

# GENERAL TRADING TERMS (GTT)

## PART I

### GENERAL COMMERCIAL CONDITIONS FOR THE SALE OF AGGLOMERATED STONE **RMC**

Manufacturer: **EUROSURFACES PORTUGAL S.A.**  
Product Brand: **RMC**  
Version: 2018.1

Rua Correia da Coutinha Nº 1  
P.O. Box 30  
3771-909 Oliveira Do Bairro  
PORTUGAL

T: +351 (234) 740 400  
F: +351 (234) 740 401

[www.rmc.pt](http://www.rmc.pt)

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# 1 DEFINITIONS

## 1.1 RMC Engineered Stone

RMC engineered stone is industrial product manufactured from a mixture of aggregates (coming from natural marble), additives and resin binder. The products are produced in form of blocks that are transformed in finished slabs, tiles or various cut to size products.

RMC product uses the optimum properties of natural marble and combines them with features of non-porosity, hardness and superior chemical resistance. The material is unique in design and is characterized by its high-quality, durability, hygienic finish and suitability for a wide range of building projects.

## 1.2 Slab

The basic product in a form of a flat surface with various thicknesses, miscellaneous surface finishes, in physical dimensions 1850x1240<sup>1</sup> and usable area 1830x1230 mm. This slab size is extruded from a block with nominal size 1850x1250x880 mm. Nonstandard slab sizes can be processed upon request.

## 1.3 Tile

The product made of engineered stone obtained from a slab by cutting it into a particular size. Standard and optimal tile sizes are derived from RMC slab size e.g. 300x300 mm, 600x600mm or 600x300 mm.

## 1.4 Cut to Size Product

Finished end-user product fabricated from block, slab or tile. Usually this category covers vanity tops, window sills, door sills or tiles with special dimensions and shapes.

## 1.5 Colors

The products of all collections are divided into Standard colors and Special colors based on their availability. They are defined in RMC catalogue issued for the respective year.

**Standard** colors are defined across different RMC collections. These colors are usually available on stock.

**Special** colors are not made regularly and are produced based on specific customer order. They may be subject to minimum ordering quantity.

**Note:** *RMC products are manufactured from natural marble, and therefore, subject to slight shade variations. Please respect the shade code on the tiles packaging and always compare shades of adjoining tiles during installation.*

## 1.6 Surfaces

**Standard** surface finish for all colors is polished. Additional standard surface finishes are honed, aged, bush hammered and satin. Their availability needs to be consulted prior to order with sales representative.

**Special** surface finishes (e.g. matt) are not made regularly and are produced based on specific customer order. They may be subject to minimum ordering quantity.

### 1.6.1 Polished finish

Polished finish version has the highest level of gloss and it is available for all colors and thicknesses as standard. Gloss 65-85.

**Note:** *RMC Original collection can have slight gloss variations due to the natural stone characteristics.*

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<sup>1</sup> Except bush hammered and satin surface. Slabs might have rounded edges, or the surface can be slightly different on slab's perimeter. This is due to polishing technology used in marble industry and cannot be considered as defect.

### 1.6.2 Honed finish

Honed finish version has a matt look with the same flatness of the surface. It is available for all thicknesses. Gloss 18-26.

### 1.6.3 Matt finish

Matt finish has even lower gloss than honed one. This surface is Special one, available on request only. Gloss 2-13.

### 1.6.4 Aged finish

Aged finish version is achieved by brushing the surface. It reaches a smooth feeling with slight depressions visible between the various raw materials used. It is available in all thicknesses.

### 1.6.5 Bush hammered finish

Bush hammered finish version is a rough texture executed with very small splinters homogeneously distributed. It is available in minimum 20mm thickness.

### 1.6.6 Satin finish

Satin finish version is the same as bush hammered but having a smoothing layer by means of brushing. It is available in minimum 20mm thickness.

## 1.7 Dimensions and Thicknesses

**Standard** dimension of slabs is 1830x1230 mm in the thickness 12, 20 or 30 mm. Other **Special** thicknesses are available on request.

**Standard** dimensions of tiles are 300x300 mm, 600x600 mm and 600x300 mm in the thickness 12 or 20 mm. Other **Special** dimensions or thicknesses are available on request.

## 1.8 Quality Classification for Slabs

### 1.8.1 Defect definition

Mechanical and visual defects are understood as outstanding circular and lengthwise grooves, outstanding low-gloss polished areas, damaged or broken corners and edges, impurities, different color spots, spots with the same color shade, incorrectly pressed areas, cracks etc.

