

# Additional conditions

## Façade and finishing elements

### Prices

All prices in the Façade and finishing elements price list (dutch) are based on the standard product range. Unless otherwise stated, the general sales, delivery and payment conditions of Holonite apply. All prices are in Euro's, exclude VAT, and are based on free deliveries, unloaded next to the truck, within the Netherlands. Additional freight costs can be charged for deliveries abroad. The lengths, unless otherwise indicated, will be rounded up to whole decimetres (with a minimum of 300 mm) for the indicated meter prices. In addition to the eight basic colours, project colours are available on request. Prices are subject to change as a result of rising raw materials prices. They are also subject to print or typographical errors.

### Surcharges for small orders

There is a €50,- surcharge for orders under €250,-. A €25,- surcharge will be charged between € 250,- and € 500,-. €25,- will be charged for trade items and orders sent by post.

### Natura and Texture surcharges

Natura and Texture products are subject to an additional surcharge on top of the price of the specific cast colour. See the table on page 17 of the façade and finishing elements price list (dutch). Natura is a way of ageing Holonite products. Due to this method of processing, not all sides of the finished product will be perfectly smooth. This is inherent to the process and no grounds for rejection. The client can request a product sample for review prior to ordering. If partial deliveries are possible, Holonite applies a corresponding price scale for each partial delivery. Please refer to the table on page 17.

### Colours

Colour and texture nuances in the final product will be limited by Holonite as much as possible, but are inherent to a natural product. This can never be grounds to reject the products.

### Order

Holonite bases its prices on clear and unambiguous orders (provided with clear drawings if necessary). Holonite is not liable for errors due to unclear or incomplete orders.

If necessary, Holonite can take care of the work preparation, provided that Holonite products will be used. Order forms can be downloaded from [www.holonite.co.uk](http://www.holonite.co.uk).

### Order Confirmation

The customer receives an order confirmation for each order. If the customer does not respond to an order confirmation within two business days, the order will be considered to be correct and will be implemented.

### Cancellation/Change

In the event of changes after the processing of the order by the sales department of Holonite, 2% administration costs of the total amount will be charged, with a minimum of € 25. Holonite must be informed of changes as soon as possible. If an order is already been put into production, the already incurred costs will be charged in the event of changes or cancellation. The customer will receive an adjusted order confirmation for each change.

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### Delivery times

Delivery times are based on the standard product range. Standard products have a default delivery time of four to six working weeks (excl. Cradle to Cradle Silver products), unless agreed otherwise. Orders with a large number of products can result in a longer delivery time. Separate agreements will be made for non-standard construction products (specials). Call-off orders will only be started after requests of the customer due to the specific production. The client will then be informed of the delivery time.

### Delivery

The recipient of the goods should ensure sufficient storage space where the goods can be stored on a flat and paved surface. The goods must be stored in a dry location and must be supported adequately (max 400 mm ctcd). Unloading and storage of the goods will be the sole responsibility of the recipient. Holonite cannot be held liable for damage caused during the unloading and storing of the goods. Damage which is visible before or during the unloading of the goods must be specified on the packing slip. Other complaints must be made to Holonite in writing within 48 hours after delivery. If an already manufactured delivery is delayed at the request of the customer, storage costs to the amount of 2% of the order value per month will be charged, with a minimum of € 25,- per order. Any delays to deliveries must be communicated within 48 hours before the scheduled delivery.

### Warranty Conditions

Holonite gives a 10 year full warranty on façade products. Submitting an invoice with the accompanying packing slip is sufficient to apply for the warranty. Written warranties will only be provided upon request for Holonite window sills and facade products. The warranty means that Holonite will restore the products or replace them where appropriate. Holonite B.V. must be given the reasonable opportunity to do this. Costs incurred by the client which are not directly attributable to the product shall not be for the account of Holonite.

The warranty shall expire inter alia:

- If the processing instructions have not been observed;
- If products are used for abnormal purposes
- If there is normal wear and tear;
- if the damage is due to vandalism and careless use;
- if damage is caused by external events.

### Mountings

Due to the properties of the Holonite B & S (Bond & Seal), the expansion joints between Holonite parts and between Holonite and other construction parts must be properly dimensioned. For indoor applications, expansion joints should be at least 0.5% of the length of the elements with a minimum of 6 mm. For outdoor applications, expansion joints should be at least 1% of the length of the elements with a minimum of 6 mm. The usage ratio of Holonite-Primer and Holonite-Cleaner is approximately one can of primer and one can of degreaser on 12 tubes of adhesive. The use of the Holonite B & S (Bond & Seal) is about 6 meters of adhesive bead per tube if using a triangle adhesive bead of 9 x 9 mm. Special spouts are delivered with the adhesive to make these beads. The above use is based on averages. Depending on the coarseness and the porosity of the surface, the use of degreaser, primer and adhesive can be lower or higher.

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### Holonite products are Cradle to Cradle certified

All Holonite products are Cradle to Cradle Bronze certified. There are no additional charges for Cradle to Cradle Bronze certified products. Recently, Holonite products are also Silver certified with exception of the colours Granbianco (2) en Grannero (4). Prices and delivery times for Silver products are available on request.

### Biobased Holonite products

Holonite can produce Biobased products that exist of natural raw materials for 90% on request. Renewable raw materials are used for the mixture which partly originates from rape seed oil and residual products from the food industry. These renewable raw materials are environmentally friendly and offer a good alternative to the use of fossil raw materials. Products such as corn and soy which affect the production of food products or otherwise harm the natural world or its environment are not used.

Prices of Biobased Holonite products are calculated on a project basis.

## Tolerances

Deviation from nominal size	< 1000 mm length	1000 - 2000 mm length	2000 mm length
Total Length	± 1 mm	± 1,5 mm	± 2 mm
Total width (<100 mm)	± 1 mm	± 1 mm	± 1 mm
Total width (>100 mm)	0/-1%	0/-1%	0/-1%
Bridge	±1mm	±1mm	± 1 mm
Puncture depth	±1mm	±1mm	± 1 mm
Thickness (flat product)	+1/-2 mm	+1/-2 mm	+1/-2 mm
Thickness (machined product)	±1mm	±1mm	± 1 mm
Straightness	±1mm	± 1,5 mm	± 2 mm
Flatness	±1mm	± 1,5 mm	± 2 mm
Drill Hole position	±1mm	±1mm	± 1 mm
Boss (external)	±1mm	±1mm	± 1 mm
Boss tension compared to boss	±1mm	±1mm	± 1 mm
Clear/Rebate	±1mm	± 1,5 mm	± 2 mm

Machine loss: as a result of the milling of the bottom, the thickness indicated on the drawing may deviate up to 3 mm.