



**FABRYKA NACZYŃ KAMIONKOWYCH**  
**"MANUFATURA" SP. J.**  
*SMOLEŃSKI & ZWIERZ*

ul. Gdańska 30, 59-700 Bolesławiec  
tel. +48 75 732 20 62, fax +48 75 732 69 56  
e-mail: info@polish-pottery.com.pl , website: [www.polish-pottery.com.pl](http://www.polish-pottery.com.pl)

**GENERAL REQUIREMENTS FOR PLACING PRODUCTION**  
**ORDERS in STONEWARE FACTORY FNK "MANUFATURA"**  
**SP.J. SMOLEŃSKI & ZWIERZ IN BOLESŁAWIEC, POLAND**

Dear Sir or Madame

Thank you for being interested in our products. We are hoping for an opportunity for a long and fruitful cooperation, thus we would like to present – in the spirit of suiting your needs best – the general requirements for placing orders in our factory.

**1) OFFER**

FNK "MANUFATURA" Sp. J. offers for sale high quality pottery, hand-formed by our qualified technologists and hand-decorated with the use of traditional stamping technique by talented painters.

All our products and patterns are presented in the catalogues, that can be made available on a pen drive or via our website: [www.polish-pottery.com.pl](http://www.polish-pottery.com.pl)

Login details are provided upon request.



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There is over 900 decorations and 900 forms to choose from and we are designing new ones each year. The patterns are designed to suit all shapes and sizes of our dishes and utensils, which means that every item can be ordered in any pattern of your choosing.

The detailed instructions for catalogues structure and placing orders, as well as the order template, can be found in the addendum to General Requirements.

## **2) PLACING ORDERS**

Orders can be placed via e-mail. We prefer if the orders are placed in Excel format (details in the addendum).

The minimum order value is 5 000 EUR. We reply (usually via e-mail) providing the nearest possible date of realization. Only after our reply stating the acceptance of the order and date of realization, the order is considered as placed.

We send order evaluation along with the order confirmation, and require 40% down payment at least four months before the realization date. That is the time we start to produce the order, therefore we need an advance to proceed. In the case of order cancellation before the due date, the prepayment will be used to cover the costs of the production and cannot be returned.

The 40% advance is considered to be the customer's confirmation of acceptance of the provided date of realization and the order content. The remaining 60% of order value is to be paid after the order completion, before the shipment.

Time of realization depends on the size of the order and the decorations chosen, as well as the current reservation plan (details in the addendum).



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### 3) PRICE LISTS

FNK "MANUFATURA" price lists are valid for one calendar year. We are informing customers about any changes in pricing relatively early and always count the orders placed before the changes according to the price lists they were placed to.

Depending on the value of the order, the customers are given the discounts, according to the table below:

<b>ORDER VALUE IN EUR</b>	<b>PERCENT OF DISCOUNT</b>
From 5 000 to 10 000	5%
From 10 000 to 20 000	10%
Over 20 000	15%

Additional discount of 2% will be applied to payments in cash or by wire transfer, registered on our accounts no later than 7 days after date of the invoice issued.

### 4) TRANSPORT

All of the delivery costs are paid by the customer. In Europe we can arrange the shipment via Raben, the cost of transport will be – upon agreeing to Raben's prices – added to the customer's invoice. We do not organize transport via other companies, nor do we arrange shipments outside of the EU.

For orders worth over 5 000 EUR FNK "MANUFATURA" pays the export clearance costs.



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## 5) MARKINGS AND LABELS

FNK "MANUFATURA" places its trademark stamp as well as the order number on every stoneware product. It is usually on the bottom of a dish or in the place that it does not distort the aesthetic of the pattern. In cases listed in the addendum, there is also the signature of the pattern creator and/or a name of a painter.

Every box packed in our factory has a summary label that contains all the data needed for quick and easy item identification – all detailed in the addendum.

