boxes, there are no dividers between the layers, the ducts may be completed one inside the other depending on the thickness of the metal sheet of which they were made, even up to three diameters - the condition is the e-mail consent of the Customer to such a loading.



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- c. WoodBox - boxes made of fumigated wood for container transport. This is an extra-paid element.
3. Double wall fittings with wool insulation - as standard fittings.
4. Double wall preinsulated ducts:
  - a. 10 and 16 mm insulation - transported in bulk, the floor of the semi-trailer is protected with cardboard boxes.
  - b. 25 to 100 mm insulation - stretched ends prevent the the inner pipe from sliding out, the floor of the semi-trailer is protected with cardboard boxes.
5. Rubber foam insulated fittings - each fitting is protected with the stretch foil.
6. Rubber foam insulated ducts - each duct is protected with the stretch foil.
7. Stainless steel fittings - protected entirely with stretch foil - the floor of the semi-trailer is protected with cardboard boxes.
8. Stainless steel ducts - protected entirely with stretch foil - the floor of the semi-trailer is protected with cardboard boxes.
9. Aluminium fittings - every single item is protected with stretch foil.
10. Aluminium ducts - protected entirely with stretch foil - the floor of the semi-trailer is protected with cardboard boxes.
11. PQ and LDB profiles - the possible transport ordered by Alnor or the Customer - in each case the truck must be adapted to the side loading. A profile is slid in on wooden angles which enable loading and unloading by means of a forklift truck. There is a possibility of placing light pallets on the profiles, if the loading spaces and/or load-bearing capacity of the truck allow this.



Important - the foil should be removed from the elements right after the delivery, so as to prevent its permanent sticking to the surface of the metal sheet as a result of weather conditions! This applies to all materials.

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## Types of packaging

1. Mobil Rack - for galvanized ducts - Sets are ordered. It is possible to order 1.4404 or 1.4301 stainless steel ducts and, additionally, to order boxes so as to have the goods packed into them.
2. BOX 1/1 - 1200 x 800 x 800 mm - is the basic packaging for fittings. Other box sizes, e.g. BOX1/2 = 600x800x800 mm are resultants of division of box 1/1. Details are provided in the Packing List at [www.alnor.com.pl](http://www.alnor.com.pl). The always up-to-date packaging is visible during the procedure of ordering elements via [www.alnor-b2b.com.pl](http://www.alnor-b2b.com.pl)
3. PAL-1.0 - is a pallet with the 1200x800 mm base and the height ranging between 1.0 and 2.7 m.
4. PALM-1.0 - is a pallet with the size bigger than 1200x800 (but smaller than 1400x1100). It is necessary take into account the size of individual pallets while estimating the capacity of the truck.
5. The Customer may indicate the method of packing for an additional fee - e.g. 2 x BOX 1/2 instead 1x BOX 1/1. The height is confirmed by the Sales Contact Person.
6. The Customer may indicate the method of packing for an additional fee - e.g. 2 x BOX 1/2 instead 1x BOX 1/1. The height is confirmed by the Sales Contact Person.



## Loading on "TIR" trucks – conditions

1. The capacity (number of pallets) of the load is always rough and may differ by 1 to 2 pallets. The Customer is recommended to specify the priority goods and optional goods in the amount 1 - 2 pallets.
2. If a different truck than the one indicated is provided by the Customer/forwarding company, it is possible to repack the goods by the warehouse employees taking into account additional costs (each case is treated individually).

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## *Loading onto CONTAINERS - conditions*

1. The LDB or PQ profiles in 5 or 6-metre sections, in packs weighing more than 500 kg are unloaded from the front of the container. Upon special request, it is possible to load the container from the top. Profiles are laid on fumigated wood, each layer is inter-laid with Izoterm vapour-permeable foil and moisture absorbers are added.
2. If the containers are sent to a given country with low frequency, the Seller and the Buyer shall agree on the Just in Time delivery date.

