

The production of knitted fabrics and services takes place on the basis of a previously placed order in a written form (fax, e-mail, printing in the Customer Service Department). For customers' convenience, a design is available on the website: www.sagantextile.pl

If the presented trade offer does not state otherwise, the following provisions apply:

PRODUCTION OF KNITTED FABRIC ROLES

1. Principles of placing and executing orders

- a) Orders for knitted materials from the SAGAN textile offer can be sent by fax, e-mail or online order form.
- b) The agreed expected date of the contract may be extended by 5 working days for reasons beyond the control of SAGAN textile.
- c) 3% bleeds are allowed in 1st quality knitwear fabrics so ld , i.e. the sum of knitting errors, finishing errors and differences in the number of meters in the entire delivered lot.
- d) Permissible variation in basis weight is +/- 7% .
- e) At the customer's request, SAGAN textile issues the knitted fabric specification.
- f) Placing an order is tantamount to acceptance of general terms of cooperation.

FLAME LAMINATION

1. The rules for the provision of flame lamination services:

- a) SAGAN textile provides flame lamination services using polyurethane and polyethylene foams in the thickness range of 1.8 mm to 20 mm, up to 2100 mm width (depending on the type of foam).
- b) As a standard the loss of foam thickness after lamination is 0.4-0.8 mm per side.
- c) This allows to obtain the correct adhesion, where the force is => 4 N (foam 26kg / m3) or => 3N (foam 21kg / m3) for the face material and => 2 N for mesh.
- d) SAGAN textile does not carry out quality and metric control of the materials provided before the service is rendered. The SAGAN textile company does not take responsibility for any defects of the material provided by the customer and missing materials. In case defects are noticed during the process SAGAN textile informs the client about the defects if possible.

2. Errors resulting from the flame production technology.

Process and product parameters are controlled during production. In addition, after its completion, the laminate is viewed on rewinders to mark laminating errors.

- a) **Connecting materials.** It occurs when introducing further materials, in this place the laminate will be divided into bales . The result of material connection is the lack of the gluing on material at the beginning and the end of the at about 20 - 25 cm. Joining can also appear in the bale when delivering short, un-stitched sections of material that are wound together on the bale.
- b) **Yellowings** occur when laminating on white foam. With thin foams, delicate discoloration is the result of the flame on the foam.
- c) **"Cylinder"**. The misfiring of the net or material over the entire width of the laminate, a section of about 10-20 cm, occurs due to technical reasons causing stop of the machine .
- d) **Connecting the foam.** There are two types:
A / Foam gluing in a roll (results from foam production technology)
B / Stitching of the next foam bundles, occurs every 60 - 850 m, depending on the thickness of the foam. Foam misgluing over the whole width at about 4 - 6 cm.
- e) **Connecting the mesh.** Occurs every 500 m when entering a new mesh .Stitching causes imperfection on the section of about 5 - 10 cm.
- f) **In addition**, there may be errors resulting from the defectiveness of the materials provided for the lamination process, such as: creases, kinks, limitations of adhesion on materials with apertures.
- g) **The length** of the laminate may deviate from the length of the material supplied +/- 3% due to the production process and the technology used, and due to the variety of fabric or knitted fabric. Changes in the length of the laminate after the technological process can not be the basis for complaints or any claims related to it.

3. Tolerances of used foams (according to the manufacturer's information).

- A) Tolerance of the width of the foam - nominal size +/- 3 cm
- B) Tolerance of thickness:
 - Foams with a thickness of 1mm to 2.9 mm: +/- 0.2 mm .
 - Foams with a thickness of 3 mm to 4.9 mm: + / - 0.3 mm.
 - Foams with a thickness of 5mm to 20mm: +/- 0.5mm.

Due to the tolerances of foams declared by the manufacturer, the same tolerances should be used for laminates manufactured by SAGAN textile.

PACKAGING

- 1. Finished laminates are rewound on bales in a ratio of 1: 1 (bale length = length of material supplied, including process losses) using coils supplied with the raw material, and packed in foil.
- 2. Each bale is additionally provided with a label containing a number of information allowing its identification.

PRINCIPLES OF COMPLAINT

- a) Any complaints are dealt with only upon presentation of a faulty knitted fabric or defective laminate, not further processed and the transfer of data from the identification label in order to prepare a complaint report.
- b) Complaints regarding defective knitted fabric or faulty service should be reported no later than within 14 days from the date of receipt of the goods.
- c) The deadline for considering the complaint by the quality department is up to 14 days from the date of receipt of the complaint.
- d) The SAGAN textile company is not responsible for the way of transporting the goods (excluding personal transport) and its submission after leaving our warehouse. They affect the physical characteristics of the knitted fabric and laminate and their subsequent appearance.
- e) In the case of a defective product, the advertiser has the right to demand bringing the goods into compliance with the contract, returning the invoice paid or lowering the price paid. In the event of inability to improve the knitted fabric or service and the interest of the advertiser in returning the invoice, SAGAN textile is liable for the entrusted material up to its value based on the VAT invoice.
- f) Only knitted fabric in bales, wound on coils, wrapped in foil, not contaminated by the customer and not damaged in any other way is accepted for the complaint.

TERMS AND CONDITIONS OF PAYMENTS

- A) Payments will be made on the basis of a Pro Forma VAT invoice immediately after the service or production of knitted fabrics, issued by SAGAN textile.
- B) Customers have the obligation to make payments for orders placed, prepayments in the amount specified on the basis of Pro Forma VAT Invoice.
- C) The Client is obliged to provide relevant documents confirming business activity (NIP, Regon, KRS or entry in the Register of Business Activity and the account number from which transfers will be made).
- D) Payment for the order is made by bank transfer (T/T) to:
Bank Pekao SA I/O w ZDUNSKIEJ WOLI
IBAN ACCOUNT: PL 92 1240 3305 1978 0000 2937 1640
SWIFT CODE: PKO PPL PW

STORAGE

- a) After the service is done, the customer is obliged to pick up the finished product within 10 working days from the end of the production process.
- b) If this deadline is exceeded, for each day the finished product is left in the finished goods warehouse the customer will be charged a storage fee in the amount of 0.005 PLN for 1 running meter of the product for each calendar day.

UPDATES

The current version of the document is available at: www.sagantextile.pl