## 6) PACKAGING

All ordered items are packed in a 3-ply cardboard boxes (stapled, not glued), according to FNK "Manufaktura" standard of packaging. Products are protected from damage by the paper, cardboard separators and bubble wrap. Boxes are placed on the pallets and wrapped in foil to ensure the sturdiness of the package and eliminate the breakage to the possible minimum. Pallets meet the international requirements of disinfection and fumigation and are packed according to customer's needs and specifications as well as the transport route.

We can modify our package and labelling system at an extra charge to suit the specific needs of the customer.

## 7) QUALITY

We are always working on the technological process, to ensure we can offer goods of the highest, 1<sup>st</sup> quality. Due to the kind of the raw, natural materials that our pottery is made of as well as the hand-crafting that makes it so unique and beautiful, we reserve the right to execute the order consisting of 1<sup>st</sup> quality and 2<sup>nd</sup> quality products in 80% - 20% ratio.

1<sup>st</sup> quality products are the ones with the highest utility and aesthetic value. Products of 2<sup>nd</sup> quality have small, barely visible differences in shade of the paint, stamp location or



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small glaze imperfections but in no way does this minimize their functionality or safety. Both the 1<sup>st</sup> and 2<sup>nd</sup> quality products can be safely used in ovens, microwaves and dishwashers.

The 2<sup>nd</sup> quality products have also 10% lower prices than the 1<sup>st</sup> quality ones.

The customer may order 1<sup>st</sup> quality products only, but please be advised that production of such order may be time-consuming. This kind of requirement must be underlined while placing the order, before the date of realization is given.

We would like to also inform you that there are possible 5% to 10% differences in realization of your order. We are always aiming for 100% realization, however we have to take the specific of the hand production process into account.

#### **8) COMPLAINTS AND RECLAMATIONS**

Any complaints regarding possible technological damages or decoration discrepancies are accepted by FNK "Manufaktura" up to two weeks from the date of delivery completion. Complaints made after that time will not be considered valid. Any damages caused by using our products in violation to their intended use will not be considered.

All complaints regarding damage occurred during the transport should be made to the transport company.

#### **9) PAYMENT**

All due payments are to be made in following means:

a) by bank transfers to the following bank accounts:

Powszechna Kasa Oszczędności Bank Polski S.A. O. w Bolesławcu

Pl. Piłsudskiego 1

59-700 Bolesławiec



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Polska

BIC/SWIFT CODE: BPKOPLPW

09102021370000970201351584 - PLN

PL54 1020 2137 0000940201351600 - EUR

PL96 1020 2137 0000980201351618 – USD

b) by cash payment in the FNK “Manufaktura” offices.

c) by another kind of payment, agreed on by the FNK “Manufaktura's” management prior to order completion.

#### **10) DISTRIBUTOR INFORMATION**

Please note that we have distributors in some of the countries and areas, list of which can be found on [polish-pottery.com.pl/lista-sklepow/](http://polish-pottery.com.pl/lista-sklepow/)

If you are interested in trading possibilities in these areas, please contact our distributors first.

#### **11) EXPORT DOCUMENTS**

FNK “Manufaktura” sales department is providing the customer with all needed export documents: an export invoice, a packing list and a CMR waybill. Any additional documents – such as packing list with the weight of the goods specified, can be issued upon request. Please make all the request about the documents and invoices required, before the date of realization, to avoid unnecessary delays.



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**12) CONTACT**

Any questions and doubts regarding our offer, placing orders and production process are promptly answered by our sales and marketing department.

In case of any inquiry, do not hesitate contact us via e-mail or telephone.

[info@polish-pottery.com.pl](mailto:info@polish-pottery.com.pl)

[export@polish-pottery.com.pl](mailto:export@polish-pottery.com.pl)

+48 519 114 343

+48 75 732 20 62

We hope you consider our offer noteworthy and we kindly invite you to start a long-lasting and profitable cooperation with FNK "Manufaktura".