The defects are of such location, character and number that makes it not possible to reprocess the slabs into a higher quality by means of repeated polishing or manual repair.

### 1.8.2 Quality class 1

Usable area: 2,25 sqm.

Marking: yellow sticker

Products in this class are without any mechanical or visual defects.

### 1.8.3 Quality class 1A

Usable area: 1,88 sqm.

Marking: orange sticker

Usable area is less 16,7% (floating segment 1/6 of the slab) when compared to the quality class 1.

Contingent defects may occur only on the non-usable 16,7% of surface and are signed with an orange round sticker.

### 1.8.4 Quality class NC

Usable area: 1,88 sqm.

Marking: red sticker

This quality class includes products without any mechanical defects within usable area but with deviation from color shade, color structure or raw material within usable area.

**It is not possible to make a claim on this quality class.**

### 1.8.5 Quality class 2

Usable area: 0,72 sqm, specifically segment 1200x600 mm

Marking: grey sticker

This quality class includes the products with usable area equal or larger than 1200x600 mm.

Defects are signed with an orange round sticker.

**It is not possible to make a claim on this quality class.**

### 1.8.6 Quality class 3

Usable area: Not specified

Marking: black sticker

This quality class includes the products with undefined usable area.

This quality class also represents slabs with thickness out of tolerance specification.

Defects are not signed on the slab. Slab surface is not protected by plastic film.

**It is not possible to make a claim on this quality class.**

### 1.8.7 Project quality classification

For project orders (exceeding equivalent of 600 sqm slabs of one product) Eurosurfaces Portugal S.A. reserves the right to deliver products to its customers in the mode called **project quality**. In this case, the delivery includes up to 10% of slabs usually classified as 1A class and up to 5% of slabs usually classified as class 2.

## 1.9 Quality Classification for Tiles

### 1.9.1 Quality class 1

Products in this class are without any apparent mechanical and visual defects and meet the dimensional tolerances.

### 1.9.2 Quality class 2

The quality class 2 includes the products of non-standard quality. Non-standard mechanical defects, deviation in color shade, color structure or raw material, dimensional deviations etc. are allowed.

### 1.9.3 Project quality classification

For project orders (exceeding equivalent of 600 sqm tiles of one product) Eurosurfaces Portugal S.A. reserves the right to deliver products to its customers in the mode called **project quality**. In this case, the delivery includes up to 15% of tiles usually classified as class 2.

## 2 DELIVERY AND TRADE TERMS

### 2.1 General Delivery Terms

The following conditions are valid for all deliveries made by Eurosurfaces Portugal S.A. (Manufacturer) or its Distributors that respect these delivery and trade conditions.

All orders must be in written form and shall be stamped and signed by authorized company signatory.

Each order is checked with respect to delivery date, price and other sales conditions by Ordering Department who will issue a Purchase Order and Proforma Invoice (PI). The PI is sent to the customer by fax or by e-mail. Confirmed PI can be changed by customer or by Manufacturer in written form after mutual agreement.

The customer is then informed about shipment date. In case of substantial change of shipment date, the Manufacturer has to inform the customer about it immediately. No changes in composition of the truck/container are allowed once the production has started.

Any change in an order confirmed previously by both sides is considered as a new order and must be confirmed in writing again by the Manufacturer. The Manufacturer may issue detailed commercial conditions (or discount system) valid for certain period and noting above mentioned conditions.

## 2.2 Price and Payment Conditions

### 2.2.1 Price

Prices for current RMC product portfolio are presented in an official price list from the Manufacturer. The price list is not part of these commercial conditions due to its potential for change.

### 2.2.2 Payment conditions – Standard products

Payment conditions will be agreed individually and according to the type of sale or project.

### 2.2.3 Payment conditions – Special products

Payment conditions for Special products (nonstandard colors, finishes, thicknesses) are defined according to an individual agreement with the Manufacturer, together with following conditions:

- In the case that a customer cancels his order after the initiation of its production, the customer must pay a cancellation fee equal to the value of material used plus all expenses during production of the order.
- In the case that a customer cancels his order after it is produced, the customer must pay the whole purchasing price of the product according to his order and must take over the finished product.

### 2.2.4 Payment conditions – Cut to size products

Conditions for cut to size products are the same as for Special products.

