

FAQ SUPPLY SPECIFICATION EUROVETROCAP

The following pages provide answers to the most frequently asked questions that customers have about our sales conditions. However, for a comprehensive and detailed view of the contractual clauses and specific agreements, please refer to the complete specification document available at the following link: <https://www.eurovetrocap.com/en/sales-specifications/>

WHAT DOES THE SUPPLY SPECIFICATION CONTAIN?

- the definition of technical specifications and sales conditions for products supplied by Eurovetrocap
- sampling procedures for assessing product quality
- management of defects and acceptable quality levels (AQL)

The reference specification is the one in effect at the date of order acceptance. Any modifications or variations to the specification must be discussed, agreed upon, and countersigned by the parties involved.

WHAT ARE EUROVETROCAP'S POLICIES AND PROCEDURES REGARDING ORDER CHANGES OR CANCELLATIONS, PENALTIES FOR DELIVERY DELAYS, AND RESPONSIBILITIES FOR CONTAINER AND BULK COMPATIBILITY ISSUES?

Eurovetrocap will not accept changes after 24 hours from the order confirmation. However, Eurovetrocap reserves the right to decide whether to accept changes to meet customer needs. In case of an order cancellation request by a customer, Eurovetrocap will evaluate the possibility of halting ongoing production and processes, requiring the customer to cover the costs incurred up to that point.

For orders prepared for shipping, any changes, including destination changes, will incur a penalty of €50.00.

After 14 days from the agreed-upon delivery date, a storage fee of €2.5 per pallet of stored goods will be charged for each additional day's delay in collecting the goods.

Failure to collect an order or failure to pay by the agreed-upon due date authorises Eurovetrocap to suspend, without further notice, or cancel other deliveries or ongoing orders with the same customer.

Goods are considered delivered at Eurovetrocap's headquarters (ex works). If transportation is arranged by the customer, the responsibility for any damages during transportation lies with the recipient.

During the order confirmation phase, Eurovetrocap will provide an estimated delivery time, which will be confirmed later.

Unless otherwise agreed and approved in writing, penalties for delivery delays will not be accepted, nor can a delay be considered a reason for cancelling an ongoing order.

Eurovetrocap commits to providing the agreed quantity with a variation of -5% to +10%.

Accessories may have an excess of up to +5% in quantity compared with their paired container.

Force majeure events may lead to the redefinition of supply conditions.

WHAT ARE THE CUSTOMER'S RESPONSIBILITIES REGARDING AN INCOMING AQL INSPECTION OF GOODS AND COMPATIBILITY TESTS BETWEEN PACKAGING AND BULK MATERIALS?

Customers are responsible for conducting an incoming AQL inspection of the goods before use. If there is any doubt about the conformity of the lot, filling should not proceed. In the case of goods sent for contract filling, it is the customer's responsibility to ensure that the contract filler performs an incoming AQL inspection for conformity. Compatibility tests between packaging and bulk must be conducted in advance by the customer.

Eurovetrocap disclaims any responsibility for damages, breakages, waste, or production losses due to defects that could have been identified during a pre-shipment inspection or resulting from incompatibility between the container and bulk.

WHAT ARE EUROVETROCAP'S RECOMMENDATIONS FOR PREVENTING CONTAMINATION OF GOODS DURING THE FILLING AND STORAGE PROCESS, AND HOW IS THE PRESENCE OF DUST AND CARDBOARD PARTICLES IN CONTAINERS/ACCESSORIES MANAGED?

Eurovetrocap commits to minimising merchandise contamination during processing and storage. However, it is important to note that the packaging provided is not sterile. It is advisable to blow or vacuum the containers before filling to eliminate dust and cardboard particles. The presence of dust, both inside and outside the container/accessory, as long as it can be removed by blowing or vacuuming, is not considered a defect.

HOW IS THE SAMPLE DETERMINED FOR QUALITY CONTROL, AND WHAT ARE THE ACCEPTABLE QUALITY LEVELS (AQL) FOR CRITICAL, MAJOR, AND MINOR DEFECTS USED TO DECIDE WHETHER TO ACCEPT OR REJECT A BATCH OF GOODS?

