



TERMS AND CONDITIONS OF SALE

These Terms and Conditions apply to all quotations, purchase orders, sales, and shipments made by **Hormas El Árbol, S.A. de C.V.** By placing an order, the customer acknowledges and agrees to the following terms.

1. Quotations

- All quotations are valid for the period indicated on the quotation.
- Prices are subject to change after the quotation expiration date.
- Shipping charges, duties, taxes, customs fees, and import costs are not included unless specifically stated.

2. Purchase Orders

Production will begin only after:

- Purchase Order has been received.
- Technical specifications have been approved.
- Payment has been received (unless credit terms have been approved in writing).

3. Payment Terms

- Full payment is required prior to shipment unless otherwise agreed in writing.
- Payments may be made by wire transfer or other approved payment methods.
- Any banking fees are the responsibility of the customer.

4. Production Lead Time

Estimated production times are:

- **Standard Orders:** 15–21 business days.
- Development projects may require additional time depending on complexity.

Production time begins once payment, technical information, and purchase order have been received.

Estimated delivery dates are not guaranteed.

5. Shipping and Logistics

Hormas El Árbol manufactures the product only.

- We do **not** provide transportation services.
- We may assist customers by obtaining shipping quotations from third-party carriers as a courtesy.
- Shipping costs are estimates and may change without prior notice.
- The customer is free to select their preferred freight forwarder or courier.

Once the shipment has been released to the selected carrier, **Hormas El Árbol assumes no responsibility for transportation, delays, loss, theft, damage, customs clearance, or additional logistics costs.**

6. Inspection of Goods

The customer is responsible for inspecting all products immediately upon receipt.

Any shortage, damage, manufacturing defect, or discrepancy must be reported in writing.

7. Claims

All claims regarding the products must be submitted **within twenty-one (21) business days** after delivery.

After this period:

- Products shall be deemed accepted.
- No claims, returns, replacements, refunds, or credits will be accepted.

