

General information about the order/purchase

For the confirmation of the rights and obligations of both the consumer and the seller as well as for the purchase and sale of products, the documents described in the **Terms of sale** are considered to be contractual documents.

Terms of sale

All e-mails, proof of bank transfers, invoices and shipping documents are considered valid documents.

The valid documents will be preserved as proof of communication, purchases, and transactions between both parties.

Making a order by e-mail does not mean that the seller accepts or is obligated to fulfill the purchase order. Any order can only be validated if and only if, the banking entities confirmed the transfer of the complete amount of money due for the purchase or if the Seller and the Consumer have both agreed on a payment form validating the amount of the purchase.

The order will be considered validated only when the Seller send the Invoice.

Prices

The prices **do not include tax**.

The prices **do not include delivery costs**.

The full amount payable must be paid at the time of order. It will be considered the total purchase price of the goods plus shipping.

Production and shipment

AVA only produces volumes of plywood and works to meet all expectations of each customer therefore, it is important to note that due to its specific nature and the fact that the volumes of plywood are custom made on demand, each order is treated individually and with a different production time. The average time for shipment is 30 days of the order confirmed by the seller.

The shipment of products can be arranged between the parties. The buyer has the right to choose which option suits him or her best.

The Seller cannot be in any case held responsible for potential damages and/or the loss of goods during transportation.

The goods are to be delivered to the address specified by the buyer. It is the Customer's responsibility to ensure the correctness of the address.