

General Terms and Conditions

PRICE CONDITIONS

1. Product prices are set by default according to the current price list issued by the Supplier. The price list always shows beginning of its validity. Previous price list is valid until the date of the commencement of the next price list.
2. Prices are in EUR without VAT and means on parity EXW Germany.
3. The purchase price is an agreement between the Supplier and the Subscriber.

DELIVERY TERMS

1. The Supplier prepare the delivery of products from the warehouse Germany (Ohorn, Bedburg) in after the fulfillment of the payment terms by the Subscriber.
2. Production and delivery time will be specified in order confirmation for each business case separately and is defined from 12 up to 30 days and depends on ordered quantity.
3. The Supplier shall promptly notify the Subscriber about readiness of the supply.
4. The Subscriber orders the goods from the Supplier based on partial orders, business cases, and in electronic form to the email xstone.east@gmail.com. The order must contain the customer's business name including address, the type of product, quantity, and kind of collection.

PAYMENT TERMS

1. The Supplier defines the payment terms as 100% prepayment, 50% of which with a maturity of 7 days from the order date and the payment of 50% before collecting the goods in the warehouse; payment is realized on the base of proforma invoice.
2. Minimum order value is 200 € ExW warehouse Germany.

WARRANTY TERMS

1. Duration of warranty by product is standardly 24 months from the date of delivery. The warranty covers manufacturing defects in products only.
2. Warranty does not cover defects caused by improper handling of the products. Improper interference with the product may be grounds for termination of warranty to all individual product.
3. Claims about the color differences will not be accepted. All samples and photos are for informational purposes only. X-Stone® products are hand made from natural sand and stone. For this reason various shades of decors can be different with orders realized within longer interval. We are not able to guarantee 100% the same color range.
4. Dimensional and or volume tolerance for all products X-Stone® is + / - 10%.

OTHER TERMS AND CONDITIONS

1. All changes and additions to each order, business case shall be solved by written form only and on the base of mutual agreement of both parties.
2. The Subscriber acts on his own behalf and is not authorized to enter into any commitments for the other side on behalf of the Supplier. Both parties agree that the received information in the fulfilment of business do not provide to any other party without the written consent of the other party.
3. Both, the Subscriber and the Supplier are obliged to respect the ethical rules of international business in all activities related to their mutual agreements, business cases, orders.