

## **TERMS AND CONDITIONS**

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### **SHIPPING AND RETURN RULES**

#### **1.COMPANY IDENTIFICATION:**

These general conditions of sale apply to all contractual relations between the company **GNT - GRANITOS DO NORTE LDA**, registered at the Commercial Registry Office of Marco de Canaveses under the single registration and corporate number **505.280.035**, headquartered at Avenida Principal nº 1115, parish of Bem Viver, municipality of Marco de Canaveses, hereinafter the “Producer,” and any buyer, professional or non-professional, hereinafter the “Buyer,” who intends to purchase the products offered by the Producer.

#### **2. PURPOSE**

These Terms and Conditions govern access to and use of the website, as well as the sales conditions of natural stone and granite processing services provided by the Company. The service of **GNT – Granitos do Norte, Lda** consists of making available and supplying a set of products and services, allowing the user, who is granted customer status, to order and purchase online the products presented therein.

The use of the site necessarily implies full acceptance and agreement with all the parameters set out in the terms and conditions described, as well as the Privacy/Cookies Policy in force at the time of access.

If you do not accept, in whole or in part, any of the stipulated conditions, you should not make purchases on our site.

**GNT – Granitos do Norte, Lda** reserves the right to update and amend the Terms and Conditions without prior notice. Therefore, we advise you to periodically check the Terms and Conditions for any changes or updates.

By using this site and/or purchasing products or services, the user declares that they have read, understood, and accepted these Terms and Conditions.

### **3. PRODUCT/SERVICE INFORMATION:**

**GNT – Granitos do Norte, Lda** sells natural stone and granite, raw or processed.

Please note that the images/videos, descriptions, and characteristics of each product presented on the site are illustrative.

Since stone is a natural product, variations in color, texture, and pattern may occur, which do not constitute defects.

We provide our products and/or services clearly and undertake to correct possible errors as quickly as possible.

The Company reserves the right to change, suspend, or discontinue products/services without prior notice.

All product orders will be subject to availability. In this sense, if there are any difficulties in supplying products or if items are out of stock, we will immediately inform you of the unavailability and refund any amount paid within 30 days.

### **4. ORDERS AND QUOTES:**

The customer may request quotes for the desired products via the website, email, or telephone contact. Orders only become valid after written confirmation and acceptance of the commercial conditions by the Company.

The final value may vary depending on measurements, quantities, and confirmed technical specifications.

### **5. PRICES AND PAYMENTS:**

The price of each product shall be stipulated at each moment on our website, except in case of an obvious error. Although we try to ensure that all prices listed are correct, errors may occur. If we detect an error in the price of any product ordered by the customer, we will inform them as soon as possible and offer the option to reconfirm the order with the correct price or cancel it. If we are unable to contact the customer, the order will be canceled and the amount paid will be fully refunded. We shall not be obliged to supply any product at the incorrect lower price (even if we have sent the Shipping Confirmation) if the price error is obvious and could reasonably have been recognized by the customer as an incorrect price.

All prices are presented in euros (€), including the applicable VAT rate, already included in the displayed price.

Shipping costs are calculated at the final stage of the order, as they will depend on the necessary transportation and possible trips required due to the quantity of stone ordered.

**GNT – Granitos do Norte, Lda** provides the following payment methods:

- Bank transfer

After confirmation that payment has been received, the company will carry out a standard verification to enable processing and shipping of the order. The customer will receive an email confirming that the order has been paid, along with the corresponding invoice.

If the order is not paid within 48h, the company will automatically cancel it. The references will no longer be active, and if the customer wishes to proceed, they must place a new order on the site.

## **6. DELIVERIES AND TRANSPORT:**

- Deliveries are made to the address indicated by the customer, subject to prior agreement. If the customer is not at home and a second delivery attempt is required, the customer acknowledges that they must pay all associated costs.
- Transport may be carried out by the Company or by an external carrier.
- Delivery times are indicative and may vary due to production, stock availability, or logistics.
- The Company is not responsible for delays attributable to third parties or force majeure.

## **7. WARRANTY AND LIABILITY:**

As natural materials, variations in tone and texture are not considered defects. The Company guarantees the conformity of the processed product according to the measurements provided and specifications.

If you are dissatisfied with the product delivered by our company, you may submit a written complaint within 8 days of delivery.

The customer may submit a complaint regarding any matter, act, information, or service provided related to **GNT – Granitos do Norte, Lda** through the email contact

<https://granitosdonorte.com> or through the electronic Complaints Book available at: <https://www.livroreclamacoes.pt/INICIO/>.

#### **8. RIGHT OF WITHDRAWAL (CONSUMERS):**

If the purchase is made by private consumers (not companies) at a distance (e.g., online), the provisions of Decree-Law no. 24/2014 apply.

The consumer has **14 days** to terminate the contract without providing a reason. By terminating the contract within the legal deadline, the company must refund the amount paid within a maximum of 14 days after receiving the returned order accompanied by the purchase invoice, proof of payment, and return form. The refund will be made using the same payment method used by the customer for the initial payment, unless expressly agreed otherwise, provided that the customer does not incur any costs as a result of the refund.

**Note:** The right of withdrawal does not apply to customized goods or goods produced to the customer's specifications.

#### **9. DISCLAIMER:**

By creating and using an account with **GNT – Granitos do Norte, Lda**, the customer is responsible for maintaining the account, its confidentiality, and all activity resulting from their account.

By creating a user account and placing orders, the customer expressly and unequivocally accepts the Terms and Conditions in their most updated version.

The company is not responsible for information disclosed by third parties, technical failures, or any other issues that prevent access to and proper functioning of the online store.

**GNT – Granitos do Norte, Lda** is not responsible for possible damages, directly or indirectly related to the use, or inability to use, the products and/or services provided, as well as for any delay or unforeseen event in the delivery of orders.

#### **10. PERSONAL DATA PROTECTION:**

The processing of personal data is governed by our Privacy and Cookies Policy, drafted in accordance with the General Data Protection Regulation (GDPR).

## **11. INTELLECTUAL PROPERTY:**

All content on the site (texts, images, logos, trademarks, and design) is owned by the Company or used with authorization. Its use without prior consent is prohibited.

## **12. APPLICABLE LAW AND JURISDICTION:**

These Terms and Conditions are governed by Portuguese law. In the event of a dispute, the competent court is the Court of the District of Marco de Canaveses, without prejudice to mandatory legal rules.

In the event of a consumer dispute, the consumer may resort to an Alternative Dispute Resolution (ADR) entity. Information is available on the consumer portal: [www.consumidor.gov.pt](http://www.consumidor.gov.pt).

The company is available to clarify any doubts via

email: **geral@granitosdonorte.com** | Contact: **+351 255 588 770**