

## GENERAL SALES CONDITIONS

These general sales conditions, save any modifications or variations agreed upon in writing, govern all sales contracts between us and the purchaser, thus including the contract concluded with the acceptance of the order as well as any future contract related to the supply of our company's products ordered with subsequent and distinct commissions.

Opera Srl sells only to professional customers. The customer, buying Opera products, assures to use it just for purposes related to his professional activity.

### Prices:

Price list is in EURO and without taxes.

Prices do not contain freight cost and invoicing cost when due.

All invoices will be raised in EURO

### Shipment:

#### National shipment (Italian territory):

- Net value of order, without taxes, is lower than Eur. 800,00 - Transport is paid til customer's premises, with charge in the invoice of the freight cost. The carrier is selected by Opera. In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.
- Net value of order, without taxes, is lower than Eur. 50,00 - Transport is paid til customer's premises, with charge in the invoice of the freight cost. The carrier is selected by Opera. - There is an extra charge of Eur. 10,00 for invoicing cost. Payment term is always up front or advanced.
- Net value of order, without taxes, is higher than Eur. 800,00 - Transport is paid til customer's premises, with no charge in the invoice for freight cost. The carrier is selected by Opera. In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.

#### International shipment - EEC zone:

- Net value of order, without taxes, is lower than Eur. 1.500,00 - Transport is paid til customer's premises, with charge in the invoice of the freight cost. The carrier is selected by Opera. In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.
- Net value of order, without taxes, is higher than Eur. 1.500,00 - Transport is paid til customer's premises, with no extra charge in the invoice for freight cost. The carrier is selected by Opera. - In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.

#### International shipment - Non EEC zone:

- Net value of order, without taxes, is lower than Eur. 2.000,00 - Transport is paid til customer's premises (Incoterm: CFR), with charge in the invoice of the freight cost. The carrier is selected by Opera. In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.
- Net value of order, without taxes, is higher than Eur. 2.000,00 - FOB with no extra charge in the invoice for freight cost. The carrier is selected by Opera. - In case the customer wish to use his own carrier or to select another carrier, the transport will be Ex our Work. In this case the freight costs are totally handled by customer/receiver.

### Returns for repairing

- Returns are accepted only by Opera direct customers. Should anybody need to return goods for repairing, he has to address his request to the nearest Opera distributor.
- All returns have to be sent, freight costs free, to our main factory in Modena, Italy. The goods have to be correlated with a list of items, sort of problem found, contact name and telephone number.

### Definitive return

- Any definitive return must be demanded in writing and authorised by Opera in writing.
- Upon authorisation, Goods for definitive return must be sent according to the instructions received. All documents must refer to the original invoice number.

### QUALITY GUARANTEE

OPERA S.r.l. guarantees the proper operation of its products for 2 years from invoice date. The guarantee, however, under no circumstances may go beyond the replacement free of charge of the piece which is considered to be defective. No other expenses or indemnity may be charged to OPERA S.r.l. The guarantee will be void if the products are tampered with by unauthorised personnel or if used spare parts are not original Opera parts.

### CONTROVERSIES

For any controversy, even if it originates with the buyer, jurisdiction will fall to the Court of Modena. The descriptions contained in this catalogue are to be considered indicative. The Company reserves the right to make technical or commercial modifications at any time and without advanced notice..