## *Storage of goods*

1. All TAL, TALE, TAPV, USZ, TALT tapes ... - must be stored at the temperature of about 21°C, and max. humidity of 50%, and also away from sunlight and UV radiation.
2. Galvanized channels and ducts must be stored under a roof and protected against precipitation.
3. Originally packed fittings on pallets may be kept outdoors.
4. Fittings from unpacked pallets and in cardboard box must be kept under a roof.
5. Loading during precipitation - the galvanized sheet elements must be protected from moisture (with an exception of originally packed pallets).
6. Actuators, fans, air handling units must be stored away from moisture and at positive temperature.

## *Returns*

1. The Buyer may return the assortment within 1 month of the date of delivery, the Mobil RACK baskets are accepted within up to 6 months of the date of delivery.
2. Returns sent to the Seller without any consultations will not be accepted.
3. The Buyer may return the products, however, the conditions of the return must be arranged with the Seller. The costs of unpacking and placing of the products back in the warehouse will be invoiced as a separate item - the costs of such an operation will, each time, be specified by the Sales Contact Person or the Contractor.
4. The return may be sent back only after acceptance of additional costs. As well as the return sheet, it is also necessary to provide the service for unpacking and placing of the products in the warehouse. Without the service, the return will be sent back to the Buyer at its expense.

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5. The Seller shall refuse to accept the return when:
  - a. The returned product is dirty (covered with plaster, mud, sand, etc.
  - b. The product is damaged mechanically or has installation traces
  - c. The storage of the product did not comply with the rules of storage of galvanized elements
  - d. The returned product was manufactured for a specific order of the Buyer and is a non-standard product
  - e. The period between the date of sale and the date of return is longer than 1 month.

## *Warranty conditions*

1. All goods offered by the Seller are covered by the seller's warranty or the warranty of the manufacturer of the respective products.
2. The goods manufactured by the Seller are covered by a 12-month warranty from the date of purchase of the goods.
3. It is possible to extend the period of warranty, which means an additional payment in the amount of 5% per each 6 months of a longer warranty.
4. The extension of the Warranty is always an element of separate negotiations - it depends on the facility, the product and the conditions of maintenance guaranteed by the Buyer.
5. The extension of the Warranty is always an element of separate negotiations - it depends on the facility, the product and the conditions of maintenance guaranteed by the Buyer.
6. The conditions of transport and storage of the goods, necessary to meet the warranty terms:
  - a. the elements made of metal sheet should be protected during transport against atmospheric factors,
  - b. the elements made of metal sheet should be protected during transport against changes in the position,
  - c. after each transportation, it is necessary to conduct the visual control of the elements,
  - d. the elements must not be hit or dropped abruptly,
  - e. the elements should be stored in closed rooms, which ensure protection against the effects of atmospheric factors
7. The manufacturer shall be exempted from any warranties and obligations arising from the warranty as a consequence of:
  - a. improper transport or unloading of the goods,
  - b. improper assembly of the system,

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- c. improper operation of the purchased elements,
  - d. defects resulting from the improper storage of the product,
  - e. introduction of structural modifications by the user,
  - f. occurrence of defects related to improper maintenance.
8. As part of the claims procedure, the manufacturer shall charge the equivalent of the elements missing or damaged by fault of the Buyer or User and the costs of their replacement.

## Claims

1. The necessary condition to consider a claim is the sending of a written document including the marking of accurate amounts of the claimed goods, type of claim and numbers of documents related to the specific delivery (Invoice Number or Delivery Note, Order Confirmation Number).
2. In the case of a claim regarding the delivery of elements received from the courier company, the Buyer is obliged to present all the information in the waybill. Otherwise, the claims shall not be subject to consideration.
3. The Seller undertakes to respond to the reported claim within 14 calendar days of its delivery. In the event that the consideration of the claim depends on factors which are out of control of the seller, the response will set the date of consideration of the complaint.
4. The quantitative claims for elements of different sizes and shape:
  - a. fittings with more than 450 mm in diameter,
  - b. round ducts,
  - c. roof-mounted components,
  - d. all elements transported in bulk,
  - e. rectangular elements

are received at the date of delivery.

The Buyer or driver shall be held liable for the transported quantities, which are not subject to claims after an expiry of the indicated deadline.

5. The other quantitative claims are accepted within maximum 3 working days, commencing from the date of delivery of the goods, except the deliveries where the agreement between Parties provides otherwise.
6. In the case of claims regarding deliveries that are completed by a forwarding company, the Buyer undertakes to deliver the claims documentation within one working day of the date

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of receipt of the shipment by the courier.

