Une image contenant Graphique, graphisme, capture d’écran, Caractère coloré

Description générée automatiquement Une image contenant Police, Graphique, symbole, conception

Description générée automatiquement

At the heart of an **Ethical**Microcosmos

**Tender specifications:**

**Quality and organisational rules for the smooth running of design and manufacturing operations at Ateliers du Saupont**

**V7 dated 15/07/2024**

**The customer undertakes to comply with the specifications set out in this document, and to ensure that the carrier complies with them in terms of delivery and dispatch.**

Return this page to us dated and signed to signify agreement\*:

**Company: Date:**

**Name, Position: Signature:**

\*Otherwise, in all cases, any order made implies acceptance of this document, which comprises 16 pages and 6 appendices.

document.

Table of contents

[1 SC LE SAUPONT and SRL CARE & D - General organisation 1](#_Toc196388492)

[2 Scope of the remit of SRL CARE & D (hereinafter Care & D) 2](#_Toc196388493)

[2.1 Product development 2](#_Toc196388494)

[2.2 The Product Information File 3](#_Toc196388495)

[2.3 Industrial Scale-up and Performance of Pilots (Pilot Phase), description of Operating Modes 4](#_Toc196388496)

[2.4 Obligations and Responsibilities of CARE & D 4](#_Toc196388497)

[2.5 Obligations and Responsibilities of the Customer 5](#_Toc196388498)

[2.6 Intellectual Property Rights and Confidentiality 6](#_Toc196388499)

[2.7 Terms of payment 6](#_Toc196388500)

[3 Scope of the remit of SC LE SAUPONT (hereinafter referred to as CONPALUX) 7](#_Toc196388501)

[3.1 Raw Materials Acceptance and Control Procedure 7](#_Toc196388502)

[3.2 Management procedure for Bulk Materials manufactured by third parties 8](#_Toc196388503)

[3.2.1 Identification and Documentation of Bulk Materials 8](#_Toc196388504)

[3.2.2 Responsibilities and Checks at Acceptance 8](#_Toc196388505)

[3.2.3 Packaging and Delivery 8](#_Toc196388506)

[3.3 Procedures for the Management of Bulk Materials manufactured by CONPALUX 9](#_Toc196388507)

[3.4 Packaging 9](#_Toc196388508)

[3.4.1 For packaging delivered by the Customer 9](#_Toc196388509)

[3.4.2 For packaging/ACs handled by CONPALUX 9](#_Toc196388510)

[3.5 Inventory management 10](#_Toc196388511)

[3.6 Production, Filling and Packaging Procedures 10](#_Toc196388512)

[3.7 Final inspection and batch files 11](#_Toc196388513)

[3.8 Delivery/Collection (See Appendices 3 and 4) 12](#_Toc196388514)

[3.9 Turnaround times 13](#_Toc196388515)

[3.10 Terms of payment 13](#_Toc196388516)

[3.11 Miscellaneous 13](#_Toc196388517)

[4 APPENDICES 16](#_Toc196388518)

**General specifications**

These specifications therefore provide a clear and organised view of the roles and responsibilities of SRL CARE & D and SC LE SAUPONT, as well as the obligations and expectations towards the customer, including specific details of the services offered, the terms of payment, and the processes for the design and manufacture of products by both entities.

1. SC LE SAUPONT and SRL CARE & D - General organisation

LES ATELIERS DU SAUPONT includes:

* The SC "LE SAUPONT" in its CONPALUX division, 0407.713.665, specialises in the **production of cosmetics**, is ISO 22716 and ISO 13485 certified, guaranteeing the conformity of its production process.
* The SRL "CARE & D", 0676.669.426, a subsidiary of SC "LE SAUPONT", specialises in the **development** of cosmetic products, developed from the Customer Brief, including statutory testing and delivery of the Product Information File (DIP). It performs industrial pilots with a view to production, which will then be carried out by SC LE SAUPONT (CONPALUX DIVISION).

From Customer Brief to Finished Product, the manufacturing process is drawn up schematically as follows:

**SC LE SAUPONT - CONPALUX DIVISION**



**SRL CARE & D**

Subsidiary

The two companies are separate legal entities, and with regard to the Customer each takes on its responsibilities thereby fully releasing the other entity, in accordance with the provisions set out below. There is no joint and several liability between them.

1. Scope of the remit of SRL CARE & D (hereinafter Care & D)

CARE & D devotes itself to the development (R&D) of cosmetic products according to and within the limits of the Customer's instructions.

