

General conditions of supply

These conditions of supply define the minimum requirements between FIBERTECH GROUP Srl and the supplier

- A. Order acceptance: if nothing is received within three days of receiving our order, we will consider it to be fully accepted by you
- B. The materials ordered must be accompanied by a delivery note, or other similar document with the order number, product code, your declaration of conformity and everything specifically requested in the order itself, including the customer's requirements reported in the order itself. The material must be appropriately packaged and labeled to prevent damage or mixing. Supplies that do not comply with the above will be rejected and a non-conformity will be opened.
- C. Supply or construction to specification or drawing: no drawing or specification may be supplied by you to third parties without our specific approval. In this case, only after our approval must the same specifications be brought to the sub-supplier.
- D. Chemical and/or hazardous materials: unless otherwise specified, products or parts must be delivered in compliance with current European and National regulations, e.g. REACH RoHS in its updates.
- E. The supplier undertakes to make audits possible by the customer or his representative to verify the processing of the order in question.
- F. All products subject to expiry must have a residual life of at least 75% of the total. Furthermore, the expiry and/or manufacturing date, batch number must be appropriately indicated on the packaging.
- G. The supplier undertakes to:
- H. put into effect a quality management system.
- I. use external suppliers defined by the customer - or authorized, including process sources (for example, special processes).
- J. inform FIBERTECH GROUP Srl of non-compliant processes, products or services and obtain approval for their shipment.
- K. prevent the use of parts suspected of not being approved, unapproved and counterfeit parts.
- L. inform FIBERTECH GROUP Srl of changes to processes, products or services, including changes to their external suppliers or manufacturing location.
- M. decline to external suppliers the applicable requirements, including customer requirements.
- N. provide a certificate of conformity, test reports, or authorization release certificate, as applicable.
- O. retain documented information, including retention periods and requirements for deletion,
- P. provide the right of access by the organization, their customers and authorities to the applicable areas of the infrastructure and to the applicable documented information, at any level of the supply chain.
- Q. ensure that people are aware of:
 - their contribution to product or service compliance
 - their contribution to product safety
 - the importance of ethical behavior

Jurisdiction: any disputes will be under the jurisdiction of the court of Varese and the applicable Italian laws.