

**The Trading Terms and Conditions below apply to all transactions with
Unit 13 Enterprises**

1. Prices

Please refer to our current price list.

Unit 13 Enterprises reserves the right to change the prices without further notice. All prices are ex VAT and EX Shipping

2. Payment

Payment in advance unless otherwise agreed.

The agreed terms of payment appear on the proforma invoice and the final invoice.

3. Freight

Unit 13 Enterprises offers to organize booking of the freight forwarder.

Please note that our booking does not include any insurance of the goods to be shipped.

Freight is charged according to the applicable rates from the freight forwarders.

4. Insurance

The buyer must insure the goods from the time they are handed over to the carrier, since EX Works implies that the buyer is solely responsible for insuring the shipment of the goods.

EX Works means that the buyer carries the entire risk and bears the entire cost for the shipment of the goods once they are made available at the seller's premises.

Unit 13 Enterprises does not cover any kind of loss or material damage of goods during transport.

5. Ordering

Back orders will be delivered as soon they are available or as agreed upon otherwise.

In connection with advance payment, the payment must be advanced to Unit 13 Enterprises within 8 days from the order date. The order will be cancelled, if payment is not made within 8 days.

If more than one order needs to be placed in one day, these must be combined into one order.

6. Delivery

Unit 13 Enterprises endeavors to ship orders no later than 3 working days after the full payment is received. Wholesale accounts are not viable for the free shipping deals.

7. Complaint

All complaints must be made immediately upon receipt of the products.

For missing products forward a list to your Sales Representative immediately.

For lost shipments contact your Sales Representative.

In case Unit 13 Enterprises confirms that the goods have been lost or the freight forwarder has confirmed in written that the goods have been damaged during transport, the buyer must contact its insurance company immediately.

8. Return policy

The right to return of products applies for 30 days from the invoice date and the right to return only applies if the products are returned in undamaged original packaging.

Upon return within 30 days from the invoice date, the product will be credited in full.

Any products returned later than 30 days from the invoice date will not be accepted as returned products.

For any products returned, the invoice number and the name of the Sales Representative with whom the agreement was concluded must be stated. If this information is not enclosed with the returned products, Unit 13 Enterprises reserves the right to return the shipment without further notice.

The right of return does not apply to specially ordered products and campaign goods.

Products cannot be returned to our travelling Sales Representatives.

Returned products must be forwarded to our service department in Nuth, The Netherlands

9. Warranty

Unless otherwise specified in these terms and conditions Unit 13 solely exchanges or repairs new products with manufacturing defects within a period of 3 months of date of purchase. For other defects, a period of 2 months after date of purchase will be held.

Unit 13 reserves the right to assess whether a complaint is covered by the warranty or not.

All items should be carefully inspected upon delivery. Any defects should be notified of within 2 weeks since the date of delivery.

* Exchange/repair is conditional on the following:

- The retailer has resold the product to the end-user within 1 year from Unit 13's invoice date,
- The product appears as new,
- The product must be returned in original packaging to the extent possible,
- A receipt with the shop's sales date must be enclosed with the complaint,
- No attempts must have been made to disassemble or open the product,
- The retailer has given the end-user the necessary instructions in connection with the sale,
- Movable parts and wearing parts such as springs and seals are not covered by the warranty,
- New and original pellets bought from Unit 13 Enterprises have been used,
- The pellets may only be used once.

Repairs are invoiced at an hourly rate of EUR 65.50, incl VAT.

B. User-related faults:

New products that have been exposed to user-related faults will not be exchanged. Examples of user-related faults are as follows (not limited to):

- The equipment has been dropped etc.
- The magazine has not been correctly inserted or removed.

Submission of repairs

The customer bears the cost of the freight to the service department in Nuth, The Netherlands. Repaired products will be sent from the warehouse to the retailer/wholesaler on the next order.

Repairs must always be sent directly to the service department in Nuth, The Netherlands, with a filled-in service form (one per repair job).

A fee of EUR 2,50 will be charged in case a filled-in service form is not enclosed.

10. Bookable Item

The term "Bookable Item" indicate items, which are offered with limited or no quantities on stock. Therefore additional delivery time must be expected in case the product is sold out or specifically if larger quantities are requested.

Delivery time may be different from item to item.

11. Reservations

Reservations are made for out-of-stock products and for misprints in price lists and catalogues.

Please note that Unit 13 Enterprises does not take responsibility for printing errors.

Unit 13 Enterprises reserves the rights to discontinue products without further notice.

12. Legislation concerning sales of airsoft guns and related accessories

In many countries airsoft guns are comprised by the arms legislation, which stipulates that airsoft guns may not be sold to persons under the age of 18 or need documents for it.

It is the responsibility of the dealer to comply with local legislation and to instruct their customers in the correct use of airsoft guns and related accessories. Unit 13 is not responsible for this.

13. Choice of law and Venue

All disputes shall be governed by and construed in accordance with the laws of The Netherlands.

All disputes shall be brought before the Maritime and Commercial Court of The Netherlands