The sampling for quality control must be random, following ISO 2859 standards (special levels S3), excluding visibly damaged packages during transport. The selection of sampling units is done randomly, using a number of boxes/packaging equal to $\sqrt{N} + 1$ (rounded down), where N is the number of boxes/packaging in the lot. For example, if a lot consists of 10 boxes, 4 boxes should be sampled, and pieces should be randomly selected from those ($\sqrt{10} + 1 = 4$).

Eurovetrocap classifies defects and establishes acceptable quality levels (AQL) as follows:

DEFECTS	ACCEPTABLE QUALITY LEVELS (AQL)
Critical	0.1 (glass) / 0.65 (others + ambient perfumers)
Major	1.5
Minor	4.0
Non-defects	-

The decision to accept or reject a lot depends on the number of defective items relative to the acceptable quality levels (AQL).

For details on defects corresponding to various AQLs and testing procedures, please refer to the complete specification document.

The following table summarises the sample size and defect levels for assessing lot conformity based on quantity:

QUANTITY	SAMPLE SIZE	NOT CONFORMING
up to 3,200 pieces	125 pieces	the lot is NOT conforming if 1 or more critical defects (for glass items), 3 or more critical defects (for plastic items), 6 or more major defects, or 11 or more minor defects are found
from 3,201 to 10,000 pieces	200 pieces	the lot is NOT conforming if 1 or more critical defects (for glass items), 4 or more critical defects (for plastic items), 8 or more major defects, or 15 or more minor defects are found
from 10,001 to 35,000 pieces	315 pieces	the lot is NOT conforming if 2 or more critical defects (for glass items), 6 or more critical defects (for plastic items), 11 or more major defects, or 22 or more minor defects are found
from 35,001 to 150,000 pieces	500 pieces	the lot is NOT conforming if 2 or more critical defects (for glass items), 8 or more critical defects (for plastic items), 15 or more major defects, or 22 or more minor defects are found

In the case of 100% inspection, the percentage of items beyond which the lot is considered non-conforming is specified in the Summary Table of Controls.

WHICH CHARACTERISTICS OF THE ITEMS ARE NOT CONSIDERED A DEFECT?

Here are the characteristics that, unless otherwise agreed with the customer, are NOT considered defects in our sales terms (for a comprehensive list of non-defects, please refer to the complete specification document):

- flow lines and injection points tending to dark colors due to the use of metallic and/or pearlescent masters
- streaks on PET bottles that disappear after filling
- scratches and abrasions on PET or PETG bottles, black items, bulk caps and closures sold in bulk, or yellow glass items (up to a size of 25mm)
- flow lines in transparent and satin glass containers ("cords")
- occasional opacities or "snowflakes" in glass items
- removable condensation with heat
- brown streaks up to 15mm on opal or yellow glass items (due to lubrication)
- streaks on black and very dark items
- minor paint imperfections on the bottom of painted and screen-printed items
- decoration applied to the mould junction unless otherwise agreed during the ordering phase

- painting/decoration on the interior of capsules/caps or caps unless made with dedicated equipment (ensuring a “clean interior”)
- slightly misaligned gaskets if they do not prevent proper screwing and sealing of the set
- metallised/painted/satin-finished neck if not otherwise agreed
- presence of speckles or colour variation between different production lots for items made from recycled materials

WHAT ARE THE TERMS AND PROCEDURES FOR FILING A COMPLAINT IN CASE THE GOODS DO NOT MEET THE SPECIFIED ACCEPTANCE LIMITS, AND WHAT INFORMATION AND SAMPLES MUST BE INCLUDED IN THE COMPLAINT TO INITIATE THE EVALUATION PROCESS?