CUSTOMISATION OF SERVICES

In general, CARE & D customises its services and works closely with the Customer to develop personalised products that meet the specific needs declared by the Customer during the "Customer Brief".

The Customer Brief contains important information about the customer's needs, expectations, objectives and constraints in relation to their specific project. It will serve as a guide throughout the process and ensure that the parties share a common understanding of the deliverables expected.

REGULATIONS APPLICABLE TO COSMETIC PRODUCTS

The development of cosmetic products is strictly regulated, notably by Regulation (EC) No. 1223/2009 on cosmetic products in the European Union, which imposes strict requirements in terms of the safety, labelling and notification of cosmetic products. This regulatory framework aims to ensure that products placed on the market are safe for consumers.

SCOPE OF EXPERTISE AND SERVICES

CARE & D can provide the following services:

* Product development. (See 2.1.)
* Production of the DIP (Product Information File). (See 2.3.)
* Performance of pilots to ensure scale-up with a view to manufacturing by SC LE SAUPONT and industrial transposition. (See 2.3.)

A separate offer is made for each service, defining the services provided by CARE & D, to the exclusion of all other services, and the cost of each.

Anything not expressly included in the offer issued and accepted shall not be performed by CARE & D.

* 1. Product development

DEVELOPMENT PROCESS

The development of a cosmetic product refers to the process by which the various ingredients that make up the final product are chosen and combined in accordance with the Customer's request and the standards in force.

Depending on the offer submitted, this process involves:

* Selection of Ingredients (Active Ingredients, Excipients, Preservatives, Fragrances, Dyes).
* Development of the formula itself (determination of the precise proportions of ingredients in line with the Customer Brief).
* Tests and Assessments for this development.

INCLUDED IN THE PRICE FOR DEVELOPMENT

The price includes:

* Raw materials for samples, unless CARE & D is unable to obtain necessary samples from suppliers. If re-invoicing is required, this must be approved by both parties.
* Three modifications/adaptations to the formula (if necessary) according to the Customer's wishes.
* The stability test

Not included in the price:

* Shipment of formula samples, which is the responsibility of the Customer.
  1. The Product Information File

CONTENTS

The DIP is a document that must be compiled by the entity responsible for releasing a cosmetic product to market, before it can be marketed in the European Union.

Some of the elements making up the DIP are supplied by CARE & D within the limits of the request made by the Customer.

Depending on the nature of the request made by the Customer (who may also be responsible for all or part of the DIP) and on the offer accepted, it may or may not contain all or part of the information required by the regulations in force.

If the Customer instructs CARE & D to produce a complete DIP, part of it will necessarily be subcontracted.

COST OF THE DIP

The price of the complete DIP or of some of its elements is given in a detailed offer which must be accepted by the customer following the Customer Brief.

This price includes:

* The compatibility test with the packaging indicated by the Customer.
* The "Challenge test" carried out in an external laboratory selected by CARE & D, unless otherwise agreed.

**N.B.** The Test Challenge will be carried out as soon as the formula in principle has been approved by the Customer. A second test will be carried out at the end of the compatibility tests, provided that they are compliant.

* The "Patch Test" (skin irritation test)
* Use tests (depending on product availability), which will be carried out during the lab tests.

This price does not include:

* The cost of specific tests related to the product's claims, and which are required for validation of the DIP (moisturising, dermatologically tested, hypoallergenic, anti-wrinkle, SPF (UVA/UVB) value tested, etc.), which will be included in a separate offer.
* Any administrative procedures related to organic products: Registration on the Cosmos (Ecocert) or Ecogarantie (Certisys) portal will be included in a specific offer.
  1. Industrial Scale-up and Performance of Pilots (Pilot Phase), description of Operating Modes

INDUSTRIAL SCALE-UP

To anticipate any deviations that may occur, an "Industrial Scale-up" stage is carried out, involving production of a pilot batch of an intermediate quantity between research and development quantities and full-scale production quantities.

This work includes a bench test and a pilot in a 10kg tank. Samples will be sent to the Customer for approval of conformity (texture, fragrance, etc.).

