



Dear valued new customer,
a warm welcome and thanks you for join us! . In order to register you into our ERP we need your co-operation . Please fulfill the missing blank fields and return by email asap. This file is editable. Just open it , filling empty fields where required, save it and send back by email.

KINDLY USE CAPITAL LETTERS IF FILLING IN BY HAND

COMPANY DATA

Name of the company _____

VAT No _____ Contact name _____

Tel 1 _____ Tel 2 _____ Mobile _____

WEB Site _____ Country _____

Address _____ n° _____

Post code _____ City _____ Province _____

Please indicate here below email accounts where we can send our documents

Email (for invoices) _____

Email (for offers) _____

FINAL DESTINATION OF THE GOODS (ONLY if different from the above showed)

Company name _____

Address _____ n° _____

Post code _____ City _____ Province _____

TERMS & CONDITIONS

TERMS : EX WORKS

PACKING : AT EXTRA COST

← fixed conditions – NO CHANGES

TRANSPORTATION BY:

FORWARDER

ADDRESSEE
(with your truck)

NEWSLETTER INSCRIPTION: our company periodically send to its customers a free newsletter informing about range updating, offers and so on. Kindly give us your approval to keep you updated.

YES I wish to receive to receive F.R.A. Newsletter

NO I do not wish to receive F.R.A. Newsletter

↓ **VALID EMAIL ACCOUNT FOR NEWSLETTER** ↓

DETAILS TO BE FULFILLED BY F.R.A. COMMERCIAL DEP.

DISCOUNT CAT. _____ KIND OF CUSTOMER _____ COUNTRY _____

AGENT NUMBER _____ DATE _____ SIGNATURE _____

PAYMENT _____

TERMS OF SALE

1 ORDERS

Only orders received in written form will be taken into consideration (via e-mail) and minimum export invoice is fixed in 300,00€.

2 PRICES

Unless otherwise agreed, orders will be settled as per current price list at the date of the order reception. Prices of this price list are expressed in € (EURO) and they are ex V.A.T. tax. This price list totally replaces the previous one and any other special agreement in prices. F.R.A. group with its warehouse located in Modena and Rome

(later mentioned as F.R.A.) reserves the right to modify any price of current price list without any prior notice.

Unless if expressly indicated, packing charge has to be considered not included.

3 DELIVERY

All goods are delivered in EXW (Ex Works) terms according INCOTERMS® (International Commercial TERMS 2020). Any risk or damage occurred during transportation are on customer's charge. The buyer bears responsibility for shipping costs and incurs the risks for bringing the goods to their final destination. Any request for missing parcel/s which were part of the shipment or damages occurred during transport must be addressed to the shipping agent. Claims for goods apparently not in compliance with orders must be notified to our company F.R.A. by writing to us within 10 days after the receipt.

4 RETURN OF GOODS

Return of goods for order cancellation or mistakes in ordering must have a previous written authorization from F.R.A. further to your specific request. Goods will be returned to F.R.A. free of transport costs and in their full integrity, with the aforesaid authorization form and the return note for the relevant warranty control. Moreover goods returned due to incorrect orders may give rise to a flat rate reduction in the credit to cover management, control and restocking costs.

In case of lack of the above mentioned forms, no goods will be accepted by F.R.A. and sent back to the customer.

5 PAYMENT

The preferred payment is by bank transfer in advance before shipping or at the order confirmation. **All bank expenses are at charge to the applicant and F.R.A. will not accept any surcharge.** Any delayed payment will automatically stop deliveries and any other service requested at that period. Without prejudice to other F.R.A.'s rights, the company will charge an interest of 2% monthly, on the amount of the overdue account, worked out from the expired date up to the date of effective payment.

ANY DISPUTE WILL BE COMPETENCE OF THE COURT OF MODENA ACCORDING TO ITALIAN LEGISLATION.

6 WARRANTY PARTS

The body parts (except glasses) have a 12 months warranty from the invoicing date. The warranty does not cover:

- AC compressors
- Electrical and pneumatic devices
- Generally all parts involved in systems
- Consumable products subject to wear, tear such as: filters, belts, etc.

For remanufactured parts the warranty is 6 months from date of invoice.

In addition take note that for defective glasses F.R.A. will not cover any mounting or dismounting reimbursement but, only replacement of glasses after approved customer claim.

Furthermore the warranty does not cover defects due to: improper installation, alteration or modification of the various parts, lack or wrong maintenance and installers and end users' negligence.

F.R.A. is free from any legal responsibility for damages due to improper utilization of the products.

ANY DISPUTE WILL BE COMPETENCE OF THE COURT OF MODENA ACCORDING TO ITALIAN LEGISLATION.

Name and surname of the compiler.

Read, signed and approved by the company as acknowledgement

