

General conditions of sale

1. General points:

This price list replaces previous ones and comes into force on 1 January 2011. Taxes are not included.

The shipping date for the order will be specified in the order acknowledgement.

Orders must be accepted by Norwood Promotional Products Europe S.L.U. and the company is obligated only after such acceptance.

Norwood Promotional Products Europe S.L.U. reserves the right to make changes both in listed products and in prices without prior notice.

2. Tolerance of delivery and quantities ordered:

The articles listed in our catalogue are subject to minor modifications without prior notice.

Norwood Promotional Products Europe S.L.U. reserves the right to increase or decrease the quantities of the orders to make up multiples of the internal or complete packaging of these products, with a tolerance of plus or minus 3% of the initial order. The articles packed in bulk may undergo slight variations in quantity.

3. Claims and returns of goods:

Before any return is made our customer service department must be contacted.

The goods must be returned in good condition and with all the original packing in a perfect state.

Returned goods will not be accepted more than fifteen (15) days from the date of receipt (unless otherwise agreed with our commercial department) and in no circumstances for marked goods after this period. We will not accept returns of goods that have not been marked or handled by Norwood Promotional Products Europe S.L.U. Check the goods before marking or handling it.

Orders printed in Norwood Promotional Products Europe S.L.U.: the customer is responsible for any error or omission not found before our Marking document Conformity is signed (photolithography, design, position, colour, typography, etc.) Therefore, no return will be accepted once this document has been signed.

Costs arising from the cancellation or return of the order (two-way transport costs, etc.) are on the customer's account. Five euros (€4,30) per package will be invoiced.

Cancellation of orders will be penalised with two hundred and fifty Euros (€215) for administrative costs. Moreover, all costs generated after the confirmation of the order will be invoiced.

4. Transport:

Claims can only be accepted for missing or opened items if this is recorded on the transport agency's delivery note.

In full-load road transport (whole trailer), the unloading of the goods from the vehicles is on the recipient's account.

5. Conditions of Payment:

Payment shall be made in accordance with the conditions agreed in the corresponding purchase order.

Printing

6. General conditions for marking:

The purchaser/customer guarantees Norwood Promotional Products Europe S.L.U. that it is the legitimate owner of the industrial and/or intellectual property corresponding to the marking of the product; or it guarantees that it is in a legitimate position to order the marking.

The purchaser undertakes irrevocably to indemnify Norwood Promotional Products Europe S.L.U. for any cost, including legal costs, compensation, or any sum that may be demanded from it by any third party because of any infringement of industrial and/or intellectual property.

Norwood Promotional Products Europe S.L.U. reserves the right to reject any design or text considered reprehensible in the opinion of the company, which must be notified as soon as possible.

Once the goods have been marked, no change or reimbursement can be made.

A variation of + / - 5% increase or decrease will be accepted in the deliveries of marked goods.

7. Data Protection:

In accordance with European legislation on data protection and especially Spanish Organic Law 15/1999 of Data Protection, Norwood Promotional Products Europe S.L.U. will safeguard all information collected under this contractual relationship, including it in a computer file called "Clientes". Norwood Promotional Products Europe S.L.U. states that this file and the handling thereof is registered with the Spanish Data Protection Agency. Norwood Promotional Products Europe S.L.U. states that it has the staff and the necessary technical resources to handle this information correctly and to ensure its security. Any person that provides their personal data to Norwood Promotional Products Europe S.L.U. under this contractual relationship may at any time exercise their rights of access, opposition, rectification or cancellation of their personal data by sending a registered letter to Norwood Promotional Products Europe S.L.U. - Polígono Industrial "Entre Vías" (Complejo BIC) s/n - 43006 Tarragona - Spain.

Likewise, and in view of the fact that Norwood Promotional Products Europe S.L.U. is a subsidiary of Bic Graphic Europe S.A., when professional information is collected for any contract or order placed with Norwood Promotional Products Europe S.L.U., the interested party consents to the handling of the data strictly for the commercial and professional use of Bic Graphic Europe S.A. and/or Norwood Promotional Products Europe S.L.U.

8. Applicable Law and Jurisdiction:

All orders placed with Norwood Promotional Products Europe S.L.U. shall be governed by Spanish law. If any disagreement should arise between the parties, it shall be submitted to the Courts of Law of Tarragona, Spain.