The pilot phase is crucial in order to:

* Identify potential scaling problems that are not obvious at laboratory scale.
* Adjust and optimise the development and manufacturing process before mass production.
* Assess the quality, stability and conformity of the product compared to the initial specifications.
* Draw up the operating instructions

The aim of scaling up production is to:

* Adapt the processes and equipment used in the Pilot Phase to the capacities and constraints of the production unit.
* Guarantee that the final product retains the same quality and performance characteristics as at pilot scale.
* Ensure that production is efficient, economically viable and complies with regulatory requirements.

OPERATING INSTRUCTIONS

The "Operating Instructions" describe in detail the procedures to be followed to manufacture the cosmetic product. They include precise information about the ingredients, their quantities, the manufacturing stages, the operating conditions (temperature, pressure, time) and the equipment to be used.

The Operating Instructions allow:

* Production to be standardised to ensure reproducibility and product quality.
* Serve as a reference for industrial scale-up, by identifying the critical parameters involved in scaling up to industrial production.
  1. Obligations and Responsibilities of CARE & D

CARE & D undertakes to use its best endeavours to develop the optimal formula in light of the information provided, and additionally to:

* Send all the results to the Customer.
* During final approval, propose standards for the various parameters of Bulk Materials (appearance, odour, colour, pH, viscosity, density). It should be noted, however, that the standards are indicative and will have to be confirmed after 3 representative production runs.

* 1. Obligations and Responsibilities of the Customer

The Customer is solely responsible for:

* Validation of the standards after the first 3 production runs, which produce similar results.
* Updating of the DIP, if necessary, after it has been submitted by CARE & D, even if a raw material were to be no longer available on the market.
* Compliance of the decoration with the DIP, and with current and future legislation.

**More specifically, with respect to formulas pre-developed by another laboratory**, it is the Customer's sole responsibility to:

* Provide full information about the previous laboratory and the compliance of its process with the UNE-E N-ISO 11930 standard or any other standard deemed useful by CARE & D.
* Provide the characteristics, in particular the organoleptic (appearance, colour, smell) and physico-chemical (pH, viscosity, density) characteristics, of the pre-developed formulas.
* Provide a sample of the Bulk Materials that will be produced, in sufficient quantity such that the product's characteristics, particularly its physical and chemical properties, can be measured.
* Communicate the results of stability and compatibility tests.
* Confirm and ensure that the formula-packaging combination is appropriate for the intended use
* Communicate any information deemed useful by CARE & D.

**In any case, in the case of a formula pre-developed outside the company:**

* If a completed DIP is not provided for these formulas, all tests will have to be repeated. If the Customer has not accepted this stage, CARE & D declines all responsibility for the conformity of the products or for any subsequent problems that may result from the aforementioned development. An industrial pilot is also highly recommended in order to verify the implementation of this formula.
* A preliminary analysis may be carried out to assess the residual risks.
* CARE & D reserves the right to demand manufacture of a pilot batch after analysis, which will be detailed in a separate additional offer.

CARE & D will carry out a bench test in order to validate the visual aspect of the sample sent and compare it with the standards provided by the Customer.

**If a packaging change occurs after the start of the tests, and new tests have to be run:**

* A new offer will be issued depending on the progress of the tests and the extent of the modification.
* CARE & D's work will therefore be suspended until the new offer is agreed.
  1. Intellectual Property Rights and Confidentiality

All elements and documents related to CARE & D's services remain the property of CARE & D until payments have been finalized.

The customer and CARE & D ensure confidentiality and protection is provided for the sensitive and exclusive information exchanged between the parties during the process of creation, development and documentation of the cosmetic products. This information specifically includes the product formula, the operating instructions and the Product Information File (PIF).

With the exception of SC LE SAUPONT, the parties undertake to:

* Not disclose confidential information obtained, to anyone other than those directly involved in the project.
* Use this information exclusively for the purposes of the project described in the service contract and not for personal purposes or for the benefit of third parties.
* Take all necessary measures to ensure the confidentiality and security of sensitive information, including the secure storage of documents and electronic data.

The obligation of confidentiality will remain in force for the duration of the contract and will continue for a period of five (5) years after the end of the provision of services, regardless of the reason for the termination of the contract.

Any breach of this confidentiality clause exposes the offender to contractual penalties and to the possibility of legal proceedings to obtain compensation for damages suffered as a result of the unauthorised disclosure of information.

Confidentiality obligations do not apply to information that:

* Was already known to the public or became public without breach of this clause.
* Was already in the possession of the recipient prior to disclosure by the other party.
* Is disclosed in accordance with legal requirements or by order of a court or a competent regulatory authority.

