

Terms of cooperation

1. General Terms and Conditions

Avant Stoneware Factory is a Polish manufacturer of ceramic products and ceramic and glass decals. For our customers, we have prepared free catalogs in printed form and to download from the www.avant.pl website. We reserve the right to use the completed projects for the purposes of preparing a catalog of our products, presentation of the company's offer, placing on the AVANT website and other purposes of presenting our products. The Customer may reserve the right to use the implementation (product) made for him only in the form of written information. Avant mugs are signed with the Avant Made In Poland/ Made In Poland/ Kabo Pydo for Avant logos, placed on the base of the mug, on the outside.

2. The Prices

The prices of the Avant Factory products included in offers are net prices, to which we add the tax on goods and services and also possibly the costs of packaging and transport. We sell our products to customers at wholesale prices using a discount system. Product prices are calculated by sales department employees. We guarantee the same price after placing an order.

3. The orders

The order becomes valid when it is sent to the AVANT Stoneware Factory. We issue an invoice within seven days from the date of sale. Customers placing an order for the first time are asked to provide the following data: REGON, NIP, entry in the register of business activity (natural persons, general partnerships), extract from the National Commercial Court (limited liability companies).

In the event of resignation from the order while it is in progress, we claim the right to deduct from the advance payment all costs related to its execution, such as the costs of preparing ceramic tracing paper, graphic design and others. The customer cannot resign from the order if it has been completed. The customer is obliged to provide reliable information in writing about the colors of the print and their number, the size of the print, the type of print.

4. Production of the prototype

The prototype is made after accepting the graphic visualization and allows the customer to make changes to the print design (e.g. change of size, number of colors, placement, etc.). After making the prototype, making changes to the print (graphics, size, number of colors), the next prototype is made for another fee. The price of such a prototype is calculated individually by the sales department.

5. Payment terms

The terms of payment after accepting the offer confirmed by the placed order are non-negotiable. Failure to meet the payment deadline results in the calculation of interest or contractual penalties in accordance with the agreement, if one was concluded.

6. Accountability.

AVANT Stoneware Factory is liable for any damage only up to the value of the material. AVANT is not responsible for failure to execute the order on time for objective reasons.

7. Order fulfillment

Production is carried out within the time specified in the order. We reserve the right to change the date in cases where it is impossible to perform work on time for reasons beyond the control of Avant (force majeure [e.g. flood, fire], power outage, etc.). The deadline may be changed in the event of non-acceptance of the prototype or delays in payment.

8. Complaints about deliveries.

In the case of deliveries made through a freight forwarder, if there is a discrepancy between the quantity of goods in the shipment specified on the waybill and the one actually received, the recipient is obliged to draw up a complaint protocol with the participation of the forwarder and immediately notify the AVANT Factory by phone and in writing (e-mail). The above rules also apply in the case of damage to the shipment caused by improper forwarding.

Within 3 days from the date of receipt of the order, the Client undertakes to check it in terms of quality and quantity. Any complaints should be reported in writing by means of a complaint protocol within 7 days from the date of receipt of the goods, providing full information about the subject of the complaint. Complaints that do not comply with the above procedure will not be taken into account. Complaints are not taken into account in the case of ceramic products in which there have been changes in the shade of colors in the firing process up to 10%. Due to the specifications of the production and firing technology, we reserve the possibility of a smaller capacity of ceramics. For technological reasons, with matt glazes, deviations in the shade of the colour up to 25% are possible.

Please be advised that we use AQL at ANSI/ASQ level Z1.4 2003 (R2018) control level II.

9. Copyrights and reserved designs

We would like to inform you that the products manufactured by the Avant factory have been designed in our design department and are entitled to copyrights and are protected by the Act on Copyright and Related Rights of 4 February 1994, Journal of Laws of 1994, No. 24, item 83, consolidated text: Journal of Laws of 2006, No. 90, item 631. An attempt to introduce similar products to the market constitutes an act of unfair competition, in particular fulfilling the disposition of Article 13 of the Act on Combating Unfair Competition (Journal of Laws of 2003, No. 153, item 1503, as amended), which states that an act of unfair competition is the imitation of a finished product, consisting in the fact that the external appearance of the product is copied by means of technical means of reproduction, if it may mislead customers as to the identity of the manufacturer or the product.

We would also like to inform you that the Siena mug (claim no. 16330), Rosso mug (claim no. 16329) and Rosso cup (claim no. 18340), WOODY mug with wooden handle (claim no. W.128426) are designs registered in the Patent Office of the Republic of Poland.

By placing an order, the Ordering Party declares that it owns the copyrights to the commissioned design and does not infringe the rights of third parties. Avant Factory is not responsible for violations of these rights.

10. Use of photographs of the ordered product

The Client agrees to the use by Avant of photographs of the ordered product and materials presenting the project implementation for marketing, promotional, and portfolio purposes of the Contractor, in particular on the website, social media channels, and advertising materials. The above-mentioned materials are used solely for informational purposes without the possibility of selling the presented product.

If the Client does not consent to the use of the project implementation within the scope specified above, the Client is obliged to submit written notice to the following e-mail address: report@avant.pl

11. Final informations

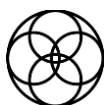
In the case of ceramic paints, it is not always possible to achieve 100% of the colors specified according to the PANTONE color chart. It is not recommended to wash glass products with prints made with platinum and mint gold in mechanical dishwashers, we recommend washing by hand. Defective goods from one delivery batch cannot be the basis for a complaint about the entire order. The costs related to the recovery of overdue receivables by the debt collection company are borne by the buyer. In disputes, the competent court will be the District Court in Lublin.

Disabling cookies / Handling cookies

Avant.pl stores so-called cookies on your device. Thanks to them, it remembers individual account settings and collects statistical information about visits to the website. You can opt out of this feature at any time. - Mozilla Firefox browser In the "Tools" menu, select "Options" and in it the "Privacy" tab. - Microsoft Internet Explorer browser In the "Tools" menu, select "Internet Options" and in it the "Privacy" tab. - Google Chrome browser: In the menu hidden under the three horizontal lines in the upper right corner of the browser, select "Tools" and then "Clear browsing data...". The "More Information" link takes you to a detailed description of your browser's privacy features. - Opera browser By clicking on the "Opera" button in the upper left corner, open the menu and selecting "Settings" and then "Clear browsing history...". The "Manage cookies..." leads to more advanced site-by-site options. - Apple Safari browser In the "Safari" menu, select "Preferences" and in it the "Privacy" tab. - On mobile phones, tablets, and other mobile devices, each phone model can support this function in a different way. For more information, see the documentation on the website of the manufacturer of the mobile device in question.

How to prepare materials for printing?

Graphic materials should be provided in a .cdr or .eps file (IMPORTANT: all texts should be converted to curves), with the colors specified according to the Pantone color chart. If it is a photo, CMYK – full color image, please send materials in tif or jpg format, with a resolution of at least 300 dpi and in 1:1 size. At the customer's request, we can make a visualization of the print on our product or make changes in its size (the sizes on the visualization and on the finished product may differ slightly).



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