

### 4.1. FORMS OF ORDERS

#### 4.1.1. ORDERING SYSTEM

Orders for products and goods can only be made in writing. Using the Trachea OS system is the basic method of product ordering. It reduces the risk of errors, saves time and streamlines communication. The program is available at [www.trachea.cz](http://www.trachea.cz).

#### 4.1.2. WRITTEN ORDERS

To be considered a written order for goods, the order should be made:

- In electronic form via the Trachea ordering system;
- By email to [objednavky@trachea.cz](mailto:objednavky@trachea.cz);
- In paper form sent to the address of the contractor's registered office or business premises.

Written orders sent by post, fax or email are handled as an order form (production contract), which is sent back for confirmation. An order is put into production only on its basis.

#### **Order Processing**

Based on the contractor's non-binding offer, the customer shall place a written order for goods. The indication of products in the order must correspond to the product indications in the Trachea or TP catalogue. The Contractor reserves the right to decide on the order confirmation, even partially.

#### **Order Creation, Order Form**

The Contractor shall confirm the order placed to the Client as an order form corresponding to the Client's order and the Contractor's production capabilities. The Contractor shall send the order form to the Client for approval in writing or electronically to the address specified in the order. The Client is obliged to check the order form and approve it electronically to the address: [objednavky@trachea.cz](mailto:objednavky@trachea.cz) within the period specified in the order form.

If the Client does not comment on the order form within the given deadline, the order form shall be considered approved. The work contract is concluded between the parties at the moment of delivery of the order form as agreed by the Client to the Contractor or upon the expiry of the given deadline from the delivery of the order form to the Client.

#### **Order Form Approval**

If the Contractor confirms the order only partially or makes other changes, reservations, additions or restrictions to the order, this modified order shall be considered to be a new proposal for the conclusion of a contract, which must be confirmed in writing or electronically by the Client. The contract shall be concluded by delivery of the written or electronic confirmation of the modified order to the Contractor by the Client.

Due to the fact that we strive for the shortest possible delivery times, we also require relatively fast approval of the order. Depending on the progress of production, a situation may arise where later requests for changes or corrections in the order can no longer be accepted. In such case, it is possible not to complete the following operations for work-in-progress products and to deliver unfinished products to the Client. Trachea reserves the right not to be liable for the indecision and uncertainty of customers or users.

### 4.2. PRODUCTION AND PRODUCTION TERMS

#### **Order Completion Date**

The order forms also state the date of completion of the given order, which is generated according to the current production capacity, or on the basis of individual negotiations with a customer. This date means the expected date of completion of production at Trachea, not the day of sending the order or its delivery to a customer. Dates of production completion can be divided into several categories:

- Regular dates, which are set on the basis of general terms and conditions during the year and can also be agreed individually with a customer;
- Shortened terms, called individual sold product or express production, which relate to the production of small quantities of goods and for which fixed deadlines are set for the receipt of orders – by 9:00 a.m. each day; completion of the production of goods according to these orders can be, depending on the situation, the next day, the term “completion date” of production is described above;
- Shortened terms for the production of claimed goods, which enable the fast correction of possible problems and mistakes; although we strive to achieve the highest possible quality of the delivered goods, mistakes can never be absolutely avoided. Receipt of complaints and their production are governed by the same rules as for piece express production.

### 4.3. COMPLETION, PACKAGING AND SHIPPING

Upon completion of the order production, customers are notified in writing or by telephone that the goods are ready for collection or shipment. If the mode of transport is not specified in the original order, Trachea shall ask customers to provide the required mode of transport. Common possibilities are the personal collection of the goods, transport by a transport service provided by a customer or transport provided by our company -- we perform this using either the Czech Post Business Parcels or the transport service, depending on the quantity.

Depending on the agreed conditions, the method of transport or the quantity of delivered goods, the goods are left for direct collection without packaging, packed in packages, or packed on pallets. When packaging, we use lining material preventing scratches of products and cartons. The products on the pallets are tightened with a steel strip, which ensures their sufficient fixation. Lining material and packaging are charged separately according to the valid price list. Pallets are returnable packaging and are charged accordingly. They can be exchanged when collecting the goods or returned by the customer and charged back.

When collecting the goods in person, we insist on the inspection of the products taken over by the customer. In this case, claims for damage to the goods by transport cannot be accepted. Along with the goods, the customer shall always receive a delivery note – a list of goods with individual items and accounting documents – acknowledgement of receipt or invoice.