GENERAL TERMS OF SALE

OF DISEÑO Y APLICACIONES DEL NO-TEJIDO S.L.

1. PURPOSE AND SCOPE

These General Terms of Sale govern the commercial relations between Diseño y Aplicaciones del Notejido S.L. — hereinafter DISEÑOS NT — with registered office at Pol. Industrial El Chaparral s/n, 23692 Santa Ana, Alcalá la Real (Jaén), Spain, and tax identification number B-23258635, and any company, professional or entity that purchases its products or services — hereinafter THE CUSTOMER.

These conditions shall apply to all offers, quotations, orders, sales and deliveries made by DISEÑOS NT, unless the parties expressly agree in writing to specific conditions that modify them.

2. OFFERS AND QUOTATIONS

The offers and quotations of DISEÑOS NT shall be valid for the period indicated in each document.

Unless another period is stated, they shall be valid for **30 calendar days**.

The CUSTOMER's order shall be deemed accepted once it has been confirmed in a verifiable manner.

3. CREDITWORTHINESS AND PAYMENTS

Processing of the order shall be subject to a favourable result of the customer's credit assessment by our credit insurer.

Payment for the goods shall be made as agreed.

DISEÑOS NT may reject an order, in whole or in part, where commercial, technical, legal or availability reasons justify it.

3.1. Payment terms and methods

The payment method shall be the one agreed with the customer.

The price shall be the taxable base plus the value of VAT (I.V.A.). In the Canary Islands, Melilla, Ceuta and the European Union, these territories shall be exempt from this tax.

Prices of services are expressed in euros (€), including taxes and management and shipping costs, the amount of which will be indicated at the time of final confirmation of each order.

DISEÑOS NT may periodically offer discount codes to its customers. Such discounts may only be applied in accordance with the instructions specified by DISEÑOS NT for each code.

In the event that any payment document is returned, the customer shall bear the costs incurred.

For orders agreed with split delivery, any non-payment shall entitle the selling company to suspend subsequent shipments until payment is regularized.

For orders placed by email, payment may be made by bank transfer to Diseño y Aplicaciones del No Tejido, S.L., account at Caixabank S.A.: ES93 2100 2482 1002 0103 5435. Payment shall be deemed made when the full amount has been received in the bank account of Diseños NT.

Payments via the website:

Payment by credit card is accepted. If, at the time of payment, an incident occurs that prevents the payment from being made, the customer will receive an automatic payment error message, and the order will not be processed until the payment process has been completed successfully.

4. GENERAL DELIVERY TERMS

4.1. General

The customer shall assume responsibility for the goods from the moment they are delivered to the agreed destination, unless the customer chooses the carrier; in that case, the customer shall assume responsibility for the goods from the moment they are handed over to the carrier.

The goods will be delivered at ground floor level, to an easily accessible unloading point at street level and during business hours. These conditions shall apply to orders with a single delivery address.

Any special circumstance not specified by the customer when placing the order, such as deliveries to trade fairs, an incorrect address requiring redirection, or deliveries to upper floors or mezzanines, shall generate extra costs which will be charged to the buyer.

Unloading the goods from trailers or trucks shall be at the customer's expense, and the customer must have the appropriate means to unload such goods.

4.2. Costs

Unless other conditions are expressly agreed in writing, shipping charges may apply depending on the destination and the order amount, and these will be detailed in the quotation.

For territories or countries requiring customs clearance (Canary Islands, Ceuta, Melilla and countries outside the European Union), export customs clearance shall be included in the transport cost or the price of the goods. Import customs clearance costs are not included.

Any special circumstance not specified by the customer when placing the order, for example deliveries to trade fairs, an incorrect address requiring redirection, or deliveries to upper floors or mezzanines, may generate extra costs which will be charged to the buyer.

4.3. Taxes

For shipments outside the European Union and to the Canary Islands, Ceuta and Melilla, the customer shall be responsible for all procedures relating to local taxes and import customs clearance.

4.4. Delivery times

The delivery time shall be counted from the confirmation of the design, provided that the conditions agreed to start production have been met.

Delivery time tolerance: the customer shall accept a tolerance of 25 days, without the right to cancel the order or to claim compensation for damages or losses.

For shipments to foreign territories, where necessary, the delivery date shall be subject to obtaining export and/or import permits or completing any other administrative procedure.

DISEÑOS NT shall not be liable if the goods are delayed due to force majeure or circumstances not directly attributable to DISEÑOS NT. Likewise, DISEÑOS NT shall not be liable for any delivery delay caused by the carrier.

4.5. Delivery times for orders placed through the website

For orders placed through the website, the usual delivery time shall be 48 / 72 hours (working days) for stock items (items already manufactured and available in our warehouse) and shall

start counting from confirmation of the order received and processed before 11:00 for mainland Spain and the Balearic Islands.

Delivery shall be made by courier service. For shipments to the Canary Islands, Ceuta, Melilla and international destinations, delivery times may be affected and will be longer than the usual times for the rest of Spain. Please consult us for the Canary Islands, Ceuta, Melilla and international territories.

