

TERMS & CONDITIONS

****Prices are inclusive of VAT**

1. The quantity indicated therein are **estimates only** based on given plan measurement and / or initial actual measurement. Any revision which will affect the original quantity shall be considered as an additional requirement.
 - ❖ No Refund for any excess materials. Any additional requirement to be purchase separately.
 - ❖ Felport's initial estimate either based on given plan, given measurement or actual measurement conducted by Felport staff shall be use only as a **reference**.
 - ❖ **Final quantity shall be the sole responsibility of the buyer.**
2. **PAYMENT: Full Payment (Cash or Dated Check) before delivery**
 - ❖ Bank-to-Bank transfer / Online Payment *(bank details to be advised)*
 - ❖ DATED check or Cash payment must be paid thru bank deposit *(bank details to be advised)*
 - ❖ Deposit slip or payment copy must be submitted for payment confirmation and must be cleared prior to release of items or delivery.
 - ❖ Items for cutting, step thread / groove line, color combination, special design – subject for **Full payment** prior to production.
3. **STOCK AVAILABILITY:** Subject for verification upon issuance of P.O or confirmed Final Quotation.
 - ❖ **For Indent Order:**
 - ✓ 30 to 60 days for Asian Tiles upon receipt of confirmed order and 50% down payment.
 - ✓ 60 to 90 days European Tiles upon receipt of P.O. or signed final quotation, confirmation of shipment schedule and clearing of 50% down payment.
4. **Delivery:** Ex-stock warehouse – within 7 working days upon receipt purchase order, deposit slip (if paid thru bank) and confirmed payment.
 - ❖ If Gate permit, Delivery Permit and Road Usage Permit are required at site, permits shall be submitted prior to delivery schedule.
 - ❖ Village/Subdivision gate fee shall be paid by the buyer prior to delivery.
 - ❖ Should the buyer requested to hold the delivery or move the delivery date to a new schedule on or before the confirmed delivery date, the buyer will be charge of a handling fee of Php 4,500.00 or more *(may vary according to the quantity ordered)*.
 - ❖ Likewise, the management will only hold the prepared order for only 5 working days from the date of postponed delivery schedule.
 - ❖ The buyer may opt to pick up their order in the warehouse at Meycauayan Bulacan during M-W-F 9am to 11:45am or 1pm to 3pm and must give prior notice to Sales Agent or Sales Coordinator.
5. **DELIVERY CHARGE:** It includes ground floor hauling only from unloading point to ground floor storage area with the distance not exceeding **10 meters**.
 - ❖ There will be additional charge for a delivery scheduled before 8:00 am and after 5:00pm.
 - ❖ There will be additional charge for hauling above ground floor level.
 - ❖ For delivery via Sea freight:
 - ✓ Booking to forwarder or shipping line shall be made by the buyer.
 - ✓ Buyer's risk for delivery via sea freight.
 - ✓ Declared Value shall be upon the instruction of the buyer.
 - ✓ Shipment shall be freight collect or pre-paid by the buyer prior to delivery at the forwarder/shipping line or pick up at Felport warehouse.
 - ✓ Shipment shall either be pier to pier; door to door or pier to door.

6. **Return and Exchanges of Tiles** – Subject for approval provided w/ the following conditions:
- ✓ That it is within 30 days from the date of purchase.
 - ✓ That it is in good order.
 - ✓ That it must be in original boxes only.
 - ✓ That item to be changed is in stock.
 - ✓ That item to be returned is not a phased-out item.
 - ✓ That item to be exchanged is same or more in value within 30 days.
 - ✓ Any items subjected to cutting, step thread, color combination and special design, return and exchange is not applicable.
 - ✓ Any items from indent order, return and exchange is not applicable.
 - ✓ NO Refund for any indent ordered items.
 - ✓ Felport Management reserves the right to reject any request for returns and for exchange.
7. **Tile Installation:**
- ❖ **TILE GAP/JOINT:** The Manufacturer highly recommends not less than 2MM but requires more than 2MM for bigger tile – ***THE BIGGER THE TILE, A LARGER GAP IS NEEDED.***
 - ❖ Butt-jointing is not recommended, it is at the owner/buyer's risk.
 - ❖ Enclosed are the **RECOMMENDED TILE LYING / INSTALLATION LAYOUT** for your reference. The manufacturer and or supplier shall not be responsible for damaged products or imperfect tiling should the user fail to comply with these recommendations.
 - ❖ Perform dry laying prior to actual installation especially on rectangular tiles.
 - ❖ It is recommended to use Tile Adhesive - MAPEI Brand.
8. Tile shade variation is inherent in tile products made of natural material; approved sample may vary from actual delivery.
9. Inspect all tiles before installation. Refund, Return and Exchange will not be entertained once tiles are installed.
10. Any complaints of broken or chipped tiles will only be entertained within 5 days from the date of accepted delivery.
- ❖ Picked – up items shall be checked / inspected together with buyer's representative. Should the buyer refuse the checking/ inspection prior to release, Felport International Marketing will not be responsible for any claims on breakages or damages.

Should you have any questions or would like more information; we can be reached at 362-9800; 362-9804; 362-9806; 362-9807. Or if the above is acceptable and agreeable with you, kindly affix your signature below and send back to us via fax or 365-9030 / 31 or email add **girliefelport@yahoo.com** Thank you.

Sincerely,

CONFORME:

MS. GIRLIE MISLANG

Commercial Division-HEAD

Signature over Printed Name & Date

Noted by;

MS. CHERYL CALDERON

First Officer / Overall Head