



In our ordering instructions, we have summarized for you what you need to bear in mind when ordering samples, colours and special designs from b-plastic. You will also find important information about surcharges and the shipping of your orders.

Our deliveries are made exclusively on the basis of our terms of delivery and payment ([GTC](#)) in accordance with the "General Terms and Conditions of Sale and Delivery of the Plastics Processing Industry" (GTC of KVI).

We kindly ask you to observe our ordering instructions below.

1. Samples

We are happy to provide you with an appropriate number of samples per article and design free of charge (usually 1 - 4 pieces). High-quality articles and larger sample quantities are subject to a charge.

2. Standard and special colours

Please note the information on standard colours for the individual product groups/articles. Special colours (RAL system) are possible in principle, but are sometimes associated with considerable effort and costs.

Here, for example, high purchasing costs for small quantities of non-standard colours, costs for colour matching, special production costs and disposal costs for colour residues are particularly significant.

We therefore ask you to always enquire about minimum quantities, prices and any surcharges/set-up costs in advance.

As a guideline: For special colours in the lowest price category or for colours provided, we charge a colour surcharge or processing surcharge of 10% on the list price. Separate set-up costs will be charged depending on the minimum quantity and effort.

Special colours that do not conform to RAL must be provided by the customer free of charge after consultation (master batch is preferred). Colour matching to products made of other materials or with a different surface structure is technically not possible.

3. Special items

Orders for custom-made products of any kind that have been started or completed cannot be cancelled free of charge.

If the orderer nevertheless cancels the order, we shall invoice the quantities produced plus a lump sum for costs.



4. Special requirements

Test certificates of all kinds (also according to DIN/ISO), special packaging, labelling and packaging inserts, as well as other individual order requirements of the customer are not part of the scope of delivery and will be invoiced separately, if feasible.

We point out that, depending on the constellation, such requirements may cause costs that exceed the value of the goods.

5. Function of parts and components

Requirements for articles from deviating functional wishes are to be checked individually by the customer on the basis of samples. We do not assume any warranty for articles that are not used as intended.

We would like to point out that improvement and changes are made to ancillary features during continuous article maintenance, which we cannot announce via a notification service for cost reasons.

Functional suitability requires professional assembly preparation, i.e. e.g. in the case of pipe plugs, proper deburring of the pipes is essential.

6. Commercial goods

We have no influence on price changes and notification times. The customer can significantly influence the delivery dates by medium or long-term dispositions.

7. Surcharges – Minimum goods

7.1. Surcharges for quantities below minimum

For purchase quantities below our minimum scale quantity, we must charge a shortage surcharge (setup costs), subject to a corresponding stock level and taking into account any minimum production quantities. In the article price overview, the minimum quantity surcharge (setup costs) shows in the column "MMZ" and automatically added to the respective order item.

7.2. Surcharges for shipments/orders below minimum values of goods

For orders / shipments under a net - total value of goods of 60,-- EUR we have to charge an additional processing fee of 10,-- EUR. We ask you to consider this when you wish a partial shipment. The minimum value of goods surcharge will be add only with the bill.

7.3. Production-related surcharges (e.g. for energy, certain raw materials)

The production-related cost shares of individual items or item groups can be subject to considerable price fluctuations. Due to their high volatility, these shares cannot be included in the calculation of the sales prices. They must therefore be shown as separate overhead items in our order



confirmations, which you receive after an internal review of your order. For example, a so-called alloy surcharge (LZ) is charged for articles made of stainless steel. The alloy surcharge is the part of the sales price that is charged by steel manufacturers and dealers in addition to the basic price for stainless steels.

8. Packaging and Transport information

8.1. Packaging

The packaging and transport packaging for our products is only determined once the consignment has been prepared. It is charged at cost price and is only shown on the invoice.

Pallets or other transport aids are also charged separately at cost price.

8.2. Shipping

We use a carefully selected pool of carriers. Each carrier is selected for the routes on which they offer our customers the best possible value for money.

For shipments to the United Kingdom (UK), a minimum order value of EUR 200 applies from 1 January 2021.

Freight costs are calculated exclusively on the basis of gross weight and shown on the invoice. Transport insurance is included in the freight costs.

9. Invoice dispatch

The original invoice will be sent exclusively as a PDF file to the specified e-mail address. Should you wish the invoice to be sent to a different e-mail address, please inform us in writing.