

Sales & general conditions

1. SALES

1.1 Validity : The fact of placing an order implies the full acceptance by the buyer of these general terms and conditions of sale. These general conditions of sale shall supersede all previous agreements and shall apply to any agreement made between Ibride and the buyer.

1.2 Prices : All prices are stated in euros. Ibride reserves the rights to change prices without prior notice because of increases in price of raw material, processing, packaging and other sudden changes in costs.

1.3 Proformas : Quotations and proformas submitted by Ibride will be valid and binding for 45 days, unless otherwise agreed.

1.4 Placing an order : For a first order, please send your order to pro@ibride.fr or to your assigned sales representative. Please inform us about your society details, invoicing adress, delivery adress, opening hours. Please make sure your order is correct and includes all information needed to process it, such as item reference/quantity.

For reorder, your have to place it directly on ibride-pro.com on your pro area. Then, we will send you a confirmation per email.

1.5 Product availability : If one or more stock items are temporarily out of stock, when the order is placed, these items will be confirmed on the order confirmation but shipped separately. The original order will be delivered according to our terms of delivery, and the unavailable products will be delivered as soon as they are back in stock.

1.6 Order confirmation : For a first order, you will receive a confirmation within 1-3 working days. The shipment date of the order is stated on the order confirmation.

For reorder, when the order has been entered into your pro area system, you have the choice to pay directly by credit card and receive instantly your confirmation by email. Otherwise, we will send you the proforma by email within 1-3 working days. The shipment-date of the order is stated on the order confirmation.

1.7 Modification and cancellation of orders : If you do need to change or cancel an order the following rules apply : Changes or cancellations can be made within 24 hours from receiving the order confirmation. Changes or cancellations later than 24 hours are not possible.

1.8 Change of delivery address : The delivery address for an order can be changed within 24 hours after receiving the order confirmation. For a change of delivery address after the order has left our warehouse, a fee will be added, depending on the status of the order.

1.9 Terms of delivery : Items will be shipped according to the delay noticed in the recap catalogue. If your order or part of it cannot be shipped, we will notify you, and inform you of the new expected shipment date. Ex works : Orders with delivery term EX-WORKS will be ready to collect, the day after you receive your invoice. The order must be picked up no later than 10 days after you have received the invoice, or a warehouse fee will be charged. If an order hasn't been collected within 30 days, it's considered a cancellation.

1.10 Delivery cost : You will find the delivery costs on the order confirmation.

2. TRANSPORT

2.1 Standard delivery : We deliver to shop or warehouse address during regular daily opening hours. We don't deliver to residential addresses.

Your order will be delivered within our normal carrier. If your delivery needs any special requirements, you must inform Ibride when placing the order, and we will decide, if your enquiry can be handled within our carrier. Otherwise an additional fee will be charged.

2.2 Fix delivery / Slot delivery time : If you need a fixe delivery or slot delivery for your order, please inform Ibride when placing the order. Please

note, that you will be charged an extra delivery fee for these options.

2.3 Failed delivery attempt : If the delivery attempt failed despite compliance with the agreed-upon delivery conditions, a surcharge will be invoiced to you according to the size and complexity of the delivery.

2.4 Delivery conditions : If your delivery conditions change, please make sure to inform Ibride immediately. Further, it's important to inform if the delivery needs to be made with a big or a small truck, with or without a fork lift, opening hours, etc...

3. CLAIMS

All claims must be reviewed by Ibride. In order to process your claim efficiently, we kindly ask you to inform Ibride as soon as you find a fault or defect concerning your product and follow the procedure below:

3.1 Claim procedure : Please submit your claim according to the instructions given in our claim sheet to pro@ibride.fr

- Ibride invoice or order confirmation number
- Ibride item reference
- Description of the issue
- Pictures

If your claim is accepted, we will find the best possible way to replace the product or remedy the defect. If your claim is rejected, we will inform you.

3.2 Transport damages and missing products : In case of doubt, proceed to open any package in the presence of the carrier.

If you receive a delivery which does not comply with your expectations or in case of damage, reservations must be specified in writing on the carrier's POD, specifying precisely the nature and extent of the damage. *Visible damage :* Note your reservations on the carrier POD if the goods received appear to have been damaged. The note must include a clear and detailed description. We need pictures of the parcel before the goods are unpacked. Ibride need to receive the claim within 3 days after the receipt of the goods.

4. PAYMENT

Invoices are dated when the order is dispatched. Please refer to the order confirmation number when sending payment and please use the IBAN and Swift Codes stated on your invoice.

4.1 Debitor policy : The first order must be pre-paid 10 open days before the estimated date of shipment. For reorders the general payment terms will be communicated on the order confirmation. Invoices must be paid on time. In case the due date is exceeded, a reminder will be sent. After a third reminder Ibride is obligated to initiate debt collection. In the case of late payment, the following orders will be paid on a pro forma basis.

5. WARRANTY

Ibride provides a 2 year warranty. The warranty is strictly limited to the repair or exchange of goods identified as defective in normal use. The right of complaint is valid form the date of the original invoice, and it does not apply in the following situations:

- If the product has been stored or assembled wrongly.
- If the product has been abused or misused, altered or cleaned using the wrong cleaning methods
- Damage due to normal wear and tear, cuts and scratches, or damage caused by impact or accidents
- If a indoor product has been placed outdoor