

## **Important additional information on tenders and orders**

### *Delivery*

Number of pieces per model starting at: see the specification of numbers per model stated in the tender. Free delivery to one address in the Netherlands, unless stated otherwise. Transportation fees are based on unloading and receiving facilities for Euro-Pallets. Please inform us of unusual or restricting unloading and receiving facilities in advance. This may entail additional costs in the tender. Please also read the "Delivery slip explanation" sent along with the order confirmation. If delivery is made in parts, each delivery will be considered as a separate transaction.

### *More than one delivery address*

If there is more than one delivery address, you will be charged for the actual additional costs for transport and operations.

### *Delivery period*

About 20/30 working days after the design has been approved and the signed order confirmation and design have been returned - a shorter delivery period can be discussed.

### *Urgent shipment*

In case of rush orders / urgent deliveries the actual additional costs, will be added to the bill.

### *Packaging unit*

We will inform you of the packaging unit, depending on the model/product selected.

### *Deviation from the number of items*

For technical reasons, an amount of 10% more or 10% less can be delivered for orders of up to 20,000 items, and 5% for orders of more than 20,000 pieces. The number delivered will be charged to your account (see also Article 13, Section 4).

### *Artwork you supply*

To be supplied digitally (see our extensive delivery instructions) after which the PDF file will be sent for approval, along with the order conformation, as well as a copy of the delivery conditions and the standard shipping method. The delivery period starts after receipt of a signed, original order confirmation.

### *Artwork we provide*

Based on the supply of digital material. Additional costs for making defective material usable will be charged to your account. If so desired, a 3D model will be made based on your instructions. Minor adaptations to the design are made without charge. You will receive a quotation in advance for making a 3D model and/or any major changes. After approved artwork has been received, the order conformation will be sent along with a copy of the delivery conditions and the standard shipping method. The delivery period goes into effect after a signed, original order confirmation has been received.

### *General*

Options for IssueTissue® bespoke products:

- Print design costs per hour EUR 75.00 number of hours upon request
- Cutter guide costs for special models starting at EUR 695.00

### *Price upon request*

Full colour + additional PMS Colour(s), exclusive models, additional UV varnish protective layer, text and/or film substitution(s) and/or plate substitutions, window in box, including a reply card /information leaflet, special packaging requests, special shipping instructions, freight costs to more than one delivery address, packaging other than customary, preparation costs are charged to your account if the order is cancelled.

### *Down payment*

30% at the time the order is accepted, the rest before delivery, or net within 30 days after date of invoice, depending on the result of the credit check. VAT is 21%, unless stated otherwise. In case of late payment, Article 7 of the KVGGO delivery conditions apply. Receipt of advance payment signifies you accept our delivery conditions. Payments via Rabobank Den Haag, Korte Vijverberg 2, 2513 AB The Hague, The Netherlands Bank IBAN: NL14RABO0172098076 RABO BIC: RABONL2U Cheques will not be accepted.

### *Prices*

Not including VAT, in euros, unless stated otherwise. IssueTissue® bespoke products are based on the supply of artwork according to our specifications.

### *Signature*

The conditions for the Graphic Industry of the Royal Dutch Association of Printing and Allied Industries (KVGGO) apply to all our deliveries. These conditions are included with the order confirmation and can be downloaded from our website [www.issuetissue.com](http://www.issuetissue.com).

### *Cardboard quality*

All our boxes are made of cardboard of the following minimum quality: Whiteness 84 Elrepho +/- 1%, Thickness 480 micron +/- 5%, rigidity according to DIN 53121 MD mNm 37.0 :CD mNm 20.0. Cardboard is a natural product and is completely recyclable.

### *Tissue quality*

All our tissues are made of chlorine-free bleached natural material. Tissues are available in various dimensions and in 2, 3 or 4 layers, depending on the model / product selected. Moreover, Forest Stewardship Council (FSC) certified tissues are available for most models of tissue boxes.

If the supplier shows or supplies a model, sample or example, this can only be by way of indication: the quality of the products to be delivered may differ from the sample, model or example.