General Terms and Conditions of Sale for JIF Products

I. These General Terms and Conditions of Sale and Warranty (hereinafter the “General Conditions”) apply exclusively to all commercial relations between JIF and its Customers.

II. These General Conditions are the only ones applicable and supersede any previous Conditions.

III. Conditions other than those set out in this document shall only be valid if previously and expressly accepted, by agreement and in writing, on a case by case basis.

IV. JIF reserves the right to amend the information and content of this document at any time, with any amendments being officially published on the company's website: http://www.jif.pt.

V. Whenever JIF confirms a purchase order in writing, the Customer is deemed to have automatically accepted these General Terms and Conditions of Sale and Warranty.

1. Orders and Supply Proposals

1.1 All orders and all supply proposals shall be made in writing.

1.2 Prices stated in supply proposals are indicative only and become binding only after the order has been confirmed in writing by JIF.

1.3 JIF reserves the right to cancel or decline orders when the Customer is in default under previous contracts.

2. Price

2.1 All prices are understood as ex works or ex warehouse sale prices, to which VAT at the applicable legal rate shall be added, where applicable.

3. Payment Terms

3.1 JIF reserves the right to negotiate payment terms and deadlines on a case by case basis.

3.2 In the event of late payment, from the due date of each invoice received by the customer, JIF reserves the right to charge default interest at the statutory interest rate for commercial transactions in force at that time, for as long as the default continues.

3.3 Ordered goods shall always remain the property of JIF until the corresponding invoice has been paid in full, without this affecting the transfer of risk in any way.

4. Delivery of Products

4.1 Delivery times shall be confirmed under the specific supply conditions agreed with the Customer and shall be set in proportion to the quantities and specifications of the product.

4.2 JIF always endeavours to meet the agreed delivery times; however, any justified delay in delivery shall not entitle the Customer to claim compensation for loss or damage.

5. Transport and Storage

5.1 Transport is the responsibility of JIF, save for any exceptions negotiated between the parties.

6. Warranty

6.1 JIF products, provided they are installed and used in accordance with the supplier's instructions, are guaranteed against manufacturing defects for a **period of 24 months.**

6.2 For this warranty to apply, a detailed written claim must be submitted, the defect must be accepted by JIF's Quality Department, and the defective products must be returned to the location indicated by JIF so that they can be analysed and inspected.

6.3 If the claim is accepted by JIF, the product concerned shall be repaired, replaced or credited by means of a credit note, depending on the type and circumstances of the defect.

6.4 A claim only justifies withholding payment for the products directly covered by that claim; payment must still be made for all other products not subject to the claim that may form part of the same order.

6.5 Any claims for loss or damage based on defective products are excluded, JIF's sole commitment being as set out in clause 6.3 above.

6.6 Transport and packaging costs arising from warranty service shall be borne by JIF, from its premises to the Customer's premises.

6.7 The warranties assume normal and reasonable use of the products and components supplied by JIF.

6.8 This warranty does not cover defects or damage caused by events beyond JIF's control, in particular those resulting from improper transport or handling, poor installation, removal or repair conditions, bad weather and normal wear and tear, atmospheric conditions or natural climate disasters, intentional acts, unreasonable use and vandalism.

6.9 This warranty does not cover damage caused by failure to carry out proper maintenance, nor damage occurring during the transport of the products supplied by JIF to the Customer, unless JIF is responsible for such transport.

6.10 The warranties shall only apply once the Customer has paid in full for the products ordered that are not subject to any claim by the Customer.

7. Claims

7.1 All claims must be sent to JIF at the following email address: qualidade@jif.pt.

7.2 Claims must be submitted within a maximum of 30 days from the detection of the defect or fault.

7.3 A copy of the invoice, together with a description of the problem, must be submitted with the claim.

8. Governing Law

8.1 These General Conditions are governed by the Portuguese legislation in force and applicable to the matter.

8.2 In the event of any dispute arising from these conditions of sale, Portuguese jurisdiction shall prevail, and the Court of the Lisbon District (Comarca de Lisboa) shall have jurisdiction for this purpose.