



# hello

**Sales Policies**  
**Purchasing Process**  
**Hide Area**



In order to provide you a better service and reinforce our commercial relationship, we want to share our **Sales Policies.**

### **Sales Policies**

1. To obtain a credit line, you must fill up a credit application to start a credit investigation, once approved you will receive an approval letter confirming amount/payment deadline, this letter should be signed by both parts (only applies for national clients).
2. The first 3 PO's must be upfront.
3. The price is agreed with each client, every change you will be noticed in advance.
4. The delivery date is 15 days once confirmed the PO, in case of a delay we will let you know and renegotiate a new delivery date.
5. For International clients we will respect the delivery date, as long as the delivery date considers 15 days.
6. The minimum is 753 sq.ft. per color, in case of request lower quantities the price increase a 10% from the base price and will be delivered in 30 days.
7. Is responsibility of the Company had a master signed by the client. The master endorses: thickness, tone, concept and will be change when this lose the characteristics.

### **Payment Policies**

1. The Company only receive full payments per invoice, according sales agreements.
2. In case of no-payment, deliveries and PO in progress will be hold until regularization of payments or a new negotiation.

### **Delivery And Return Policies**

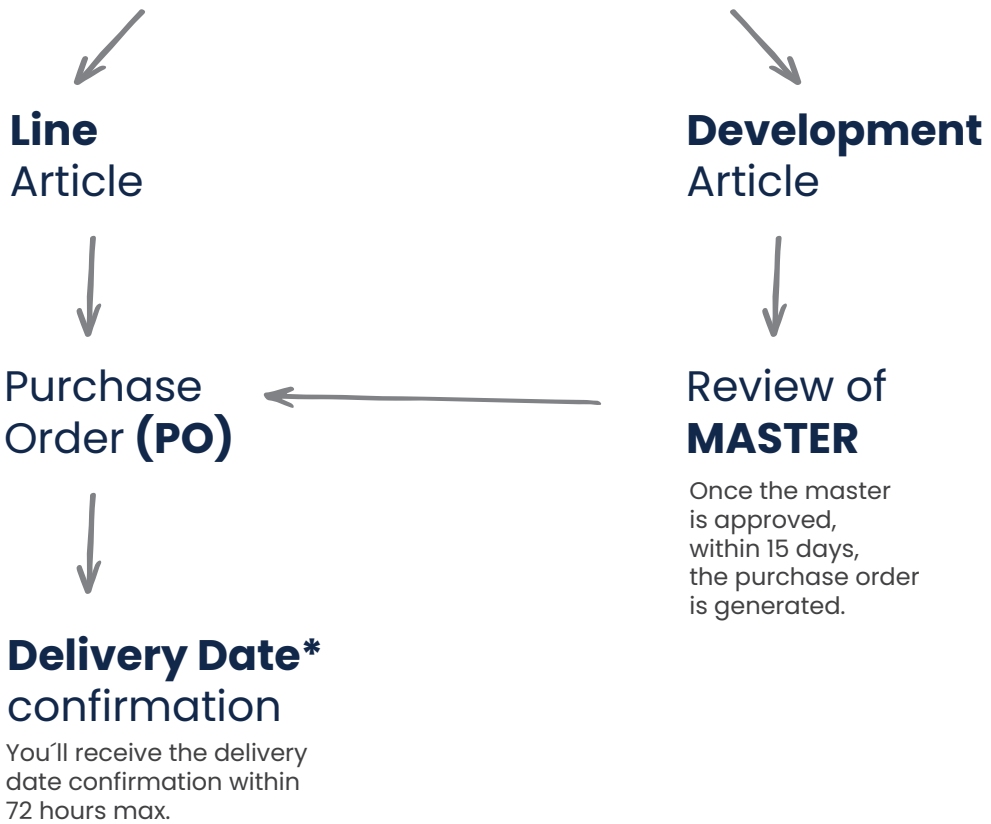
1. Returns are accepted when the product is out of the accorded specifications (tone variation, thickness, finish).
2. Is responsibility of the client review the product within the first 8 days after the invoicing date, after this date the company do not accept the return.
3. Without exception will be accepted as return cutted product.
4. The Company will not accept charges or return without pre notice and the validation of the commercial area of the Company.
5. As our products are from animal origin, the client will accept a tolerance in the selection depending the case and particular agreements of the product.  
The general selection distribution could be of the following mode: 40% A, 40% B y 20% C.
6. Delivery time is 15 working days, once the official PO has been confirmed. In case of a possible breach the company should advice the client and renegotiate a new delivery date.
7. The client will accept a tolerance of -5% and +5% in the deliveries against requested quantities.
8. The samples requested have to be approved by General Manager, once released the delivery time is from 12 to 21 working days.
9. All the samples have cost.



# Purchasing Process

## Price Quote Request

The quotation is delivered the same day.



\*Due to the workload, deliveries take approximately 1 month.



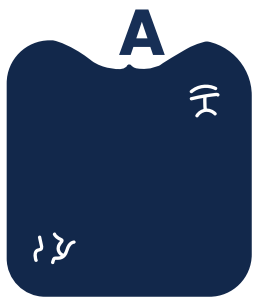
## Hide Area



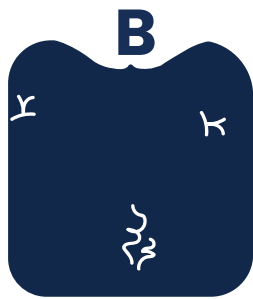
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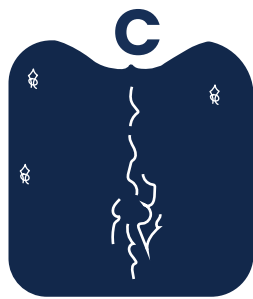
## Grade Criteria



**Grade A**  
Usage: 90%  
Max 1 iron  
Vein 5%  
Deliverable 40%



**Grade B**  
Usage: 85%  
Max 2 irons  
Vein 8%  
Deliverable 40%



**Grade C**  
Usage: 80%  
Max 3 irons  
Vein 10%  
Deliverable 20%