

GENERAL COMMERCIAL TERMS

UPDATE 01/04/2025

GENERAL TERMS:

These General Comercial Terms cancel the previous ones and will be applied to any purchase process, directly with Font Design Group S.L., for the products of the Fontini, Font Barcelona and BF brands.

Fontini, Font Barcelona and BF brands are owned by Font Design Group, S.L. and in no case can they be modified, altered, or falsified.

These GCT apply to purchases made directly to Font Design Group, S.L. For purchases made to distributors, their sales conditions will apply.

Placing an order with Font Design Group, S.L. implies knowledge, acceptance, and compliance with these General Comercial Terms.

PRICES:

The recommended sales prices (R.S.P) are before taxes and are published in the form of a Price List indicating the date of entry into force.

The Price List may be modified at any time, and the date of its application will be notified one month in advanced.

ORDERS:

Only those received via e-mail at the address orders@font-group.com will be accepted as firm orders.

The Price List in effect on the date of the order will be the one applied to it.

If the sales conditions indicated on the customer's order do not correspond to those agreed, the order will be retained by the Sales Administration department. This department will contact by emails the customer for its modification or acceptance. If the Sales Administration department does not receive a response within 15 days, the order will be cancelled.

Orders cannot be modified once they have been registered in our system as confirmed.

Cancellation of orders

- If an order that has already been issued is cancelled, the customer will bear the transport costs derived from both the shipment and its return to our warehouses.

- In the event of cancellation of an order for products on demand (1950 series plates), the finished products or products in progress will be supplied and invoiced.

PAYMENT TERMS:

The standard prepayment terms for all orders are 100% prepayment at order confirmation. The orders will remain blocked in the system until payment has been received in our bank account.

Any special payment terms, for a specific order and/or as fixed payment terms for the customer, must be consulted and approved by management.

SHIPMENT & DELIVERY TERMS:

The standard shipment terms are "EXWORKS" (orders must be collected by the client).

The Administration Sales department will inform the customer all the details necessary to arrange pick up once order is ready. Once this notification has been sent, for security and internal organization reasons, the client has a maximum of 10 working days to collect the goods. In the event that the order is not picked up within that period, the order will be canceled, and the material will be returned to our stock. In case of non-response on your part within said period, we will proceed by default in this regard.

As an exception, for customers accumulating several orders for pick up once a month, the pickup must be done during the last week of each month; in order to avoid an accumulation of boxes in our warehouse of more than 30 days.

RETURNS:

Returns will not be accepted after 60 days from the date of delivery. All claims must be address to claims@font-group.com

The return must be authorized by express document issued by Font Design Group, S.L. This document must be included on the outside of the package, with the return number visible.

The shipment will be made by the customer freight paid.

If the package does not have this authorization, it cannot be accepted by our warehouse and therefore will be returned.

In case of error by the client, a depreciation of 15% will be applied to the corrective invoice for management expenses.

The goods to be returned must be in perfect condition and in its original, complete, and inviolable packaging and it must exist in the current price list.

An approval of the Quality Department should be issued. In no case materials that have been previously installed will be reimbursed.

Our warehouse working hours are from Monday to Friday from 8:00 a.m. to 2:00 p.m. at the address:

FONT DESIGN GROUP
Carrer Anoia, 15
Pol. Ind. Can Bernades-Subirà
08130 Santa Perpetua de Mogoda (Barcelona)

The amount of the corrective invoice will always be deducted from invoices issued in subsequent orders.

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ACTUALIZACIÓN 01/04/2025

CLAIMS:

After 5 business days from the order reception date, claims for damage and/or loss in transport will not be accepted.

Claims for difference in quantity or reference will not be accepted after 10 days from the reception date.

GUARANTEE:

The products are guaranteed for 3 years from the date of delivery, provided that they have been properly stored, installed, and maintained, in accordance with current regulations and the instructions for use and assembly.

In the event that the customer detects defective products, they must notify Font Design Group S.L. immediately, specifying the data that appears on the packaging / product.

In all cases our liability is limited to the full refund of the price of the affected product.

The guarantee will lose its effect due to breakdowns caused as a result of improper use, excluding any responsibility of Font Design Group S.L. for possible damages and/or losses, direct or indirect, derived from the material or its installation.

PROPERTY RESERVATION:

The products supplied remain property of Font Design Group, S.L. until the client has proceeded to pay them in full. During the term of proprietorship, the expenses caused by the deterioration or destruction of the product supplied by Font Design Group S.L. from the moment of delivery, they are barred by the customer.

In the event of seizure or blockage of any kind of the goods, the client is obliged to indicate that the unpaid goods are property of Font Design Group S.L.

If the client does not comply with any of its obligations, such as delaying the payment of the products, Font Design Group. SL will have the right to cancel orders and the customer will be obliged to return the corresponding products.

APPLICABLE LAW - JURISDICTION:

In case of controversy or difference between the parties in relation to compliance with these GCT, which cannot be resolved amicably, the resolution will be the exclusive competence of the Courts and Tribunals of Barcelona, applying Spanish law; thus, the parties expressly renouncing their own jurisdiction and right if they were different from the above.

FONT DESIGN GROUP se reserva el derecho a modificar el contenido de este documento sin previo aviso

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