
	GENERAL CONDITIONS OF SALE	COMPANY WITH QUALITY SYSTEM CERTIFIED BY DNV ISO 9001	NI	03
		Rev.	00	
INTERNAL NORM		Date	18/05/21	
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REVISIONS

N° REV.	APPROVAL DATE	DESCRIPTION	Rif. PARAGRAPH	Rif. PAGE
00	18/05/21	1 st issue	all	all

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1 PURPOSE

The purpose of this norm is to define the general condition of supply of elements for air filtration and dedusting. This norm supplements, and does not replace the documentation relating to customer orders.

2 APPLICABILITY

This norm applies to all sales of filtration/dedusting elements of filter media. Drfil Srl reserves the right to accept or refuse the order.

3 DOCUMENTS OF REFERENCE

The hierarchical order of the documents is as follows:

- Offer to customer
- Confirmation order
- Any other applicable documents

4 PRICES


The prices are intended for goods delivered by ours warehouse in Sesto San Giovanni (MI) except for different contractual agreements and VAT excluded

5 ORDERS

The minimum order for italian customers is 200,00 net of VAT and any discounts, while for foreign customers, including San Marino and Vatican City is 300,00. Orders must be received in writing.

Defil Srl reserves the right to accept or refuse the order.

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The customer has the right to request cancellation of the purchase order in writing within 5 days of sending it or receiving the order confirmation.

Defil Srl reserves the right to accept this request or not by communicating any acceptance in writing.

Order cannot be canceled if the goods have already been shipped, if they are ready for shipment or if Defil Srl has already procured the raw material, components or semi-finished products suitable for producing the order.

Order for special materials or materials expressly designed to the customer's specifications cannot be canceled unless the latter accepts all the expenses incurred up to that time by Defil Srl for the production of the order.

6 PACKAGING

The goods are delivered with packaging suited to the type of material. Any requests for special packaging, pallets and anything else outside the normal procedure will be calculated at cost and charged to the invoice unless otherwise agreed in the contract.

7 SHIPMENT


The shipment of the material is normally carried out by means of a courier indicated by the Customer.

The customer is required to examine the goods received at the time of collection by expressing the appropriate reservations in writing on the transport document or send us written notice within 7 (seven) working days after delivery for any defects or non-conformities.

Claims shall not be accepted for which liability is attributable to the carrier.

In the event that the Customer does not make the above communication, the products will be definitively accepted and deemed to comply with the terms of the sales contract.

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8 DELIVERY TERMS

The delivery terms are indicative and referred to the time of delivery to the courier and do not constitute any binding commitment to Defil Srl as subject to change for reasons of greater cause. No event or failure to comply with the terms of delivery by Defil Srl may give rise to penalties, claims for compensation or cancellation of orders unless otherwise agreed upon in the offer.

9 PAYMENT

All payments will be made exclusively to Defil Srl under the conditions agreed upon:


no retention or rounding shall be accepted.

In case payments are not made within the agreed time Defil Srl reserves the right to charge default interest equal to the current rate and incidental expenses from day after the agreed day for payment and to block any deliveries in progress.

10 RETURNS AND COMPLAINTS

The customer is required to verify the presence of defects, anomalies or delivery of the product different than the order on receipt of the goods, the above must be communicated in writing with any documentation (es: in case of damaged goods photo and pdf of the DDT reporting the reservation) to our office within the term of 7 (seven) days from receipt of goods. The returns of the material must also be complete with the original packaging intact. Will not be re-credited returned products not intact or used so no longer suitable for resale.

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11 PROCESSING OF DATA

Defil Srl will process the data provided by the Customer in accordance with the provisions of the New European Regulation 2016/679 regarding the protection of personal data.

12 BUYER TAX DATA

The Customer is required to communicate promptly and in writing changes of a fiscal nature. Any delays and responsibilities for the failure to communicate will be the full responsibility of the Customer.

13 COMPETENT COURT

For any dispute relating to the supply contract between Defil Srl and the Customer, the court of Monza will be exclusively competent.

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