Any complaint regarding a lot that does not meet the specified acceptance limits must be submitted to Eurovetrocap within the following timeframes:

- goods delivered in Italy: within 15 days from the date of receipt
- goods shipped to Europe and the UK: no later than 60 days from the shipping date
- goods shipped outside Europe: no later than 90 days from the shipping date

The complaint must be formalised via email or a letter addressed to the sales manager, using the provided form, and should include the following information:

- lot number
- DDT number (Delivery Document)
- observed defect
- type of inspection conducted and the result
- percentage of defectiveness observed for each AQL
- customer's request

Representative samples of the observed defects must also be provided (at least 10 pieces per defect) to assess the cause and provide a response confirming or rejecting the defect. In cases of compatibility issues, product information, including composition with safety data sheets and usage instructions, must be provided. To conduct further compatibility tests, a minimum of 1 liter of the product is required.

The complaint review procedure cannot commence without all the above elements being provided. Eurovetrocap commits to providing an initial response to the complaint within 5 working days of receiving all the required information. Depending on the specific case, the final response to a complaint may take longer (as it is not always easy to determine the causes of a problem).

Eurovetrocap reserves the right to perform an inspection at the customer's premises following a complaint report before accepting the lot rejection. If, after a return, the goods's conformity is confirmed, Eurovetrocap may charge the customer for the return costs of the contested lot.

WHAT ACTIONS SHOULD BE TAKEN WHEN GOODS ARE RECEIVED WITH VISIBLY DAMAGED PACKAGING, AND WHAT INFORMATION AND DOCUMENTATION NEED TO BE PROVIDED IN THE CASE OF OBVIOUS DAMAGE?

When goods are received with visibly damaged packaging, the following steps are essential:

- detail in writing nature of complaint on the shipping document and take photographs documenting the damage
- send photos, order references, and all labels on the damaged parcels and pallets to Eurovetrocap
- in case of merchandise return, it must be returned in the same condition as the original shipment

The complaint review procedure cannot commence without all the above elements being provided.

WHAT IS THE POLICY REGARDING RETURNS OF CUSTOMIZED AND STANDARD MERCHANDISE?

If a customer made an error when ordering standard merchandise, Eurovetrocap will evaluate the possibility of accepting the return, with transport costs borne by the customer.

The merchandise must be returned in its original packaging and in the same condition as when it was shipped.

In case of a refund, Eurovetrocap reserves the right to withhold 20% of the sales value for return handling.

WHAT CERTIFICATIONS DOES EUROVETROCAP HAVE?

Eurovetrocap is certified according to UNI EN ISO 9001 and ISO 14001 standards. However, it does not hold certifications for GMP, HACCP, or Vegan standards.

HOW IS IT RECOMMENDED TO STORE THE GOODS BEFORE USE?

It is suggested to store pallets at the customer's location in an area with a temperature range of 10°C to 45°C (50°F to 113°F) and protect them from atmospheric agents. Additionally, it's important to avoid high relative humidity, which should not exceed 70-80% to prevent damage to cardboard packaging. It is advisable to store the pallets in the production area and allow them to stabilize at room temperature (20 ± 3°C/68°F) before use.

WHAT ARE THE PROCEDURES AND REQUIREMENTS FOR REQUESTING A TEST AT OUR IN-HOUSE LABORATORY REGARDING THE COMPATIBILITY BETWEEN PACKAGING AND BULK CONTENT?

Eurovetrocap's laboratory is not certified and does not issue accredited certificates. The reports provided describe behaviors resulting from the contact between the bulk content and packaging and should be considered as usage recommendations. Migration tests are not conducted. The decision to use the packaging with specific contents is the customer's responsibility. To request a test at Eurovetrocap's internal laboratory, customers should contact their designated sales representative, who will provide information on feasibility, start dates, and durations of the tests.

To initiate the tests, the following must be provided:

- at least one liter or one kilogram of the bulk content
- safety data sheets (SDS)
- INCI (list of ingredients)

The tests have a duration of six weeks. Each test costs €500, but Eurovetrocap may consider conducting it for free to support the customer in launching a new project. The bulk content sent for testing will not be returned. Samples verified during the test will be stored in Eurovetrocap's archives for three months and then destroyed.