

VILAGRASA

Terms & Conditions 2025

2025 Price List

This price list cancels and replaces all previous ones.

Upon receipt of a purchase order, the General Sales Conditions are deemed accepted.

These prices may be revised based on fluctuations in raw materials. The company reserves the right to change/review models during the season.

The price communicated in the quotation and/or order confirmation prevails.

ORDERS

All received orders will be confirmed by VILAGRASA SA through an order confirmation.

Minimum order amount varies by country; please consult the sales department.

ORDER CANCELLATION

Order cancellations must be notified in writing by the customer within 24 hours of the order confirmation.

Verbal order cancellations will not be accepted.

MANUFACTURING LEAD TIMES

- **Stock Products:** Immediate shipment after order confirmation, according to agreed payment terms.
- **Standard non-stock products:** 6 weeks of manufacturing from order confirmation, according to agreed payment terms.
- **For special orders or modifications to any product (finish, dimensions, etc.), please request the estimated delivery time.**

PAYMENT TERMS

- For first-time orders, payments must be made in advance via bank transfer.
- Payment terms for recurring customers will be negotiated between VILAGRASA SA and the client.
- Special production orders must be paid in advance via bank transfer upon order confirmation.

WARRANTY

The warranty for our products is defined in the warranty certificate available in a separate document.

Transport Policy

GENERAL CONDITIONS FOR PREPAID DELIVERIES

1. Non-Standard Volume Products:

Products exceeding 160 cm in length and/or 225 cm in height are excluded from these general conditions.

In such cases, a specific transport service quotation must be requested from the Back Office Department.

2. Partial Shipments:

Partial shipments will only be made under the following conditions:

- With express approval from Management.
- If the customer assumes the cost of the partial shipment, subject to prior Management approval and confirmation of the amount reflected in the corresponding invoice.

3. Delivery Conditions:

- Logistics rates are calculated for truck deliveries without a liftgate (standardized shipments). In these cases, the recipient must have the necessary means for unloading.
- If the recipient does not have the necessary means, additional charges will apply depending on the type of shipment and its specific requirements. These extra costs will be borne by the buyer.
- The established rates are only valid for deliveries in easily accessible areas for trailers.
- Deliveries to locations with restricted access, such as mountainous regions, coastal areas, pedestrian streets, or upper floors, may be subject to an additional charge. The amount will be calculated based on the order volume and the destination. These extra costs will be borne by the buyer.

- Shipments in transit cannot change their original delivery address. Any request for an address change will incur an additional cost, which must be validated and approved before proceeding with the final delivery.

CONDITIONS RELATED TO DAMAGES DURING TRANSPORT

1. Visible (Apparent) Damages:

The customer must inspect the goods at the time of delivery. If any apparent damages are detected, the following actions must be taken:

- Record the damages on the delivery note or the transport company's electronic device, briefly describing the observed damage.
- Notify our Customer Service Department (vilagrassa@vilagrassa.com), attaching images of the damage whenever possible.
- Submit the claim within 24 hours of receiving the product.

If the claim is not submitted within this timeframe, Vilagrassa will not assume any responsibility for damages incurred during transport.

2. Non-Visible (Hidden) Damages:

If damages are not detectable at the time of delivery but are discovered later, the customer must:

- Notify Vilagrassa in writing at vilagrassa@vilagrassa.com within a maximum of 5 calendar days from receipt of the product.

Failure to report within the stipulated timeframes will release Vilagrassa from any responsibility for the claimed damages.

Other Terms and Conditions:

- Supplied products do not include fastening materials.
- For products intended for high-salinity areas, please consult the sales department in advance.
- The measurements mentioned in the catalog are approximate.