

Important additional information on tenders and orders

Delivery

Number of pieces per model starting at: see the specification of numbers per model stated in the tender. Free delivery to one address in the Netherlands and Belgium, unless stated otherwise. Transportation fees are based on unloading and receiving facilities for Euro-Pallets. Please inform us of unusual or restricting unloading and receiving facilities in advance. This may entail additional costs in the tender. Please also read the "Delivery slip explanation" sent along with the order confirmation. If delivery is made in parts, each delivery will be considered as a separate transaction.

More than one delivery address

If there is more than one delivery address, you will be charged for the actual additional costs for transport and operations.

Delivery period

About 30 work days after the design has been approved and the signed order confirmation and design have been returned - a shorter delivery period can be discussed.

Urgent shipment

In case of rush orders / urgent deliveries, a minimum of EUR 225.00, or the actual additional costs, will be added to the bill.

Packaging unit

We will inform you of the packaging unit, depending on the model/product selected.

Deviation from the number of items

For technical reasons, an amount of 10% more or 10% less can be delivered for orders of up to 20,000 items, and 5% for orders of more than 20,000 pieces. The number delivered will be charged to your account (see also Article 13, Section 4).

Artwork you supply

To be supplied digitally (see our extensive delivery instructions) with a computer print-out, after which the 'cromalin', computer print-out or PDF file will be sent for approval, along with the order conformation, in two copies, as well as a copy of the delivery conditions and the standard shipping method. The delivery period starts after receipt by post of a signed, original order confirmation.

Artwork we provide

Based on the supply of digital material. Additional costs for making defective material usable will be charged to your account. If so desired, a presentation model will be made based on your instructions. Minor adaptations to the design are made without charge. You will receive a quotation in advance for making a presentation model and/or any major changes. After approved artwork has been received, the order conformation will be sent in two copies along with a copy of the delivery conditions and the standard shipping method. The delivery period goes into effect after a signed, original order confirmation has been received by post.

General

Options for IssueTissue® bespoke products:

- | | |
|---|------------------------------|
| - Print design costs per hour EUR 75.00 | number of hours upon request |
| - Cutter guide costs for special models | starting at EUR 695.00 |
| - Alternating colour print on tissues in the same pattern | EUR 0.25 per tissue box |

Price upon request

Full colour + additional PMS Colour(s), exclusive models, additional UV varnish protective layer, scent (e.g. menthol, lemon, strawberry) starting at 20,000 boxes, text and/or film substitution(s) and/or plate substitutions, window in box, including a reply card / information leaflet, special packaging requests, special shipping instructions, freight costs to more than one delivery address, packaging other than customary, preparation costs are charged to your account if the order is cancelled.

Down payment

30% at the time the order is accepted, the rest before delivery, or net within 30 days after date of invoice, depending on the result of the credit check. VAT is 19%, unless stated otherwise. In case of late payment, Article 7 of the KVGGO delivery conditions apply. Receipt of advance payment signifies you accept our delivery conditions.

Payments via ABN AMRO Bank Nederland N.V. Laan van Meerdervoort 226 The Hague, The Netherlands Bank Account no.: 43.14.52.059. AMRO SWIFT CODE: ABN ANL 2A. IBAN: NL83 ABNA 0431 4520 59. Cheques will not be accepted.

Prices

Not including VAT, in euros, unless stated otherwise. IssueTissue® bespoke products are based on the supply of artwork according to our specifications.

Signature

For legal reasons, every product bears the signature "IssueTissue® Phone +31 70 3630918, www.issuetissue.com", unless this is not possible or if agreed upon otherwise. The conditions for the Graphic Industry of the Royal Dutch Association of Printing and Allied Industries (KVGGO) apply to all our deliveries. These conditions are included with the order confirmation and can be downloaded from our website www.issuetissue.com.

Cardboard quality

All our boxes are made of cardboard of the following minimum quality: Whiteness 84 Elrepho +/-1%, Thickness 480 micron +/- 5%, rigidity according to DIN 53121 MD mNm 37.0 :CD mNm 20.0. Cardboard is a natural product and is completely recyclable.

Tissue quality

All our tissues are made of chlorine-free bleached natural material. Tissues are available in various dimensions and in 2, 3 or 4 layers, depending on the model / product selected. Moreover, Forest Stewardship Council (FSC) certified tissues are available for most models of tissue boxes.

If the supplier shows or supplies a model, sample or example, this can only be by way of indication: the quality of the products to be delivered may differ from the sample, model or example.