This is designed to protect the interests of the parties and ensure respect and integrity of the exclusive information shared in the context of their collaboration.

* 1. Terms of payment

Unless otherwise agreed, payment to CARE & D shall be made as follows:

* **50%** on order,
* **40%** at test launch, and
* **10%** upon submission of the DIP.

CARE & D's general terms and conditions of sale shall apply in the event of non-payment.

1. Scope of the remit of SC LE SAUPONT (hereinafter referred to as CONPALUX)

The CONPALUX division of SC LE SAUPONT is responsible for manufacturing cosmetic products according to the following processes, which ensure that raw materials are managed from the moment they are received until they are integrated into the production process.

* 1. Raw Materials Acceptance and Control Procedure

The procedure for accepting and checking the raw materials required for manufacturing CONPALUX is as follows:

INITIAL VERIFICATION

Certificate of Analysis (COA): Each acceptance of Raw Materials must be accompanied by a COA provided by the supplier. Without this document, the raw materials cannot be accepted.

IDENTIFICATION AND CONSERVATION

Sampling and labelling: Each batch of raw materials is taken, identified and kept in our sample library for future reference and checks.

Labelling of containers: All containers must bear an individual label specifying the name of the Raw Material, the capacity, the tare weight, the safety pictograms and the specific storage conditions.

CONTAINER INSPECTION

Condition of containers: The containers on the pallet must be closed, clean, stable and in good condition, in order to guarantee the safety and quality of the product.

DELIVERY DOCUMENTATION

Delivery note: All deliveries must include a delivery slip that lists exhaustively all the items in the package.

CUSTOMER OBLIGATIONS IN THE EVENT OF DIRECT PURCHASE

Additional Documentation: If the Customer purchases the Raw Materials themselves, they must provide a Safety Data Sheet (SDS), the technical data sheet (including storage conditions) and any other relevant certificate (e.g. organic certification) before the first acceptance. The COA must be provided in advance or with the delivery. Materials requiring cold storage cannot be delivered in IBCs and the storage temperature must be clearly identified on the containers.

The Customer must ensure that this information is regularly updated.

All documents should be sent to the following 2 addresses: [safety@saupont.be](mailto:safety@saupont.be) and [stockage@saupont.be](mailto:stockage@saupont.be).

ORGANOLEPTIC TESTING

By default, no additional analysis is carried out apart from organoleptic testing as per our protocol, except at the specific request of the customer and which would be detailed in an additional offer.

RIGHT OF REFUSAL

Non-compliance: CONPALUX reserves the right to refuse a Raw Material if the above conditions are not complied with.

* 1. Management procedure for Bulk Materials manufactured by third parties
     1. Identification and Documentation of Bulk Materials

Each Bulk Material received must be clearly identified by the Customer with the following information: name, Customer reference, batch number, expiry date, total weight (gross), net weight, tare, hazard identification (pictograms).

Before the first delivery of the Bulk Material concerned, the safety data sheet (SDS/MSDS), technical data sheets (including standards in particular for viscosity\*) and conditions of storage and use\*\* must be provided to [safety@saupont.be](mailto:safety@saupont.be) and [stockage@saupont.be](mailto:stockage@saupont.be).

The Customer must ensure that this information is regularly updated.

For each batch delivered, the analysis bulletin (COA and microbio certificate), must be sent to [stockage@saupont.be](mailto:stockage@saupont.be).

CONPALUX reserves the right to refuse the Bulk Material if the required information is not provided.

\*If the viscosity exceeds 50,000 cP (centipoise), filling feasibility will be confirmed on the basis of a sample.

\*\*If the juice will be rendered inert under nitrogen, this must be known and communicated when the price offer is drawn up.

* + 1. Responsibilities and Checks at Acceptance

CONPALUX does not check the weight of buckets at acceptance. If the weight indicated by the supplier is not complied with, CONPALUX cannot be held responsible.

A certificate of analysis (COA) must accompany the Bulk Material, including at least: name, Customer reference, batch number, expiry date, density, viscosity. A microbiological certificate confirming the absence of contamination must also be supplied for each batch. These documents must be sent in advance of or at the latest at the time of delivery.

CONPALUX may carry out a counter-analysis for each container delivered to check that there is no contamination. A charge will be made for this check.

* + 1. Packaging and Delivery

The Bulk Materials must be delivered by the Customer in pre-approved, clean containers.

