

# Commercial policy 2024

Joidart Jewelry SL

# JOIDART

BARCELONA

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This document presents Joidart commercial policy for the year 2024, which will be reviewed annually.

## NEW CUSTOMER IMPLEMENTATION CONDITIONS, JOIDART

Our distribution is selective, this means that we want to work with carefully selected clients, the most important in each area and who are aligned with our brand. The Joidart Iconic Artists line does not fall under these conditions. If you are interested in this line, please contact the corresponding sales manager.

**Minimum order for the Joidart line to open a new customer file: 1,000 euros.**

- Welcome discount: 10 % on the first order.
- Prepayment by proforma, no financial discount.
- [Exhibition items.](#)

**Joidart line orders over 2,000 euros to open a new customer file:**

- Welcome discount: 15 % on the first order.
- Prepayment by proforma, no financial discount.
- [Exhibition items.](#)

## NEW COLLECTION IMPLEMENTATION CONDITIONS

One of Joidart's most important strengths is the ability to present new collections every three months, with which we enhance design and quality.

The conditions of implementation will be defined by the commercial department and will be adapted to each collection according to the number of articles, the material, its potential, the sales support material, among others.

## SHIPPING AND TRANSPORT

Joidart works with stock, so that once we receive the orders, the shipping service is between 24 and 48 working hours.

Spain (except Canary Islands) and Portugal:

- Minimum order 200 euros, freight paid.
- Order less than 200 euros, 5 euros shipping charge.

European Union and Canary Islands:

- Minimum order 300 euros, freight paid.
- Order less than 300 euros, 15 euros shipping charge.

Outside European Union:

- Ex Works. Collection from the warehouse.
- Shipping at customer's expense.

- No minimum order.

## ARTICLE RESERVATION

For customers paying in advance, the product is reserved for 8 calendar days from the date of the proforma invoice issue. If payment is not received within this period, we will cancel the order and the reserved jewelry will be returned to stock.

## WARRANTY

We work rigorously to ensure that our customers receive items of the highest possible quality. Joidart jewelry is guaranteed for two years from the date of purchase for material defects or manufacturing errors.

The guarantee is not valid in the event of improper use, negligent treatment, wear, improper use, repairs carried out by third parties or if the jewelry has been damaged, for example, because of an accident.

## INCIDENCE MANAGEMENT

In case of a quality issue, send an e-mail to the responsible person with:

- Code, description and units of the jewelry affected.
- A brief explanation of the issue.
- A photo of the jewelry.

The Quality Department will then make the relevant assessment.

### **If the incidence is under warranty (European Union customers):**

Once we receive the incidence correctly documented:

- The customer must advise that it is ready to collect.
- We manage the collection. Joidart will be responsible for the postage.
- Once the jewelry is received, we will proceed to repair it.
- Once repaired, the customer will be informed of the shipment in case he/she wants to add any item, so that he/she can benefit from the free transport.

### **If the incidence is under warranty (Customers outside the European Union):**

Once we receive the correctly documented incidence:

- As a rule, collection will not be made at the time of the incidence.
- The replacement jewelry will be sent with the next order and will be invoiced at the normal price, stating that it is an exchange, but payment will not be processed.
- Once the defective item has been collected, a credit note will be issued, and the account will be regularized.

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- For cost savings, Joidart commercial department will decide when the affected jewelry will be collected within a specific period of time.

**If the incident is under warranty, but cannot be repaired**, a credit note will be issued once Joidart receives the jewelry.

**If the incidence is not under warranty:**

- Inform the customer of the quality department's resolution.
- If the customer asks for a repair, we will prepare an estimate the cost and time of repair.
- If the customer approves the quotation:
  - Shipment of the jewelry. Transport at the customer's expense.
  - Once the repair is received, it goes into production.
  - When it is done, it will be delivered to you.
  - The delivery of the repaired jewelry will be made together with the next order.
  - If the customer wants to receive it sooner, the shipping costs will be paid by the customer.

## COMMERCIAL CONDITIONS

- Joidart does not make commercial discounts. We work with clean prices.
- Joidart does not work with products in stock.
- We only apply discounts to the first order of a new customer, for the introduction of new collections or discounts in promotional campaigns.

## RECOMMENDED RETAIL PRICE

The recommended retail price is the price that appears on the official Joidart website aimed at end customers.

We have labels with the recommended retail price that we will only send to customers who expressly request it.

## PAYMENT SYSTEM

Usual payment terms for replacement orders:

- Advance proforma invoice with 2% financial discount. Payment methods: bank card or transfer.
- 8-day payment (2% financial discount only if payment is SEPA B2B). Payment method: bank transfer - SEPA B2B

## EXHIBITION ELEMENTS

T-SHAPE DISPLAY STAND FOR EARRINGS - LARGE

8EXP74 - 10 x 7,5 cm



T-SHAPE DISPLAY STAND FOR EARRINGS - SMALL

8EXP75 - 7 x 5 cm



WHITE WOODEN BLOCK SMALL

8EXP77 - 4 x 2 x 2 cm



DISPLAY STAND FOR NECKLACE

8EXP76 - 10 x 20 cm



WHITE WOODEN BLOCK LARGE

8EXP78 - 10 x 10 x 3 cm



WHITE WOODEN BLOCK MEDIUM

8EXP79 - 10 x 10 x 1,5 cm



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Remember that the displays that we deliver include:

## MINIDISPLAY STAND

8EXP71 - 20 x 15 x 1.5 cm - 5DIS3423



## DISPLAY STAND

8EXP70 - 39.5 x 28.5 x 1.5 cm - 5DIS3423

8EXP78 - 10 x 10 x 3 cm

8EXP79 - 10 x 10 x 1.5 cm

