

GENERAL TERMS OF DELIVERY AND PAYMENT

- ORINK INFOTECH POLAND

GENERAL INFORMATION

- The registered office, Customer Service Center and Warehouse are located at the following address: Białczyk 75, 66-460 Witnica,
- Ongoing Customer Service is managed by the Customer Service Center – Monday – Friday: 8.00 – 16.00,
- Our company implements the customer service process in accordance with the requirements of the ISO 9001:2008 standard,
- the offer of sale is intended for business entities purchasing goods for resale.

INFORMATION ABOUT THE OFFER

- The company provides our Clients with general information about our products, which is available on the website www.orink.co,
- Furthermore, the company provides price information, which is available on the website www.orink.co – upon registration and automatic assignment of a password to access the system. The price information is not a commercial offer as defined in art. 66 (1) of the Civil Code and does not constitute the basis for any claims made by the Clients. Nevertheless, our company will make every effort to ensure that the information contained therein is always up-to-date,
- The prices included in all price information are expressed in PLN,
- The information on the availability of selected products is provided on an ongoing basis by the Customer Service representative at (95) 75 1 44 42 or directly by the customer service consultant.

PLACING ORDERS

- The delivery of goods is carried out on the basis of orders placed via e-mail or telephone, submitted to the customer service consultant.
- To place an order online, our Clients have a webshop at their disposal.
- The offer is limited to standard products that are offered for sale by Orink Infotech Poland on a permanent basis,

- Orink Infotech Poland reserves the right to reject incorrectly or partially completed order forms.
- Orink Infotech Poland reserves the right to confirm the orders. In such a case the Customer Service representative will send to you the confirmation of the order or pro forma invoice, taking into account the cost of the ordered goods along with the transport costs. The Recipient may change or withdraw the order only with the consent and upon confirmation of Orink Infotech Poland.

SALE OF GOODS

- The company sells goods that are in stock or on request.
- The goods in stock are available to the Client at the time the order has been placed.
- For other products, depending on the assortment, order delivery dates range from 1 to 14 days.
- Occasionally, when ordering products imported from abroad, the order delivery date may take up to several weeks.
- In the case of the company's prior commercial offer, the delivery, on the terms set forth in the offer, depends on the submission of a complete order within the validity period of the offer concerned.
- The Recipient will be notified immediately, i.e. not later than within 2 days, of the lack of possibility of processing all or part of the order for reasons beyond the company's control.
- Orders for untypical, individual goods, imported from abroad, require written confirmation stating whether it is possible to process such an order by Orink Infotech Poland. The lack of overdue payments, is one of the necessary conditions for our company to execute this type of orders.

DELIVERY FORM

- In case of mail-order sale, we ensure that the goods are delivered to any place in Poland within 24 hours of shipment. Mail-order sale services are provided by DHL, GLS or DPD. If we receive your order by **14.30**, the products will be shipped on the same day, except for reasons beyond our control. In case of the order submitted **after 14.30**, the goods may be shipped on the next day.

- Costs of shipment, when the value of the order is estimated to be up to 1000€ net, is paid by the Recipient.
- The Recipient is allowed to return the goods delivered only with the consent of and written confirmation by Orink Infotech Poland.
- Orink Infotech Poland will issue a VAT invoice for the purchased goods.

RETURNING THE GOODS

- The Client has the right to return only products of full value, with no signs of wear.
- The Client may withdraw from the concluded contract and return the unwanted product of full value within 3 months of delivery. Within this period the Client should inform the seller about it by submitting a written statement and return the unwanted goods to the following address: Orink Infotech Poland, Białczyk 75, 66-460 Białczyk.
- This does not refer to untypical products, individually imported from abroad, original goods, which shall not be returned.

PAYMENT

- Any liabilities towards Orink Infotech Poland, seated in Białczyk, are monitored by Krajowy Rejestr Długów [*Economic Information Bureau*] on the basis of the cooperation agreement, extended with the following package: System Terminowych Płatności FairPay.pl [*System of Timely Payments FairPay.pl*], managed by Kaczmarek Group sp. z o.o.
- Our company accepts the following forms of payment: prepayment, cash on delivery and bank transfer. Payments in the form of bank transfers can be made by regular Clients with proven financial credibility, after providing copies of the following documents:
 - Valid transcript from the National Court Register (KRS) or certificate about registration with the register of business activities
 - Certificate of NIP Number Assignment
 - Certificate of REGON Number Assignment
- When the payment deadline has been exceeded, the company reserves the right to withhold deliveries and to charge statutory interest for late payment.

- In case of enforcement or debt collection proceedings, the Purchaser agrees to increase the amount due by any enforcement or debt collection costs.

COMPLAINTS

The goods may be complained about

- if their warranty period has not expired

(24 months for toners / 12 months for ink cartridges)

Before the shipment of the package containing products being complained about, the Client should:

- fill in the form that you can download from <http://www.orink.co> or you may receive it from the customer service consultant, send it to the email address: rma@orink.co, wait for the approval and attach the approval to the package (see TERMS AND CONDITIONS OF COMPLAINTS - ORINK INFOTECH POLAND).
- if you report that **the printout is of poor quality**, it is necessary to attach a test print confirming the defect in the product.
- please address the package including the explicit information DZIAŁ REKLAMACJI [COMPLAINTS DIVISION]

OTHER INFORMATION

- Please submit any remarks or observations to the Customer Service Center: **+48 95 751 44 42** or directly to the customer service consultant.
- Orink Infotech Poland reserves the right to interpret the provisions of this document.