



Terms and Conditions

Dear Customer:

1. Our list prices are national currency and do not include VAT.
2. Prices are subject to change without notice.
3. For foreign orders the freight will be receivable , and in the line of your preference. THE MERCHANDISE TRAVELS AT THE RISK AND ACCOUNT OF THE CUSTOMER.
4. Contact sales must be covered, in firm deposit or confirmed electronic transfer in one of our accounts, (see list of our bank accounts).
5. By this means, we inform you that to make a return or claim, it must be within 20 days of the delivery date.
 - 5.1. When the client receives his merchandise, he must count it and/or weigh it. If it is foreign, it must match with the boarding slip and the invoice.
 - 5.2. After the aforementioned time has elapsed, PRODEM is not responsible for processing the refund.
6. Any special treatment, finish or packaging will be charged additionally.

Thanks for your preference.
Sincerely,
General Management