

GENERAL SALES TERMS & CONDITIONS

VI 2026

1. Acceptance of Terms

All purchase orders submitted to AEON International Gulf Company ("AEON") in response to this quotation constitute an offer to purchase subject to AEON's Standard Terms and Conditions of Sale. By submitting a purchase order, the Client acknowledges receipt, understanding, and acceptance of AEON's Terms and Conditions of Sale, which are deemed incorporated by reference herein.

2. Technical Documentation

A signed and stamped acknowledgment of the technical data sheet is required prior to the issuance of any purchase order.

3. Pricing Validity

The quoted prices are valid solely for the quantities and product mix specified in this offer. AEON reserves the right to revise prices if the Client modifies quantities or items.

4. Payment Terms

All payments shall be made via Cash Against Documents (CAD) through a locally accredited financial institution, with unconditional payment guarantees for each invoice submitted by AEON.

5. Communication Protocol

Only formal, written communications shall be considered valid and binding. Verbal instructions or commitments are not enforceable by either party.

6. Material Availability

Material availability information provided in this quotation is preliminary and subject to change. Written confirmation of availability is required prior to placing a purchase order. Absent such confirmation, AEON shall bear no liability for claims, penalties, or damages.

7. Delivery Requirements

The Client bears full responsibility for submitting detailed delivery requirements. A delivery schedule will be developed only upon formal request and must be mutually approved by both parties.

8. Holiday Exclusions

Public holidays in the United Arab Emirates and the country of origin—including Eid, New Year, and national holidays—are excluded from the delivery timeline and shall be added accordingly.

9. Force Majeure

AEON shall not be held liable for any delay or failure in supply or service delivery caused by circumstances beyond its control, including but not limited to:

- (a) Manufacturing delays or stoppages
- (b) Customs regulations at origin or destination
- (c) Shipping agent or logistics provider limitations
- (d) Political instability, war, natural disasters, or other force majeure events

In such instances, AEON's obligation is limited to providing a written report detailing the cause and extent of the delay or failure, where possible.

10. Transportation & Logistics

For truck deliveries, shipment volumes are estimates and charges shall reflect actual dispatch quantities. AEON reserves the right to adjust transportation costs if changes are made to the agreed delivery plan.

11. Order Value Commitment

The Client agrees to remit full payment based on the original purchase order, unless AEON has formally authorized modifications in writing.

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12. Storage & Late Receipt Charges

Should the Client fail to receive the goods at the agreed time, AEON reserves the right to impose a monthly storage and safeguarding fee of 2.5% of the goods' value, payable in full by the Client.

13. Price Adjustment

AEON reserves the right to revise pricing in the event that quantity amendments are requested and approved by AEON.

14. Return Policy

Return of materials is strictly prohibited unless the product is defective or fails to conform to the specifications outlined in the approved catalog.

15. Confidentiality

All information contained herein is strictly confidential. Disclosure, reproduction, or transmission of this document, in whole or in part, to any third party without prior written consent from AEON is expressly prohibited.

16. Validity and Authentication

This offer shall be deemed valid only if affixed with AEON's official company seal and authenticated by the relevant Chamber of Commerce.

17. Governing Language

For all purposes of interpretation and dispute resolution, the Arabic version of this document shall prevail as the official reference.

18. Superseding Agreements

These Terms & Conditions shall apply in conjunction with any binding contract or product offer formally executed between AEON and the Client. In the event of conflict, the signed agreement shall prevail.

19. Delivery Plan Enforcement

Delivery plans shall be considered binding only upon AEON's formal acceptance of the Client's purchase order and written notification to the Client within 48 hours of issuance.

20. Commencement of Delivery Period

The agreed delivery timeline shall commence on the later of the following dates:

(a) The date payment is received by AEON, as per agreed terms

(b) The date of formal confirmation issued by AEON post-approval of the purchase order

21. Order Cancellation Policy

The Client may not cancel any confirmed order without AEON's prior written consent. In the event cancellation is approved:

(a) A liquidated damage fee of 50% of the total purchase price will apply if the goods have not yet been dispatched.

(b) A 100% charge will apply if the goods have been dispatched or the service has been rendered (either in full or in part).

(c) The Client shall also bear all associated costs, including but not limited to shipping, packaging, and supplier-imposed penalties.

22. Terms for Valves and Accessories

22.1 Warranty

Valves and related accessories are covered under the manufacturer's warranty for a period of 12 months (1) years from the date of sale, subject to the terms stipulated by the manufacturer.

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22.2 Operating Integrity

The manufacturer shall bear no liability for malfunctions resulting from:

- (a)** Use of gearboxes with extension spindles or T-keys
- (b)** Failure to employ a valve position indicator (open/close), which is a mandatory installation. Non-compliance shall void the warranty.

22.3. Governing Agreement

These provisions shall be read in conjunction with the product offer and any contract signed between the parties. Where applicable, the terms of the contract executed shall take precedence