Bulk Materials containers must be adapted to the quantity and physical characteristics of the product (from 5 to 200kg max.: buckets of up to 10 kg or suitable tanks; over 200 kg: IBC, Fluidbag or stainless steel storage tank).

Bulk Materials exceeding 50,000 cP must be delivered in tanks that can be pressurised.

If the container is not suitable, additional handling charges may be invoiced by CONPALUX.

If pre-filling checks are requested by the Customer, this must be expressly specified. Checks can include pH, viscosity, density and organoleptic aspects. Any deviation from the specifications will be communicated to the Customer in order for them to make a decision before filling begins.

* 1. Procedures for the Management of Bulk Materials manufactured by CONPALUX

If CONPALUX is responsible for manufacturing the Bulk Materials:

* If CARE & D does not have the "Challenge" Test and is therefore unable to send it to CONPALUX, CONPALUX may ask the Customer to carry out a new formula protection test (Challenge Test) in order to ensure that it is adequately preserved.
* If this test is not carried out, CONPALUX may refuse to manufacture the product and, in any event, cannot be held responsible for the microbiological quality of the product.
* Losses are expected during each production run and can vary (+/- 10%) depending on the product. The Customer must accept these variations in quantity.
* If a fixed quantity is required, it must be specified on the order form. Any change to the production configuration in the absence of this information will be invoiced.
  1. Packaging
     1. For packaging delivered by the Customer
* CONPALUX will first need to receive all the necessary information (data sheet) in order to confirm industrial feasibility. Physical samples will be delivered prior to production.
* The results of the packaging/juice compatibility test must be communicated prior to production.
* The quantities of packaging items must take account of production losses.
* The packaging must be delivered in conformity with requirements. We do not check the packaging items supplied by the Customer. However, if we are commissioned to do so, a price offer must be drawn up.

**N.B. Additionally,**

* The Customer must supply the generic checks specification. To check an item, a reference is required. Therefore, it is essential to know what specifications have been negotiated with the packaging supplier.
* If the check requires specific equipment, this must be known and communicated to CONPALUX when the quote is drawn up.
* The Customer must provide the acceptance values for each type of defect, as well as a defect library if available; minor, major, critical, how many, etc. In other words, the AQL (Acceptable Quality Level).
* The method used for each type of parameter check must be specified.
  + 1. For packaging/ACs handled by CONPALUX
* Purchase for a firm order ('one shot' order)

CONPALUX undertakes to order wherever possible taking standard production losses into account. The quantities delivered by suppliers vary from the quantities ordered by +/- 5% for an average order of 25,000 U. For smaller quantities, this delta is higher and will be discussed between the two parties when the order is placed. The Customer must accept that the quantities produced may also be affected by a plus or minus delta depending on the quantities delivered. Upon acceptance of the packaging items, CONPALUX will invoice for all items. All of this stock will therefore be the property of the Customer. Production will not start until this stock has been paid for in full.

* Purchase for recurring orders:

Depending on suppliers' delivery times, CONPALUX will ask the Customer to commit to forecasts which will enable it to commit to purchases. In the absence of forecasts, purchases will be committed for orders that have been placed, but no availability lead time commitment can be made for subsequent orders. If the reference concerned is discontinued, the Customer undertakes to inform CONPALUX as soon as possible. An analysis of the situation will be made to consider either a final production run to use up the stock, or destruction which will be invoiced to the Customer.

* 1. Inventory management

A stock report will be sent to the customer on a regular basis (at least once a quarter) for analysis.

PROCEDURE BEFORE PURCHASING PACKAGING

Purchase of packaging items may only begin once the formula compatibility tests have been completed. The Customer may decide at his own risk to bring forward the purchase of components. In this case, it is the Customer's responsibility to ensure that the end use complies with their expectations. CONPALUX cannot be held responsible for any failure to use the formula/packaging combination correctly.

DESTRUCTION OF PACKAGING ITEMS

CONPALUX may take on the task of destruction of the items. Depending on the category of the items, a quote will be drawn up. At a minimum, administrative fees of €25/package will be charged.

SPECIFIC GUIDELINES

See **Appendix 1** of these general specifications.

* 1. Production, Filling and Packaging Procedures

PACKING SLIP

All production is based on a packing slip (FDC) provided by the Customer and approved 4 weeks before production by CONPALUX's Supply department.

This document contains all the information relating to production (name and coding of packaging items with internal codes, photo visual of components, packaging operations, tests, samples, marking system, pallet plan, etc.).

