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THE TERMS OF COOPERATION WITH RASTER R. NOWAK I S-KA SPOLKA JAWNA

1. INFORMATION ABOUT US

- 1.1. Raster is a Polish producer of promotional gifts.
- 1.2. Company is registered in Poland under company VAT number: PL6570389558 and having our registered office at Domaszowska 97a Str., 25-320 Kielce, Poland.

2. INFORMATION ABOUT ORDERS AND SHIPMENTS

- 2.1. All orders are accepted by e-mail with Purchaser company details: name, registered address, registered VAT number, phone, contact person and shipping address.
- 2.2. Each order will be confirmed by Raster with separate e-mail in 2 working days after receiving all necessary graphics – printing files – with previously established format.
- 2.3. We are allowed not to take / hold an order / shipment if Purchaser is in default of payment by the time the payment is done and confirmed by us.
- 2.4. Confirmed order can be canceled only on condition that total expenses incurred by us will be covered by Purchaser.
- 2.5. Each time Raster will provide Order Confirmation document which should be signed and stamped by Purchaser in order to be valid.

3. PAYMENTS

- 3.1. Each time payment should be done by Purchaser 3-5 days after confirming the order, before delivery or within the agreed time after receipt of the goods - the condition is that such payment must be factored after a positive decision made and confirmed by our bank. The additional cost of factoring transactions is 1% of the total value of the order. Payments will be done based on pro forma invoice and transferred on our bank account according to details provided on the pro forma invoice.
- 3.2. For bigger orders Raster reserved the right to take an advanced payment (amount will be agreed before accepting the order).
- 3.3. Raster shares responsibility for realized order only and to the extent of its value.

4. EXECUTION OF ORDERS

- 4.1. Execution of order is based on provided PO document and graphic files.
- 4.2. Each time all costs and graphic requirements will be established by Raster and Purchaser.
- 4.3. Raster undertakes free help with preparing final graphic file.
- 4.4. The start date of the order is assumed by receiving signed and stamped Order Confirmation document.
- 4.5. Each time production and delivery time will be confirmed by Raster.
- 4.6. Purchaser is obliged to independently assess the suitability of the products offered by Raster (Raster is committed to sending free samples of similar size to independent testing).

5. SHIPMENT

- 5.1.** The cost of shipping the goods is borne by Purchaser unless agreed otherwise.
- 5.2.** Shipping in Poland is free of charge (covered by Raster).
- 5.3.** Raster is not responsible for delays and damage to the goods resulting from the courier's fault.

6. COMPLAINTS

- 6.1.** The complaint is subject only to the goods categorically carried out contrary to the order.
- 6.2.** Information about quantitative or qualitative deficiencies must reach to Raster in writing within 3 days of receiving the goods by Purchaser.
- 6.3.** Complaints will be settled within 7 days from the date of filing to Raster.
- 6.4.** Customer acceptance of the visualization sent by Raster means the approval of the project both graphically and in text, and thus excludes the responsibility of the contractor (Raster) for any typographical / graphic errors overlooked by checking and accepting the visualization of the project to be carried out.

7. COPYRIGHTS

- 7.1.** Purchaser bears all responsibility for legal defects resulting from the content and form of delivered graphic materials, including infringement of copyrights and other rights of third parts.
- 7.2.** Purchaser agrees to use the products made by our company in its own advertising materials, on the website, at trade fairs or as advertising samples.

8. OTHER CONDITIONS

- 8.1.** Any disputes arising out of the above findings will be resolved amicably or in the absence of agreement by the competent Raster court.
- 8.2.** In cases not regulated by the aforementioned provisions, the provisions of the Civil Code apply.
- 8.3.** Our products are not toys.