

Khan International provides quality & service  
*Step in the right direction!*



## **General information**

We need first the name of your company, a copy of your identity card and the registration to the VAT. We check this VAT number at each invoice.

The transport costs are at your expense and will be calculated according to the weight of your parcel. If you want to get the merchandises yourself, then there will be no charges of transport.

When you send us your order, we will send you by e-mail a Pro-Forma invoice with our bank details. We only accept a payment by bank account.

The moment we receive the money, we will send you the merchandises, as soon as possible.

## **Sales and conditions:**

### **Conditions:**

- The transport costs will be at your expense. Their price will depend on the weight of the parcel.
- The merchandises will only be sold in cardboards and not in tins or cases.
- Order procedure:
  - You will have to make a writing order (e-mail);
  - We shall send you by return a pro forma invoice with the total amount of your order as well as our complete bank information;
  - The delivery of the goods will be made after the reception of your payment or proof of payment.

### **Damages during the transport:**

Nevertheless the care brought during the packing of your order. It could be possible that boxes were damaged during the transport. We inform you that they will be replaced only:

- If you indicate the damage(s) to the deliverer;
- If the deliverer registered well your remark on a document or in his system of reception;
- If you can supply us a photo which allows to establish the number of damaged tins;
- If you can return us the damaged tins.

### **Complaints:**

Any complaints concerning the delivery ought to be sent written by email or letter within ten days of reception of the goods.