7. Damage to the delivery caused by the forwarding company should be noted in the waybill and in the delivery note (WZ).
8. Damage to deliveries caused by the courier company should be noted in the goods dispatched note and in the damage report drawn up by the Courier.
9. If annotations are missing or if the damage report is not filled in, the claims shall not be considered.
10. If the Customer collects the goods using its own means of transport, it shall sign the document in which it declares that the issued quantity is compliant with the documents.
11. If, in the case of the transport provided by the Customer, there are more than 20 items, the Customer may verify the quantities at its own warehouse.
12. Any possible non-compliances may be reported maximum 1 day after the goods are collected.
13. In the case of notifications exceeding 1 day, the quantitative claims shall not be considered.
14. Each time, the claimed goods shall be sent to the Seller at the expense of the Buyer, whereby the Buyer shall be reimbursed the aforementioned expenses, if the claim is accepted by the Seller.
15. Before sending back the goods which do not meet the expectations of the Buyer, the Buyer undertakes to contact the Seller in order to arrange how the purchased goods should be sent back.
16. The natural tarnishing of the galvanized elements such as greying of the surface, fading or white corrosion on galvanized elements shall not be subject to any claims.

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## *Principles of storage of galvanized products*

1. After the delivery of the goods, the product which became wet (e.g. during transport) must be dried up immediately, separated and stored in dry conditions until the complete evaporation of water.
2. The products must be stored in a dry and well-aired place.
3. If the galvanized steel products have to be stored outdoors, they must be placed on pads, the respective layers must be separated by spacers in order to ensure the air flow and provide protection against changing weather conditions.
4. It is necessary to control whether no water is collected in the products with open cross-section. This refers mainly to long products such as ducts or channels.
5. The products which will be mounted at a later time, must be covered with a layer of preserving oil.
6. In order to cut the products at the construction site, use a low-speed cutter with a vice and metal cutting wheel. The cutting of the profiled product to size must be performed by means of a guillotine, punching die or low-speed saw.
7. The cut surfaces must be secured immediately against corrosion using zinc-rich agents. The most frequently used preparations of this type include "zinc spray".

## *Principles of maintenance of stainless steel products*

1. Each time, it is necessary to specify which stainless steel is to be applied - 1.4301 / 304, or 1.4404 / 316 L or other, which is always specified by the design engineer of a given system.
2. Recommended cleaning interval for products made of steel type 1.4404 / 316L, for clean environment, is once in 12 months, and for highly contaminated environments e.g.: city centers, industrial centers, swimming pools, once in 6 months.
3. For steel type 1.4301 / 304, the recommended cleaning interval is - in clean environments, once in about 6 months, and for contaminated environments, every 3 months. Of course, this type of steel is unsuitable for highly contaminated industrial areas and, for example, swimming pools.
4. . For cleaning, we recommend regular warm water with soap. You can also use mild detergents, however, first test them thoroughly on a small surface. To improve the appearance of stainless steel, use the commonly available oil-based agents.



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5. Whenever discoloration has set in and regular cleaning doesn't bring any good results, use special agents based on a weak solution of oxalic acid or orthophosphoric acid. After you finish cleaning with any type of chemical agent, keep in mind to rinse the cleaned surface with lots of water to enable the invisible, protective layer of chromium oxide to rebuild.
6. The main causes for corrosion which void the warranty:
  - a. No current maintenance which leads to highly concentrated acids to form on the pipe walls (the water evaporates and leaves only the acid solution).
  - b. The steel type is not suited for so highly aggressive environments.
  - c. The design does not allow for easy maintenance.
  - d. Contamination during installation and preparation (lime, cement, foreign metals due to angle grinders being used in the vicinity or when improper tools are used during installation).
  - e. Contact with regular carbon steel (scoring during transportation or storage).
  - f. Inadequate ventilation or no ventilation in an aggressive environments. Free air flow in the air duct is required at all times.

Full information regarding the principles of maintenance of stainless steel can be found at: <http://www.ventilation-alnor.co.uk/assets/images/PR/EN/baza%20wiedzy/2013-04-04-Guidelines-for-using-acid-proof-steel-components.pdf>