## 2.3 Limited Warranty

The period of standard limited warranty for RMC products used for residential projects is as follows:

- Two years for tiles
- Two years for slabs

Limited warranty is valid from the date of shipment and refers only to defects meeting the conditions in General Trading Terms – Part III: Complaint rules.

## 3 HANDLING OF THE PRODUCTS

### 3.1 Packing, Labeling and Identification of the Product

#### 3.1.1 Slabs

Slabs are transported in a container, in wooden bundles. Alternatively, slabs may also be transported by a truck, loaded on metal “A” frames. The slabs quality class 1, 1A and 2 are packed in plastic film to prevent scratches during manipulation. The product is laid uniformly in the stands to protect the slabs against any movement.

Each slab is provided with a colored sticker for visual identification of the quality.

#### 3.1.2 Tiles

Tiles are packed into cardboard boxes and loaded into crates or pallets, but can be directly loaded in wooden crates based on tiles dimension and agreement with customer.

The tiles are put polished sides facing each other’s in order to protect the product from scratches. To prevent movement of the tiles on the pallets or in boxes, wooden and paper filling are used.

The product is laid uniformly on the pallets and does not overhang.

Each tile box is provided with identification of product’s shade. Since the tiles are made of natural marble each block is unique and final products as tiles must be checked for shade and pattern. Always do a visual color match under similar lighting conditions as found at the job site before cutting. We do not recommend mixing different batch numbers.

Tiles in quality class 2 are not packed into cardboard boxes and are fixed only on pallets.

### 3.2 Loading of the Product

The following rules must be respected during loading of RMC products:

- The Driver is responsible for ensuring that the load is within the legal carrying capacity of the vehicle.
- Eurosurfaces Portugal S.A. (Manufacturer) requires a minimum height of body structure of 2.3m for transport. In the event that the transporter does not ensure sufficient space for goods loading, then trans-loading of goods is not provided by Manufacturer.
- Truck must be equipped with tightening belts for the stands and cardboard corners or pads, which are used under the belts when slabs are loaded.
- The Driver is responsible to ensure that the load is fully supported and safely secured to the vehicle prior to leaving premises.
- Manufacturer shipping department is equipped for loading of vehicles with overhead cranes and forklifts. Truck must have convertible top and sides to load the material with forklift from both sides.
- Material cannot be loaded in case of inconvenient vehicle arrangement. Pallets must not be stacked. The product must be protected during transport against the weather.
- When unloading, forklift is mostly required for handling of bundles, pallets and boxes. The container U-beam or similar device and overhead crane must be used for unloading of the slabs from the containers. A forklift with 2,5 tons loading capacity is recommended.
- It is highly recommended to unload RMC material in a loading/unloading dock to simplify manipulation.
- Performing a visual inspection for defects or color matching is essential when unloading and transporting RMC slabs into a warehouse.

### 3.3 Transportation of the Product

#### 3.3.1 Weight of slabs and tiles

Weight of RMC slabs is approximately as follows:

Thickness [mm]	Weight of 1 sqm [kg]	Weight of 1 slab [kg]
12	30	69
15	38	85
20	50	115
25	63	142
30	75	170

Weight of RMC standard tiles packages is approximately as follows:

Dimension [mm]	Crate Dimension [mm]	Pieces per Box	Boxes per Crate	Weight per Crate [kg]
600x600x12	1100x700x715	3	25	865
600x300x12	1100x700x715	5	32	920
300x300x12	1100x750x715	11	28	842

### 3.3.2 Slabs: Loading capacity

Usual capacity for trucks and containers is as follows:

Slabs	Thickness [mm]	Number of slabs	SQM	Weight [kg]
Container	12	363	817	25 350
	20	220	495	25 606
	30	143	321	24 966
Truck	12	355	799	24 791
	20	210	472	24 442
	30	142	319	24 791

The computation of mixed thickness loading for containers should be considered as follows:

- Each wooden bundle can hold 400 mm of mixed thickness of slabs
- Full container can load 11 wooden bundles

The computation of mixed thickness loading for trucks should be considered as follows:

- Each A-frame stand can hold up to 1420 mm of mixed thickness of slabs
- Full truck can load 3 A-frames

For transportation of 12 mm slabs in A-frames, we highly recommend combining transportation with thicker slabs (20/30 mm) to avoid bending or breakage of 12 mm slabs.

### 3.3.3 Standard tiles: Loading capacity

The following table shows usual capacity of containers and trucks when transporting RMC standard tiles.

