

# General business terms and conditions VETROX GmbH, 42699 Solingen

## 1. Basic principles

VETROX GmbH provides professional repair of damaged glass. This service is performed using VETROX products. Repair or maintenance refers to the removal of scratches, burns, etc.

## 2. Method of operation

### 2.1 Procedure

VETROX GmbH requires at least 5-8 hours daylight and an average temperature of 5 degrees C in order to work successfully outdoors. It is therefore not possible to arrange fixed appointments in advance and VETROX can only arrange to start a project when the conditions are ideal.

### 2.2 Buffing and polishing service

The glass pane is repaired by polishing with mechanical and liquid additives and only the necessary amount is applied.

It is the responsibility of the building owner to declare any delicate areas like fronting, special floors, etc. before work commences. These areas will be properly protected.

### 2.3 Glass repair

Repair can only be undertaken if the remaining density of the glass still meets the full requirements.

### 2.4 Visibility

Certain changes occur in the glass after treatment, but they are not usually noticeable to the eye and the visual quality of the building is not impaired.

### 2.5 Miscellaneous

VETROX GmbH has the right to refuse work which they believe cannot be successfully completed.

## 3. Confidentiality of client information

All VETROX GmbH employees are bound by a confidentiality agreement not to provide any information regarding work or clients to third parties.

## 4. Offer of services

There is usually no charge for an offer. A signed copy of the offer by the building owner is considered an order. By signing the document the building owner declares having read and agreed to the general terms and conditions.

### 4.1 Offer

An offer may be charged for when it affects the whole building, if it is to be used in court, or by insurance companies, or if the order is withdrawn without reason.

### 4.2 Execution of work

All work is carried out by trained and certified VETROX personnel. Only people who have undergone this training can call themselves "VETROX glass expert".

### 4.3 Settlement

For orders over EUR 3'000 a downpayment is required. Further payments are due as the work progresses. End payment is due immediately after completion of the work, usually within 10 days. Normally, VETROX guarantees the offered price. However, should additional unforeseen costs occur, these are to be paid by the client. The client is bound to inform VETROX immediately the reason and extent of these extra costs.

#### 4.4 Completion of project

Upon completion of the work an invoice corresponding to the offer will be presented. The building owner may request the technician to provide a detailed work report. Our glass expert has the competence to decide whether or not to complete or undertake a project if in his experience it cannot be executed satisfactorily.

#### 4.5 Accountability

VETROX GmbH guarantees full satisfaction. Should the repaired glass not meet the building owner's expectations, or breaks during treatment and have to be replaced, no charge will be made for this particular pane.

In the event that a pane breaks during the process due to weakness or strain of the glass, the only solution is a new pane of glass. In this case the customer bears the costs. Such cases are extremely rare and a result of weakness in the glass.

### 5. **Price**

The prices are in correspondence with the offer (see 4.3). Scheduled work, travel and other expenses which are not actual work on the glass will be invoiced separately. These costs are listed in the offer.

Cranes, lifts, scaffolding, protective covering, etc. will be provided by the builder or will be offered separately (see 2.2)

All prices are exclusive added value tax.

### 6. **Obligation**

VETROX GmbH guarantees work of the highest quality. (see also 2)

### 7. **Final provisions**

#### Acceptance of the terms and conditions

Upon acceptance of our offer, the building owner agrees to the general terms and conditions which are attached to the documentation.

#### Applicable law and place of jurisdiction

The VETROX services are subject to European law.

The place of jurisdiction for disputes is the VETROX GmbH domicile.

This version of the general terms and conditions replaces all earlier versions.