

## CONDITIONS OF DELIVERY

### ORDER ACCEPTANCE

Your orders can be placed electronically at any time.

For a telephonic contact, our team is available Monday to Thursday between 8 am and 4.30 pm (CET) and Fridays between 8 am and 2 pm (CET).

Mail: sales@avista-oil.de

Further contact options can be found under [www.avista-lubes.de](http://www.avista-lubes.de).

For an optimal order processing, please indicate the article or reference number of the article while placing the order.

### DELIVERY TIMES

There is a delivery time for all AVISTA standard products (according to current product data sheet) of up to 7 working days. In case of order amendments after 4.30 pm (2 pm Fridays), the delivery time will be reset from this moment of amendment.

### PACKAGING UNITS

Small packaged container:

1 Liter, 4 Liter, 5 Liter and 20 Liter canister – Colour: Masterbatch corresponding to Pantone 532, cap colour: black

60 Liter and 208 Liter drum – Colour: RAL 7021, print: „AVISTA Advanced Lubricants Made in Germany” RAL 9003

Standard designs can not be changed by customers.

### ORDER QUANTITY

Standard products:

Bulk: from 2.000 Liter / sort

Packaged goods: from 400 kg gross weight

Special products:

Special products are sold exclusively on a minimum quantity of 2.000 liters per packaging unit. The special products are marked with MA (minimum amount) mentioned in your offer.

### LOADING TIMES SELF-COLLECTOR (ENTERING TIME REFINERY)

Small packaged goods: Mondays – Thursdays: 6 am to 4 pm, Fridays: 6 am to 1 pm

Bulk: Mondays – Fridays: 6 am to 7 pm

For third countries, separate conditions apply due to import regulations. In addition, shipments to third countries outside the EU may be delayed on Friday afternoons as the appropriate authorities may not be occupied. Please arrange a pick-up date with your contact person within this period.

If this deadline can not be met, waiting times may arise. If you have not set a pick-up time, delays may occur. For longer storage, we reserve the right to charge storage and handling costs.

Forwarding agents (or their subcontractors), who are commissioned by you, are obliged to follow national and international laws and obligations. For this, an accreditation document with the details of the accreditation is available on our website ([www.avista-lubes.de/downloads](http://www.avista-lubes.de/downloads)). Should the forwarding agent (or its subcontractor) you have chosen, not be accredited, it may lead to downtime. In addition, the forwarding agent (or its subcontractors) whom you have hired, is obliged to prove a legitimacy about the pickup. Without legitimacy, it can lead to downtime.

## **LOAD SECURITY**

We only load vehicles that meet the Road Traffic Act requirements and the according security and safety regulations. Please select your forwarding agent appropriately so that these requirements can be fulfilled.

We are looking forward to receive your order.

Your AVISTA Team

The current General Terms and Conditions of Sale and Delivery of AVISTA OIL Deutschland GmbH apply, which can be found at [www.avista-lubes.de/downloads](http://www.avista-lubes.de/downloads).