

## Production Orders Terms and Conditions

### PRODUCTION ORDERS

1. Orders can be placed via email. We prefer if orders are placed in Excel format or via an active google sheets form.
2. The minimum value of a production order is PLN 5 000.
3. A member of the sales team responds (usually by email) within two weeks, stating the earliest possible delivery date. Only after our reply, confirming the acceptance of the order and the delivery date, is the order considered to have been placed.
4. The sales department sends a quote for the order and calculates a 40% down payment, which must be paid by an individually determined date.
5. This is the date when we start producing the order, so we need an advance as a guarantee to start production.
6. If an order is canceled, the prepayment will be used to cover production costs and cannot be refunded.
7. The payment of a 40% deposit is deemed to be confirmation of the customer's acceptance of the given delivery date and the contents of the order. The remaining 60% of the order value must be paid upon completion of the order, prior to dispatch.
8. Fulfillment times depend on the size of the order and the patterns chosen, as well as the current booking schedule.

### SHIPPING

1. All shipping fees shall be borne by the customer. The type of transport depends on the quantity of goods to be sent to the recipient. We send the goods in parcels or on pallets, the cost of transport, the type of shipper and the method of packing will be given after the order is completed for shipment.  
The cost of transport will - upon acceptance of the quote - be added to the customer's invoice.
2. The cost of delivery of items ordered for production will be quoted once the goods have been prepared for dispatch.

## PRICE LISTS

1. Price lists are valid for one calendar year. We inform customers of any price changes relatively early and always recalculate orders placed before the changes in accordance with the price lists to which they were submitted.

## PACKAGING

1. All ordered products are packaged in three-layer cardboard boxes.
2. Products are protected from damage by paper, cardboard separators and bubble wrap.
3. For large orders, the boxes are placed on pallets and wrapped in plastic to ensure the strength of the packaging and to eliminate damage to the maximum possible extent. Pallets meet international requirements for disinfection and are packed according to the customer's needs and specifications and method of transport.

## LEVEL OF POTTERY QUALITY

1. Due to the nature of the raw, natural materials from which the ceramics are made, as well as the handmade process that makes our products unique and inimitable, we reserve the right to make an order consisting of 1st quality and 2nd quality products at a ratio of 80% to 20%.
2. Quality 1 products are dishes of the highest functional and aesthetic value. Quality 2 products have small, barely visible differences in paint shade, location of stamps or small imperfections in the glaze, but this in NO way affects their functionality and safety.
3. Both quality 1 and quality 2 products are safe to use in ovens, microwaves and dishwashers. Quality 2 products are also 7% cheaper in price than quality 1 products. Customers can also order only quality 1 products, but please take into account that such an order may take longer to produce. This type of requirement should be highlighted when placing the order, prior to the delivery date.
4. We would like to inform you that there is a possibility of a 5% to 10% difference in order fulfillment. We constantly strive for 100% delivery, however, we must take into account the not always predictable nature of the manual production process.

## COMPLAINTS AND RETURNS

1. Any complaints regarding possible technological damage or non-compliance of the pattern are accepted up to two weeks after delivery. Complaints made after this time will not be considered valid.
2. Any damage caused by incorrect use of the products will not be taken into account.
3. Any complaints regarding damages caused during transport should be reported to the shipping company.

## EXPORT DOCUMENTS

1. The sales department provides the customer with all the necessary export and domestic documents: invoices, packing list and CMR note.
2. Any additional documents - such as a consignment note with the weight of specific goods - can be issued upon request. Please inform us of all additional document and invoice requirements prior to the execution date to avoid unnecessary delays.

## CONTACT:

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