

SUPPLY CONDITIONS

April 2016

Order Quantities

- All prices are based on FTL (Full Truck Load) or FCL (Full Container Load) deliveries.
- FTL/FCL's are defined by:
 - The maximum allowed truck/container load on route to the delivery address
 - The maximum number of pallets to be loaded on a truck/container
 - Any order above 18 Mt will be considered a FTLYour local Sales Representative can give further details
- An order can be a combination of different Keltan Grades. Minimum order quantity per grade is one full pallet or packaging unit
- For less than full truck/container load deliveries (LTL or LCL) a surcharge is applicable:
 - Surcharge for order quantities of 10 Mt to FTL/FCL: +250 Euro/order
 - Surcharge for order quantities of less than 10 Mt: +500 Euro/order
 - Surcharge for order quantities of less than 5 Mt: +750 Euro/order

Delivery

- Unless explicitly stated otherwise, orders will be delivered on a CIP or DAP base.
- For all deliveries the latest version of the INCO-terms do apply.
- The lead-time for regular orders received before 12:00 CET, is 2 working days, excluding transportation. Minimal transportation lead-time is 1 working day.
Your account manager will inform you about your specific transportation lead-time.
Example: - orders received on working day 1 before 12:00 CET →loading on working day 3
- orders received on working day 1 after 12:00 CET →loading on working day 4
- For rush orders (i.e. delivery within lead-time), if practically possible, a Euro 400, - surcharge + additional transportation costs will be added to the invoice amount.
- Block times, limiting opening hours of delivery warehouse, are acceptable as long as the opening hours are at least 50% of a working week. Block times will extend the order lead-time with 1 working day.

Order Acceptance

- Order acceptance by facsimile, telephone and e-mail or web-shop.
- Customers can apply for access (password) to the web-shop via the local sales representative. Specific supply conditions related to e-ordering will be listed separately.

Order Change and Cancellation

- Orders can be cancelled until 5 working days before day of loading.
- Orders can be changed on grade mix or delivery date until two working days before day of loading. Hereafter the order change will be considered a rush order/change for which additional costs will be charged (Euro 400,-).

Transport documentation

- Documents accompanying the delivery fulfill country specific legal requirements.
- No customer specific documents can be included.

Payment conditions

- Invoices and payments are in Euros. Surcharges are specified separately on the invoice.
- The payment term is specified in the Supply Agreement.
- Payments are done via Bank Transfer. Account details are printed on the actual invoices.