A template for this document is provided in **Appendix 2**.

MINIMUM APPLICABLE QUANTITY

Minimum applicable quantity (MAQ) on filling: 1000 U for jars and bottles, 2000 U for tubes.

CHOICE OF CONTAINER

The Customer must ensure that the container is large enough to hold the Bulk Material it will be filled with (ml/g). To this end, density standards must be known before the container is chosen.

FILLING INSTRUCTIONS

Specific filling instructions must be given when the quote is drawn up.

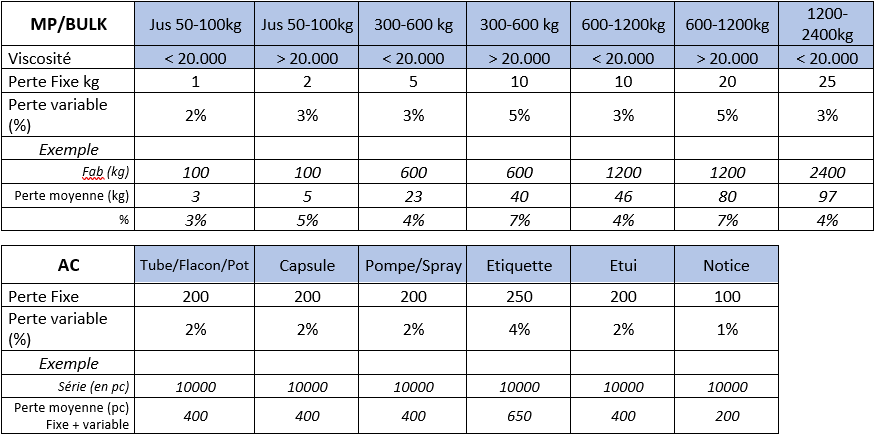
FILLING PROCEDURE

Filling is de facto by nominal value. A batch is declared compliant when the batch average is greater than or equal to the nominal value.

VISUAL FILLING

If filling must be done visually, this will have to be confirmed with CONPALUX depending on the Bulk Material it will be filled with and on the container. This information must be known at the time of costing. Failing this, a price update will be proposed if CONPALUX carries out the manufacturing or if there will be an effect on the filling.

STANDARD PRODUCTION LOSSES

All production involves standard losses. The table below provides information about these, but it cannot be contractual since each project has its own specific characteristics and therefore its associated losses: 

* 1. Final inspection and batch files

MICROBIOLOGICAL TESTING

CONPALUX performs microbiological detection using GERMCOUNT. Details of the method can be supplied on request. If the Customer wishes an inspection to be carried out in accordance with the standard ISO11930, CONPALUX can arrange for this to be performed by an approved laboratory, at an additional cost and time period.

BATCH FILE

CONPALUX archives all production-related information in its batch files for a period of 10 years. These files are provided at the Customer's request.

* 1. Delivery/Collection (See Appendices 3 and 4)

The contents of **Appendices 3 and 4** shall apply.

The Customer agrees to ensure that the carrier complies with the content of these appendices.

In any event, the Customer's attention is drawn to the following points:

DELIVERY INSTRUCTIONS TO CONPALUX

Any delivery of components or Bulk Materials, directly from the Customer or its suppliers to CONPALUX, must be accompanied by a detailed list (packing list), including the ordering party (name, address and telephone number), the CONPALUX internal item code (if already provided), as well as the name of the Finished Product or the purchase order number.

The essential information mentioned above must, of course, be received in advance.

MAKING APPOINTMENTS FOR DELIVERIES AND COLLECTIONS

Appointments for deliveries and collections must be made at least 48 hours in advance by e-mail and must be agreed in advance:

For deliveries to CONPALUX: to the address [stockage@saupont.be](mailto:stockage@saupont.be).

For collection from CONPALUX: at [logistique@saupont.be](mailto:logistique@saupont.be).

PACKING AND PALLETING CONDITIONS FOR PACKAGING

Packaging must be delivered in clean packaging, on EURO pallets in good condition, with a maximum height of 1600mm (pallet included) and may not exceed 400kg. Pallets must be wrapped in film and individually labelled.

Each pallet may contain only one item type, with the exception of labels, which must be delivered in separate boxes for each type, and each roll must be labelled individually. If CONPALUX needs to re-pack a pallet, this cost will be invoiced to the Customer.

