

GENERAL SUPPLY CONDITIONS

TECHNICAL CHARACTERISTICS OF THE ADDITIVE PRODUCTION

By accepting the offer, the customer declares to be aware of and accept the technical characteristics of the material indicated in the offer and the standard tolerances of additive manufacturing indicated at the bottom of the quotation. (technical data sheets of the materials can be downloaded from the site on the materials page <https://www.prosilas.com/materials/>) or requested from info@prosilas.com.

PRICES AND TERMS OF PAYMENT

Each order is intended as a contractual supply proposal addressed to Prosilas for the parts whose production is requested. Acceptance of the quotation determines the customer's consent to the conditions proposed therein including the payment terms indicated in the offer and the obligation to fulfil them.

CHANGES TO THE ORDER

The supply of the requested goods concerns only what is specified in the order and in the quotation accepted by the customer. If there are other requests or changes (file revision, material change, change of payment method or shipping date, etc.), they must be subject to a review of the offer and possible new order. Prosilas reserves the right to verify the feasibility of any changes requested by the customer after the order as the production cycle is very short and the ordered parts may already have been put into production. In the event that the customer cancels the order of the products at an advanced stage of production, he will still be charged for the costs of the partial realization of the processing.

RIGHT OF WITHDRAWAL

The right of withdrawal applied to consumers who enter into distance selling contracts, which allows the withdrawal from (or cancellation of) a contract within 14 days of receipt of the Products without giving any reason or incurring any cost, does not apply to the supply of goods made according to the consumer's specifications or clearly personalized.

VALIDITY OF THE OFFER

The offer is valid for 30 days.

RESPONSIBILITY

Prosilas, not being aware of the final use of the printed parts, cannot be held responsible for an incorrect or improper use of them and for any damage to things or people caused by them outside PROSILAS srl - via Terracini 14 - 62012 Civitanova Marche (MC) - VAT number and C.F. 01482200431 control that causes the total or partial suspension of work or delays in shipment.

Prosilas

Additive Manufacturing Service & Consulting

Via Terracini 14, Civitanova Marche

P.IVA e C.F. 01482200431

+39 0733 892665

info@prosilas.com

www.prosilas.com

Prosilas

SHIPPING

Unless otherwise indicated, Prosilas will ship by express courier, packing with care and with suitable materials that ensure the integrity of the goods. The goods are sold ex works and always travel on behalf and at the risk of the customer.

COMPLAINTS

It is possible that the goods received do not correspond to the expected quality or that the internal quality control does not notice a possible discrepancy on the part. If this happens, the customer has the right to request an adequate solution by writing to info@prosilas.com, providing information (*such as photographic documentation and measurements proving the defect*) to ensure that our technical department finds the best solution. In the event that the defect is recognized, Prosilas will replace the defective goods, at discounts or reimburse any amounts already paid. The deadlines for initiating a complaint procedure are 60 days from receipt of the goods.

Prosilas

Additive Manufacturing Service & Consulting

Via Terracini 14, Civitanova Marche

P.IVA e C.F. 01482200431

+39 0733 892665

info@prosilas.com

www.prosilas.com