

For all sales the following terms of cooperation apply. To differ from this in special cases is only possible after a written confirmation from our colleague was received. Without that we automatically apply the following terms:

General terms of business:

- 1 Our prices do not include VAT and shipping charges. We reserve the right to change our prices.
- 2 Orders can only be placed through our website www.utteam.com, or webshop application.
- 3 Colors featured in the catalogue and on our website are only for illustration purposes; they may vary due to printing quality of the catalogue.
- 4 The Customer Care information required by law of the country of re-sale, needs to be provided by our buyer.
- 5 **The model pictures available in our database are subject to image rights and are meant for BtoB communication only (for BtoC communication, only use the packshot pictures and/or cropped images on which the models are unrecognizable)! For all regulations concerning our imagery, please read our “[Image Charter](#)”!**
- 6 In order to comply with **GDPR** regulations, UTT Europe Ltd. is storing and using all personal data provided during Your registration and all subsequent orders. Link: [Personal data recorded by registration GDPR](#)

Order quantity:

- 1 There is no minimum order quantity, all orders will be handled and completed with the same care.
- 2 Sample orders are possible with the same terms as normal orders.
- 3 **Separately placed orders/backorders cannot be merged.**
- 4 **In case of cancellation or modification of a sales order, we automatically charge a 15% (or minimum 3,00 EUR) handling fee.** We kindly request our customers to only **place an order in case of a real demand.** Needless reservation on our stock, order preparation, invoicing and restocking process, hinders prompt and flexible service.

Terms of delivery:

- 1 We can provide free shipping options, for details please contact Your sales representative.
- 2 In case the value of order/backorder is less than then the value needed for free shipping, we will charge for delivery cost of GLS parcel service (as mediated service). For cost details please contact Your sales representative.
- 4 Fulfillment date of order, depends on available stock and time needed for import delivery. **Orders received before 1:00PM and available on local stock, will be ready to ship within 24 hours.** Products requiring import delivery, will be ready to dispatch according to confirmed delivery date.

Backorders:

- 1 The immediate fulfillment of a complete order may not always be possible. Please let us know in writing if you do not wish to have the backorder delivered. When possible, use the comment segment while placing the order to let us know ahead of time; otherwise please send us an email.
- 2 Free backorder delivery only applies when the value of the backorder on its own reaches the free transportation value.
- 3 The price change shall apply on backorders also.

Terms of payment:

- 1 In case of pre-payment of orders that reach the free shipping value, we will give 3% discount from our pricelist prices. Please indicate on your order if you would like to apply this discount. In case of overdue and unsettled invoices this offer is not available.
- 2 Delayed payment is only available to those of our customers who have been insured by our associated credit company, and only up to the credit limit given.
- 3 Delayed payment is available only for customers who have acquired credit from the credit insurer associated with our company, and only to the degree of their acquired credit limit.
- 3 In case of transfer payment of invoices, the exact amount needs to arrive to our bank account by the date indicated on the invoice. All cost associated with bank transfer is borne by the Buyer. In case of delayed payment, our company reserves the right to withhold delivery and to charge default interest (double base rate of the central bank of the currency issuer) even without notice. Shall delays be repeated, payment method can automatically be modified to pre-payment.
- 4 All goods, remain the property of UTT Europe Kft., until full payment has been received.
- 5 Our export sales' default operating currency is EUR. If you prefer invoicing in another currency, please contact our sales-personnel, during registration.
- 6 All our invoices are issued as an electronic-invoice document.

Return policy:

- 1 Quality complaints will be handled according to the general regulations of the textile industry.
- 2 Always check your order upon receiving. Variation tolerance in the ordered products – i.e. size, color, quality variation – is +/-5% (in accordance with the wholesale industry standards).
- 3 The refunding of modified items – i.e. printed/embroidered/tag changed – is not possible. **Please check received orders before making any changes to the products.**
- 4 Our buyer is responsible to check the quality of the order, before handing it over to their buyers.
In case of error in the fulfillment of order, please contact our sales department in writing within 24 hours of delivery.
- 5 **In case of refund/exchange of any item, please forward the order/invoice number to your sales representative. All returns must be given a return number in advance. Return and exchange of goods is possible after these previous arrangements are made. Without a return number applied on the return parcel, our representative will not be able to handle the parcel.**
- 6 All items must be returned in their original packaging. In case of damaged packaging and/or damage in the item, and for used items refund/exchange is not possible. The refund/exchange of underwear and shirt, is not possible due to hygienic reasons.
- 7 Exchange without complaint and of unwanted items (ex. “I don’t like it” “I rather choose a different size/color”) is not possible in wholesale marketing. However, we will refund/exchange undamaged items in their original packaging **within 60 days (including return time), for a 15%, but minimum 3€/invoice handling fee.**
- 8 **Products invoiced over 60 days, cannot be refunded.**
- 9 **Products purchased during final sale promotion, can only be returned in case of quality complaints.**
- 10 **Specially ordered, non-stock items are non-returnable!**
- 11 Sizes differ with each brand. Always check sizes before placing the order. (Variation tolerance is +/-5 %.)
- 12 Credit noting process for returned items might take 1-7 days, from acceptance of return.
- 13 All return parcels should be delivered to our warehouse at 2051. Biatorbágy, Budaörsi út 1. Hungary.

We can provide the list of country of origin for each item, it is available on our web page or request it from our colleague.

Product code, content of material, importer and care information (applies to the product without decoration) are found on label sewn into the item.

In case of information shortage on label, you can find as additions indicated on packaging, the parcel or the accompanying document.

To solve any disputable cases, applicable Hungarian law is the normative, first by negotiations between the parties, otherwise through UTT Europe Kft. District jurisdiction.

Our publication of this Registration and General terms of business and other publications are available at our office and on our web page. We are happy to assist you with any of your questions.

Valid from 2nd of August 2021, until revoked.