

General Terms of Sale

FERRUM-Profil System LLC, LP – Terms for Steel Profiles

GENERAL TERMS – PRODUCT INFORMATION:

The subject of delivery is cold-formed steel profiles made from galvanized steel. Profiles are produced in standard lengths. Delivery of profiles in non-standard lengths is possible upon customer request. The packaging and labeling of profiles are standard and comply with Polish norms and legal regulations. Customized packaging and labeling methods can be arranged, subject to prior approval by FERRUM-Profil System LLC, LP.

PAYMENT TERMS:

Deliveries are carried out at prices listed in the price list valid on the date of the confirmed written order. Payment terms are determined individually and begin on the date of shipment. Payment is considered made on the day the funds are credited to the FERRUM-Profil System LLC, LP account. In case of delayed payments, FERRUM-Profil System LLC, LP reserves the right to suspend further deliveries until the required payment is received. All payments are monitored by Millennium Bank, which reserves the right to initiate debt collection procedures in the event of payment delays. The costs of debt collection are borne by the client. Filing complaints does not entitle the client to withhold payments due to FERRUM-Profil System LLC, LP.

DELIVERY TERMS:

For orders exceeding 10,000 kg, FERRUM PROFIL SYSTEM provides transportation to the client, subject to individual agreements. When transportation is provided by FERRUM-Profil System LLC, LP, the client must ensure proper conditions and equipment necessary for the efficient unloading of the vehicle. Orders are considered fully completed when the delivered goods are within a tolerance of +/- 10% of the ordered weight/quantity. Delivery dates are agreed upon individually between the parties. In the event of a delay in order fulfillment by FERRUM-Profil System LLC, LP the manufacturer is obliged to inform the client immediately.

GOODS ACCEPTANCE AND COMPLAINTS:

The client is required to inspect the delivery for quantity and quality upon receipt.

COMPLAINT SUBMISSION GUIDELINES:

- Quantity complaints must be reported immediately during unloading.
- Quality complaints for visible defects must be reported immediately during unloading, but no later than 2 days from the delivery date.
- Quality complaints for hidden defects must be reported no later than 30 days from the delivery date.

Complaints must be submitted in writing and must include the following information:

- Product identification (found on labels)
- Quantity
- Reason for complaint
- Invoice number

For quality complaints, the client is required to provide samples of the defective goods for evaluation by the manufacturer.

Properly submitted complaints will be reviewed within 14 days of receipt. Complaints that are improperly submitted, filed after the deadlines, baseless, or resulting from improper handling of the product will not be considered.

The use, processing, or alteration of the complained goods before the complaint resolution is completed—without prior written consent from FERRUM-Profil System LLC, LP—voids the right to make a complaint.

If a complaint is approved and a decision is made to replace the goods, the client is obligated to return the previously claimed goods.

STORAGE AND HANDLING CONDITIONS

Steel profiles should be stored and handled in a manner that prevents deformation, dents, and bends. The profiles must be protected from adverse weather conditions to fully retain their properties.