

General Sales T&C

1. Certification & Product Quality

- Organic products are Certified Organic as per Certified Organic as per US & Canadian Regulations /EU regulation EU 848/2018 and EEC 889/200
- Within 48 hours of the delivery of product, any concerns regarding quality should be raised by the buyer, post which the liability of the product shifts to the buyer

2. Pricing & Payment Terms

- Additional 1% per month if dispatch is not completed before contract validity end date due to the reason of demand not raised by buyer
- Price may be adapted during contract time in accordance with sea-freight levels relevant for individual call-offs

3. Delivery & Logistics

- Delays in delivery time are possible
- In case of Ex-Works Incoterms, additional charges would be charged towards unloading cost, if buyer schedules the pickup but doesn't make the arrangements to pick goods from Supplier / Seller warehouse

4. Force Majeure / Liability Waiver

- The Supplier will not be held liable for its non-compliance with the obligations established by this Contract, in the case, it would be able to prove the incapacity to perform the supply obligations for reasons beyond its control. This may be due to the event of Force Majeure such as fire, flood, wind, explosion, power failure, war, embargo, strike, lock-out, crime, civil commotion, or an act of terrorism

5. Contractual Flexibility & Limitations

- If a non-availability situation is given, the contract quantity can be reduced by call-off quantity. Seller doesn't compensate for eventually necessary cover purchases
- The conditions mentioned here apply unless explicitly agreed otherwise
- All our offers are strictly non-binding and subject to our general terms and conditions which are downloadable from our website

6. Dispute Resolution

- Conflicts separate from jurisdiction will be resolved mutually by both the parties considering the objective evidence