

4.1. ORDER FORMS

4.1.1. ORDERING SYSTEM

Orders for products and goods can only be made in writing. The Trachea OS system is the primary method for placing orders, minimizing errors, saving time, and streamlining communication. The program is available on the website www.trachea.cz/en.

4.1.2. WRITTEN ORDERS

A written order is considered to be an order placed:

- Electronically through the Trachea ordering system.
- By email to objednavky@trachea.cz.
- In hard copy sent to the address of the contractor's headquarters or operational site.

Written orders sent by mail, fax, or email are processed into an order sheet (a production contract), which is then sent back for confirmation. The order is included in production only after this confirmation.

Order Processing

Based on the contractor's non-binding offer, the customer submits a written order for goods. The description of the goods in the order must match the description in the Trachea catalog or technical documentation. The contractor reserves the right to decide whether to confirm the order, even partially.

Creating Orders and Order Sheets

The contractor confirms the customer's order by creating an order sheet that corresponds to the customer's order and the contractor's production capabilities. The contractor sends the order sheet to the customer for approval, either in writing or electronically to the address provided in the order.

The customer is required to review and approve the order sheet electronically by sending approval to objednavky@trachea.cz within the specified timeframe in the order sheet.

If the customer does not respond within the specified timeframe, the order sheet is considered approved. The contract is concluded upon the contractor's receipt of the approved order sheet or after the specified timeframe lapses.

Approval of Order Sheets

If the contractor confirms the order only partially or makes any changes, reservations, additions, or restrictions, the modified order is considered a new proposal for a contract, which must be approved in writing or electronically by the customer. The contract is concluded upon the contractor's receipt of written or electronic approval of the modified order from the customer.

Since we aim to maintain the shortest possible delivery times, we require prompt approval of orders. Depending on the stage of production, late requests for changes or corrections may no longer be accepted.

In such cases, it is possible to halt subsequent operations for unfinished products and deliver incomplete goods to the customer. Trachea reserves the right not to be held responsible for customers' indecision or uncertainty.

4.2. PRODUCTION AND PRODUCTION DEADLINES

Order Completion Date

The order sheet includes the completion date, which is generated based on current production capacity or individually negotiated with the customer. This date represents the anticipated day of production completion at Trachea, not the date the order will be dispatched or delivered to the customer.

Production completion dates for goods can be divided into the following categories:

- **Standard Deadlines:** These are determined based on general conditions throughout the year and may also be negotiated individually with the customer.
- **Expedited Deadlines (Small Batch Orders or Express Production):** These apply to small quantities of goods, with fixed submission times—orders must be placed by 9:00 a.m. daily. Depending on the situation, production completion for such orders may be the next day. The term „completion date“ is described above.
- **Expedited Deadlines for Reworking Defective Products:** These allow for the fastest possible resolution of any issues or errors. While we strive for the highest quality of delivered goods, occasional errors are unavoidable. The receipt and production of claims adhere to the same rules as express small-batch production.

4.3. COMPLETION, PACKAGING AND SHIPPING

After order production is completed, customers are notified in writing or by phone that the goods are ready for collection or dispatch. If the original order does not specify the shipping method, Trachea will request confirmation from the customer regarding the desired mode of transportation.

Standard options include:

- Self-pickup.
- Delivery via a shipping service arranged by the customer.
- Delivery arranged by Trachea—this is carried out using Czech Post Business Parcels or shipping services, depending on the quantity.

Packaging Details:

Depending on the agreed terms, transportation method, or quantity of delivered goods, the goods may be:

- Collected without packaging.
- Packed in boxes.
- Palletized.

Protective materials are used to prevent scratches on products, and cardboard is employed for additional security. Palletized goods are secured with steel straps to ensure proper fixation. Protective materials and packaging are charged separately based on the current price list.

Pallets:

Pallets are considered returnable packaging and are charged accordingly. They can be exchanged during pickup or returned by the customer for a subsequent refund.

Customer Responsibility During Pickup:

During personal pickup, customers are required to inspect the goods before accepting them. Claims for transportation-related damages cannot be accepted under these circumstances. Along with the goods, customers will always receive:

- A delivery note (detailing the goods and individual items).
- Accounting documents (receipt or invoice).