



GENERAL TERMS OF COOPERATION



§ 1. GENERAL PROVISIONS

1. The following statute formulates the contract between the Purchaser and Voigt Promotion Ltd.
2. The terms of the statute comprehensively specify the rights and obligations of the Purchaser applying to services provided by Voigt Promotion Ltd.
3. The Services involve executing printing orders according to files sent by the Purchaser and data provided in the order form.

§ 2. DEFINITIONS

Producer - Voigt Promotion Ltd company, Fabryczna 37 Street, 72-010 Police, entered into the Register of Entrepreneurs kept by the District Court for the Capital City, under the number : 0000125551, Tax Identification Number: 851-011-04-30. The amount of share capital 561,000,00 PLN.

Purchaser - customers and entrepreneurs, as defined in Art. 431 of the Civil Code, are natural persons who operate a business enterprise; legal entities and non-corporate entities without legal personality.

Order - the order of printing service for the specific product along with its finishing, placed by a Purchaser to the Customer Service Department.

Working days - days from Monday to Friday, from 8 a.m to 4 p.m, excluding public holidays.

§ 3. ORDERS AND EXECUTION OF THE ORDERS

1. Orders can be placed via e-mail to the Customer Service Department, or through the purchase order form available on the Producer's website.
2. The order is accepted for execution if the following requirements are fulfilled:
 - a) The order includes all information indispensable for further production which is specifically stipulated in the document: „Guidelines for placing orders” attached to this statute.
 - b) The files sent by the Purchaser during the placing of the order should meet the technical requirements listed in „Guidelines for preparing files”.
 - c) All orders placed by the Purchaser **after 2 PM will be processed the following working day.**
3. The Producer does not interfere in files sent by the Purchaser.
4. Order delivery dates in Voigt Promotion Ltd are set according to the type of the product:
 - a) standard orders - **up to 4 working days** (excluding delivery time)
 - b) custom orders - **up to 10 working days** (excluding delivery time)
 - c) big orders / campaigns – **individual agreements**
5. **Express line** (optional) – available only for **standard materials up to 50m2 per order**. Orders placed before 11 AM will be shipped out the working day after. All express orders placed **after 11 AM will be processed the following working day**. This option is additionally payable in the amount of **250 DKK/order** to the order. In the case of express parcels, the transport fee will also be higher. This option does not apply to Smart Frames products.

§ 4. STANDARD OF PACKAGING

1. **Textiles** - are folded up and packed in a cube form.
2. **PVC Materials** - are packed rolled in a tube.
3. The maximum width of the roll sent through the (regular) courier service is 250 cm. Larger packages are sent by the dedicated transport, which increases the time and cost of the delivery.
4. If the Purchaser did not specify the way of packing, the product would be packed **according to Voigt Promotion's packaging standards.**

§ 5. PAYMENTS

1. The Producer retains ownership of the product until the Purchaser covers all the costs.
2. Credit limit is granted on the basis of the individual financial situation of the Purchaser.

§ 6. COMPLAINTS

1. The Producer is obliged to deliver to the Purchaser the final product in accordance with order, without any defects.
2. The Purchaser is obliged to check the product on grounds of quality, quantity and whether the product was made in accordance with the order, immediately after receiving it.
3. Deadline of filing a complaint is **14 days**, from the moment of receiving the products by the Purchaser. Complaints filed after the deadline will not be registered.
4. The Purchaser accepts the fact that the complaint cannot be based on substantive content or on mistakes on files. Complaints will not be accepted if the Purchaser does not observe the rules established in "Guidelines".
5. The Purchaser is obliged to make the claimed product available on request interested and deliver photos to the Producer in order to analyze the legitimacy of the claim.
6. The lack of a part of the delivered product does not entitle the Purchaser to file the complaint for entire order.
7. A complaint should be submitted directly to the Customer Service Department via e-mail or through the special complaint form available on the Producer's website.
8. The Producer handles the complaint immediately, within 48 hours from the moment of receiving it.
9. Claims concerning the transport services are handled in accordance with regulations with the appropriate transport company.
10. Files requiring client's additional acceptance (proofs) sent to the Purchaser in PDF format are used only for acceptance of the general layouts of the printed elements. The files do not serve as samples of the intensity of colours in the final product.
11. In cases of printing orders on material provided by the Purchaser, the Producer is not responsible for its suitability for printing.
12. The Producer is not taking the responsibility of any costs in connection with wrong use of the product.
13. Voigt does not cover additional costs related to the complaint, specifically the costs of services provided by external companies.
14. Complaints which do not meet the following conditions of the procedure will be rejected.

§ 7. FINAL PROVISIONS

1. The Purchaser declares they fully acknowledge the terms of this Statute, accepts its conditions and is obliged to adhere to them.
2. The acceptance of the Statute is a prerequisite for Voigt Promotion Ltd. to accept the order for production.