4.6. Tolerances

Tolerance in quantities supplied

Depending on the product and the manufacturing process, the quantities supplied may vary above or below the following amounts:

- ±15% for flexographic-printed items: automatic paper bags, made-in-Spain laminated non-woven bags, heat-sealed laminated and non-laminated bags with flexographic printing, non-woven bags with flexographic printing, and plastic bags.
- ±10% for heat-sealed bags with screen printing.
- ±5% for all other customised items.
- For orders with an exact quantity, the price shall be increased by 5%.
- If a quantity lower than the one requested is delivered, the proportional difference will be refunded, with no obligation to produce the missing quantity.

Tolerance in finished product qualities

- With regard to gloss, hardness, satin finish and grammage, variations that represent reasonable differences which are barely visible to the eye shall be admissible.
- The dimensions indicated for the items refer to external measurements, and variations of around 5% shall be admissible.
- Across different production runs, the shades of the base material and/or inks may show slight differences accepted in the graphic arts and textile industries.
- Printing on materials other than white (Kraft paper, dark-coloured non-woven fabric) may alter the colour of the *Pantones*.

5. CANCELLATIONS AND/OR MODIFICATIONS

Any cancellations or changes to any data of a placed order must be notified to the company reliably (in writing or by email) within 2 working days following order confirmation; otherwise, the cancellation shall incur a penalty for the customer equivalent to at least 50% of the value of the goods (depending on the production status). In any case, cancelled orders that involve the preparation of a digital pre-production draft shall incur a charge of 60€ for this item.

6. CLAIMS

If you need to file a claim, please follow this procedure:

a. If, upon receipt of the goods, you notice that the packaging is damaged or the number of packages does not match the shipping note, please note this on the carrier's delivery note. If you do not do so, we will not be able to accept any claim on this basis.

b. If, after receiving the goods, you find that they do not match what was ordered or you detect any problem or defect, please contact our Quality and Environment Department by phone at +34 953 58 16 83 or by email at calidad@notejido.com; provide us with your details and the order identification, and we will process your claim.

c. No claims relating to the design will be accepted when the printing has been carried out in accordance with the digital pre-production draft approved by the customer. In any case, the

customer must submit claims for any possible defects in the goods within 60 days from the date of receipt; after this period, no claims will be accepted.

7. RETURNS

To return stock items and unprinted goods, the customer must notify us within 14 calendar days from receipt of the goods. After this period, no returns will be accepted. Returns must always be preceded by written communication from the customer and must be accepted by Diseños NT. To arrange a return, please send an email to info@dntbags.com.

Customised products are not eligible for return.

Return shipping costs shall be borne by the customer.

Returns of goods without their packaging, or with packaging other than that sent by Diseños NT, will not be accepted.

The refund shall be made after verifying that the goods received correspond to those indicated.

8. INTELLECTUAL / INDUSTRIAL PROPERTY

Any intellectual or industrial property rights that may protect the images, logos, designs or texts that the customer makes available to the company for reproduction, belong to the customer, and/or the customer holds the license that allows their reproduction.

In any case, the customer expressly assumes responsibility towards third parties and towards the company itself for any liability arising from the reproduction of those images, logos, designs or texts, whose production the customer hereby commissions from the company.

Once the final product has been completed, the customer authorises the company to include it in its sample collection and/or catalogue (in physical, digital, web or any other format), for the sole purpose of showing it to third parties as an example of its manufactured products.

If the customer wishes to withdraw its consent to include its product in the sample collection and/or catalogue, it must do so in writing at juridico@grupodisenosnt.com.

8.1. Ownership of printing plates

For products manufactured in Spain, the printing plates shall be the property of the customer. Diseños NT shall not bear shipping costs if a plate is sent at the customer's request. Plates kept at our facilities shall be stored for 3 years, after which they will be destroyed.

For imported products, plates cannot be recovered. They shall be stored at the place of origin for 1 year, after which they will be destroyed.

8.2. Responsibility for customised designs

For customised orders made according to a design or specifications provided by the customer, the customer shall be solely responsible for the content, ownership of rights and correctness of the design provided, and Diseños NT shall be exempt from any liability arising from errors or inaccuracies in the design, or from infringements of third-party rights due to the content.

9. DATA PROTECTION

DATA PROTECTION COMPLIANCE

On behalf of DISEÑO Y APLICACIONES DEL NO-TEJIDO S.L., we process the information you provide in order to maintain commercial and, where applicable, contractual relations with you or the entity you represent, on the basis of a legitimate interest.

If you enter into a contract with us, we may also send you commercial information about our products and services, and you may unsubscribe at any time by writing to the address indicated below.

The data will not be disclosed to third parties unless there is a legal obligation or it is necessary for the performance of the contract. The data provided will be kept for as long as the commercial relationship remains in force and will subsequently be blocked. You may exercise your rights through rgpd@grupodisenosnt.com.

Confirmation of the order implies authorisation to use the final product. The manual sewing process for products that are sewn may be subcontracted, with subsequent quality control at our facilities.

JURISDICTION

In the event of a dispute, the buyer, expressly waiving any jurisdiction that might otherwise apply, expressly submits to the jurisdiction of the Courts and Tribunals of Alcalá la Real (Jaén).

VERSION HISTORY

Rev. 1 (Oct-2026)	Review and harmonization of the general document.