

Date: 24.03.2011

1. Logistics and transport

- 1.1 We accept trucks for loading till 16:00h.
Trucks arriving after 16:00h are loaded next day.
- 1.2 Non-European countries shall supply trucks till 10 a.m. to allow them reach Custom Clearance the same day.
Trucks arriving after 10 a.m. will reach custom clearance next day.
- 1.3 Trucks are accepted to warehouse for loading after the date is settled with Export Department – Dochka Nikolova. It is not accepted that trucks arrive prior to loading schedules and orders.
- 1.4 Customers order pipes in full packages. Telescoping is allowed. Loading of non-packed pipes is not allowed.
- 1.5 When transportation is organized by BGP, PLC should be aware of the following:
 - 1.5.1 Only one delivery address is allowed.
 - 1.5.2 If delivery address is different than PLC's Warehouse (direct delivery to PLC's customer), BGP is not responsible of any problems occurring with dispatching (missing or damaged goods) claimed by the customer.

BGP do not guarantee an exact delivery date due to transportation variables.
- 1.6 BGP office opening hours are Monday to Friday 8:00h. to 16:00h
Please respect Bulgarian national holidays listed below:

January		September
	01.01.2011	05.09.2011
March		06.09.2011
	03.03.2011	22.09.2011
	04.03.2011	23.09.2011
April		November
	22.04.2011	01.11.2011
	25.04.2011	December
May		24.12.2011
	01.05.2011	25.12.2011
	06.05.2011	26.12.2011
	23.05.2011	
	24.05.2011	

2. Prices, Offers, Orders

- 2.1 Announced validity of official price lists concerns pick up, not order date
- 2.2 Using of BGP's order forms is obligatory. Orders not in the form will be not processed.
- 2.3 Using of BGP's forms for offering as well as filling the data needed into all blanks is obligatory
- 2.4 By sending orders and enquiries always to be specified whether:
- additional transport offer is needed;
 - there are special requirements for delivery time;
- 2.5 By sending enquiries to specify required validity of the prices
- 2.6 Longer validity than 30 days of offers prepared by PLCs and based on Bulgarian price lists to be agreed with BGP
- 2.7 Quantitive and qualitative claims have to be done in written in the attached form for claims.

We will appreciate if you respect the above rules !

Best regards,

Team of Pipelife Bulgaria