ACCEPTANCE AND CHECKING POLICY

Any delivery without a delivery slip and/or without labelling will be refused by the receiving department and cannot be unloaded. No costs will be borne by CONPALUX.

At acceptance, the logistics department will carry out the following checks:

* Quantities of components delivered according to the supplier's delivery slip
* Visual inspection of boxes
* Conformity of documents to goods

For all other checks, see previous points.

* 1. Turnaround times

As a general rule, products ordered will be available within four to six weeks, subject to exceptional dates such as statutory holidays or in cases of *force majeure*. This turnaround time depends on the quantity that will be produced and the type of product.

This period runs from the date on which the order becomes feasible, i.e. as soon as all the components required to process the order, including the Raw Materials, the Packaging items and the Packing Slip, are available to CONPALUX.

For information purposes only, the usual lead times for components (which are not dependent on CONPALUX) are:

* Bottles, jars and caps/lids: six to eight weeks.
* Tubes, sprays: eight to twelve weeks.
* Raw materials: four to twelve weeks.

This information is provided for the sole purpose of giving a general estimate of the expected lead times for the delivery of components. They are not contractually binding.

In particular, it is crucial for the Customer to note that these lead times may vary depending on external circumstances affecting the supply chain.

* 1. Terms of payment

Terms and conditions:

For the first three orders, payment of 50% at the time of the order and 50% before collection. From the fourth order onwards, payment within 30 days of invoice date.

The general terms and conditions of sale (see **Appendix 5**) are applied in particular with regard to the consequences of failure to pay on the due date, or of total or partial cancellation of the order.

* 1. Miscellaneous

PRICE

All our prices are exclusive of value added tax (VAT) and, unless expressly stipulated, do not include:

* Transport costs (including collection of components and delivery of finished products and/or samples).
* The cost of checking raw materials if the customer has purchased them directly, the cost of receiving them and the cost of storing them.
* The cost of removing or destroying the materials, their containers, and the containers of bulk materials delivered by the customer

CONDITIONS OF CARRIAGE

CONPALUX can organise transport on behalf of the Customer. In this case, they cannot be held responsible for any problems that may arise during transport. The price quoted is ex-works.

The Customer may, at their own expense, instruct CONPALUX to take out transport insurance for the goods.

PACKAGING CONDITIONS

Only EURO pallets in good condition will be recovered for the finished products. Any additional EURO pallet format supplied will be invoiced at the market price.

PROCESSING OF CONTAINERS

If a certificate of destruction is required, it must be requested prior to destruction.

TOOLS AND EQUIPMENT

Depreciation of standard equipment and tools is included in our rates.

If new format tooling is required, a specific price quote will be drawn up.

DOCUMENTATION AND CERTIFICATIONS

Supplied at the Customer's written request.

On request, the following documents will be supplied with a price quote:

* Certificate of external microbiological analysis
* Certificate of origin
* MSDS sheet

STORAGE

For recurring orders, storage of Raw Materials and Packaging Items is free for the first six months. After this period, storage costs will be charged.

In the absence of recurring orders, storage costs will be invoiced if the components remaining following production are not removed with the finished products.

Finished products are stored until final inspection, i.e. the time needed to carry out the final inspections. After this period, the products must be collected or sent to the Customer's premises, failing which an invoice will be issued prior to dispatch.

In addition, storage fees will be charged from the month following final inspection onwards.

ORDERS AND MODIFICATIONS

All orders for recurring products must include the CONPALUX Finished Product code and the version number of the Packing Slip. For a new Finished Product reference, if the CONPALUX code has not yet been created or is not known to the Customer, this must be specified on the order form.

CONPALUX has the right to invoice the costs incurred for any cancelled or modified orders, as well as any additional costs resulting from these changes.

In the event of discontinuation of a product range or modification of an item, a stock report will be drawn up and invoiced to the Customer. At the Customer's discretion, stocks will either be dispatched or destroyed, with any costs incurred being invoiced.

1. APPENDICES
2. DOC-16-06.2 SPECIAL SPECIFICATIONS APPLICABLE TO PACKAGING ITEMS
3. DOC-01-21 FDC-VIERGE\_EN Packing slip template (nomenclature and quality specifications)
4. DOC-16-06.03 CD Deliveries
5. DOC-16-06.4 CD Shipments
6. General terms and conditions of sale of SRL CARE & D
7. General terms and conditions of sale of SC LE SAUPONT - CONPALUX DIVISION