In case of truck transport different types of pallets can be used as described below:

Tiles	Dimension [mm]	Number of Boxes	SQM	Weight [kg]
<b>Container</b>	300x300x12	784	777	24 836
	600x600x12	750	810	25 942
	600x300x12	864	777	24 822
	300x300x20	840	453	24 500
	600x600x20	1350 (tiles)	486	25 807
	600x300x20	2650 (tiles)	477	25 262
<b>Truck (PT)</b> RMC Pallet (0,63x1,23)	300x300x12	760	752	23 108
	600x600x12	714	771	23 727
	600x300x12	840	756	23 289
	300x300x20	840	453	23 268
	600x600x20	644	463	23 808
	600x300x20	840	453	23 268
<b>Truck (EU)</b> Euro-pallet (0,83x1,23)	300x300x12	792	784	23 784
	600x600x12	714 (*)	771	23 727
	600x300x12	840	756	23 289
	300x300x20	864	466	23 968
	600x600x20	644 (*)	463	23 808
	600x300x20	840	453	23 268

(\*) RMC pallet needs to be used instead of Euro-pallet



In case of mixed transportation (slabs + tiles), please follow these instructions:

- 1 wooden bundle can carry approximately 2,3 tons of slabs.
- 1 wooden pallet can carry approximately 1 ton of tiles.

### 3.4 Shipping Documents

Each delivery of RMC products is provided with the Packing List, Invoice and CMR.

The Packing list includes the following information:

- Packing list number and date of delivery
- Name and address of the customer
- Number of respective Invoice
- Product denomination and its quantity
- Number of palettes/stands/boxes
- Gross and net weight of the shipment
- For containers only: Container number, seal number, port of loading, port of discharge

The Invoice includes the following information:

- Invoice number
- Client information
- Payment terms (issue and due date)
- Product denomination and its quantity
- Unit price and total price
- Loading and unloading information
- HS code (if applicable)
- Delivery terms
- Net and gross weight
- Number of container and seal number (if applicable)

Other required documents (B/L, Certificate of Origin etc.) must be agreed before shipment. All costs related to issuing of those documents are covered by customer if not agreed differently.

### 3.5 Storing of the Product

The product is to be stored in buildings or covered areas and protected against atmospheric influence. While storing or transporting the product, it is necessary to make arrangements to protect it against damage by crushing, improper handling or staining with lubricants, oil, painting materials, building materials, rust, etc.

Slabs must be stored in the vertical position on the compact stand so that the back side of the slab lies with its full area upon backing and so that no part of the slab overlaps to the free area.

The bottom of warehouse frames must be covered with rubber, plastic or wooden pads to prevent the chipping of slabs lower edge during manipulation. Slabs that are put in stands or in bundles must be separated with vertically laid, clean and flat wooden strips – minimum 3 pieces for 20 mm and 30 mm slabs and minimum 4 pieces for 12 mm slabs – in the same distance all over the length of the slab bundles.

It is highly recommended to unload RMC products from inclined wooden bundles (slabs) and wooden crates (tiles) to avoid the fall of slabs/tiles from opened package.

**Note:** As RMC products contain natural marble, they must NOT be exposed to acid, alkaline, or strong chemical products during storage, installation, or maintenance.

### 3.6 Safety Guidelines

Fabricators and installers are required to maintain a safe work environment. We strongly recommend the product to be made, fabricated, and installed using wet production methods.

Kindly pay attention to the following best practices for fabricating RMC slabs:

- Read operating tool literature to be advised of hazards, applications and limitations.
- Prevent accidents by keeping work areas clean, dry, well-ventilated, well-lit and uncluttered.
- Use the right tools as designed. Wear proper apparel for work areas.
- Wear ear/nose protectors and safety shoes. Wear approved protection eyewear.
- Maintain tools in top condition. Keep tools sharp and clean for best and safest performance.

## 4 OTHERS

Eurosurfaces Portugal S.A. reserves the right to change these terms and conditions at any time, and customer agrees to abide by the most recent version of this GTT each time he or she uses RMC product. Customer is accordingly advised to consult this GTT each time he or she uses RMC product. Customer is also advised not to use the RMC products if he or she doesn't agree to all of the terms and conditions mentioned in this GTT.

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For the most recent information please refer to [www.eurosurfaces.eu](http://www.eurosurfaces.eu) and [www.rmc.pt](http://www.rmc.pt).

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