

# DH CONCEPT

## Top quality at the best price

### Terms and conditions

- Any sales contract concluded by the Seller is governed by these terms and conditions.
- All our prices are pre-tax prices. VAT is not included.
- Payment conditions: 50 % when the order is placed and the remaining balance within 10 days after delivery.
- We reserve the right to change the prices and the models at any time.
- For technical production reasons, delivery surpluses or missing of +/- 5 to 20% are inevitable for some items. It will be indicated on the quote when it is an item likely to have surplus or missing. In that case, the actual quantity delivered will be invoiced.
- Given the nature of the substrates, inks and printing systems, tint deviations are inevitable and possible especially for four-color printings. They cannot therefore constitute a complaint.
- The Seller reserves the right to cancel the order if he cannot meet his commitments, due to force majeure or unforeseeable circumstances. Are amongst others considered as force majeure: strikes and lockouts, disputes between employees and employers, the accidents and the delays occurring during the transport, the decisions and state restrictions, including export or import quotas, the establishment of exchange control, shortage of raw material, as well as any other event beyond the seller's control.
- The Seller does not accept any responsibility if the goods do not arrive on time and in good conditions. Obviously, the Seller does everything possible to avoid that.
- The delivered good remains the property of the Seller until full payment of the agreed price. The Customer expressly admits this reservation of property and allows the seller to take any measure that he considers useful to protect the rights.
- The Customer must check immediately the merchandise. All complaints, that shall in no case exceed the invoice amount, must be sent in writing to the Seller within 7 days, from the delivery date.
- This contract is also governed by Swiss law. Any dispute that may arise between the two parts will fall under the authority of the courts of Vaud.