

General Conditions of Sale

1. Orders

- 1.1. Alualpha reserves the right not to accept orders whenever it does not have the requisite technical resources or means of production to supply the goods or services requested under the conditions requested.
- 1.2. Products supplied by Alualpha are manufactured in accordance with the technical specifications of the products and these may be altered without notice.
- 1.3. Alualpha guarantees that the products are controlled according to norms and legal procedures in force in the European Union.

2. Preços

- 2.1. Prices are set out on the invoice, and can be confirmed at the time of ordering.
- 2.2. Alualpha reserves the right, upon prior notice to the customer, at any time before delivery, to increase prices if there are cost increases beyond its control.
- 2.3. List prices are valid except for typographical errors.

3. Conditions of payment

- 3.1. Conditions of payment and other terms and conditions are set out on the invoice.
- 3.2. The non-payment of invoices, even if only partial, gives Alualpha the right to suspend or cancel any orders pending.
- 3.3. Failure to meet agreed payment deadlines implies the acceptance of late-payment interest at the maximum legal rate.

4. Delivery times

- 4.1. Delivery times are up to 3 months. If unforeseen circumstances arise, or circumstances beyond our control, the client is informed of the new delivery time, and we cannot accept any responsibility for any extension of the delivery time which may occur.

5. Transporte

- 5.1. The transport of goods sold is at the expense and risk of the client.

6. Complaints

- 6.1. Complaints can only be considered up to eight days after the goods have been received, and complaints should be submitted in writing together with the number of the invoice or delivery note, as well as the quantity and description of the problem.
- 6.2. When the complaint has been accepted by Alualpha, any return of goods will only be accepted within the maximum period of 15 days after the acceptance of the complaint.
- 6.3. Any compensation granted for manufacturing defects or handling damage can in no case exceed the value of the products in question.

7. Disputes

- 7.1. The District Court of Sintra is the agreed forum for the resolution of any dispute, and no other body will be considered.

8. In conclusion

- 8.1. The issue and subsequent receipt of this document is sufficient proof that the client accepts these conditions of sale and payment.