



## Account & Terms

Institutional terms governing the supply relationship - quotation, settlement, allocation, lead time. This document is provided to every prospective and existing counterparty. It is identical for all parties and is not the subject of negotiation on a first engagement.

### POSITION

cBallast supplies industrial parts to ship managers, shipowners, technical superintendents, plant maintenance teams, OEM service desks, EPC contractors and stocking distributors. The supply relationship is administered through a sequential quote-to-invoice workflow, settled by bank transfer or — where credit has been earned — under agreed net terms.

The terms set out in this document govern every order. They describe how the relationship is established, how pricing is constructed, when payment is due and what an account is entitled to expect from us in return. The document is institutional in nature: it is identical for every counterparty and is not the subject of negotiation on a first engagement.

### ACCOUNT STANDING

cBallast distinguishes between two account categories. The distinction is operational rather than commercial — both categories receive the same supply quality — but they govern the order in which competing demands on stock, capacity and lead time are met.

#### New account

A counterparty engaging with cBallast for the first time, or one whose settlement history is shorter than three closed and paid orders. New accounts transact strictly on the standard institutional terms set out below. No exceptions are made — for any counterparty, of any size, in any industry. Stable, secure settlement is the foundation of the supply relationship and is given precedence over the relationship itself.

#### Established account

A counterparty whose first three orders have been settled in full on the agreed terms and within the agreed window. Established accounts qualify for net credit, priority allocation against constrained stock and lead time, held pricing on repeat purchases of identified lines, and access to the WhatsApp and mobile hotline for urgent requests outside published business hours.

### PRICING

Prices displayed on the cBallast catalogue are indicative reference prices in USD, exclusive of VAT, customs duty and freight. They are the figures from which a binding quotation is constructed; they are not, in themselves, an offer of sale.

Every binding quotation reprices the line against the current cost of labour and the current cost of inbound freight, the two inputs that determine the landed unit cost. An item shown at a particular figure on the catalogue is therefore an estimate of the order of magnitude — sufficient to plan a purchase, not sufficient to commit to one — and the figure on the issued quotation is the figure that governs.

Where a counterparty has previously procured a given line, that line is re-quoted at the same unit cost on subsequent orders — held flat as long as the underlying input costs remain materially unchanged. This is the principal commercial benefit of an established account: predictability across a repeat-purchase programme.

#### READ FIRST

Catalogue prices are indicative. They are not the order price. The order price is the figure on the issued quotation, which accounts for current labour, current freight and the destination Incoterm. Repeat purchases of the same line are held at the same agreed unit cost.

## PAYMENT TERMS

Prepayment, in full, against a proforma invoice is the standard settlement method for a first-time engagement. The proforma states the binding price, the lead time and the dispatch terms. Goods are released to manufacture or to dispatch on confirmed receipt of cleared funds.

Payment terms are not negotiable on a first order. This is a position cBallast holds uniformly, irrespective of counterparty size, credit rating, parent group or commercial standing in the wider market. The reason is institutional rather than commercial: the integrity of the supply chain is contingent on settled cashflow, and the discipline that secures it must be applied without exception.

Net terms are extended only after a verifiable settlement history has been established — three closed orders, all settled within the agreed window, supported on first application by company registration and a trade reference. The standard credit line on graduation is net thirty days from the date of the commercial invoice.

- Bank transfer only. Account details are stated on every proforma invoice issued by cBallast.
- Card payment, PayPal, third-party escrow services and digital assets are not supported.
- First-time engagement: 100% prepayment against proforma. No exceptions.
- Net terms (30 days) become available after three closed orders settled on prepayment terms.
- Payment terms apply uniformly. There is no exception for any counterparty, of any size, in any sector.

## QUOTATION, LEAD TIME AND DELIVERY

On receipt of a request for quotation, cBallast replies within one working day with a formal quote bearing a unique reference number. The quote states the binding unit price for each line, the lead time for each line, the country of origin, the availability of certificates of origin and the carrier and Incoterm options. Quotations are valid for fourteen days unless otherwise stated.

Delivery lead time is disclosed in the quotation response, line by line. It is not committed to in advance of the quote because it is a function of current stock holding, current OEM lead time for items procured to order, the volume requested and the destination. The catalogue does not undertake to communicate a lead time at the point of search; the quote does.

Carrier selection is at the buyer's election. DHL Express, UPS, FedEx, sea freight (FCL or LCL) and customer-nominated forwarders are all supported. Incoterms 2020 apply. The default Incoterm on the quote is EXW unless agreed otherwise. Customs paperwork — commercial invoice, packing list, certificate of origin, EUR.1 where applicable — accompanies every consignment.

## ALLOCATION AND PRIORITY

Where a request from a new account and a request from an established account compete for the same constrained resource — a stock position, an OEM allocation, a critical lead time, the attention of the technical desk — the established account is served first. This is the operational expression of the account-standing framework: the loyalty of an established counterparty is reciprocated through tangible delivery, not through discount.

An established account additionally receives access to the WhatsApp and mobile hotline. The hotline is reserved for time-critical issues — a vessel on demurrage, a plant on unplanned outage, a class survey window closing — and is staffed outside published business hours. It is not made available to new accounts under any circumstance.

## DOCUMENTATION AND CERTIFICATION

Where the manufacturer publishes a datasheet, it is attached to the product record or linked from the corresponding specification sheet. Material certificates (EN 10204 3.1 and 3.2), test reports and classification approvals (DNV, ABS, LR, BV, RINA, CCS, KR, NK, RMRS) are issued on request for items to which they apply, and are charged at cost where the OEM levies a fee.

## RETURNS AND WARRANTY

Manufacturer warranty applies as published by the OEM. Warranty claims are routed through the manufacturer's regional service network with cBallast acting as the procurement intermediary. Incorrect supply — the wrong part shipped against a confirmed PO — is corrected at cBallast's cost: return freight is reimbursed against carrier receipt and the correct line is dispatched against credit note. Special-order and modified items are non-returnable other than for manufacturing defect.

## CONFIDENTIALITY AND DATA

Order data — PO references, vessel names, plant identifiers, destination addresses — is held on file for accounting and customs purposes and is disclosed to the carrier solely as required to effect shipment. cBallast does not run third-party analytics on its site; there is no Google Tag Manager, no Meta Pixel, no Hotjar and no comparable tracker. Server access logs are retained for fourteen days for operational purposes.

## CONTACT

sales@cballast.com — twenty-four-hour reply target on working days, Central European Time. Quotations are returned within one working day. The WhatsApp and mobile hotline is reserved for established accounts and is communicated directly on account graduation.

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### Counterparty contact

sales@cballast.com

*This document describes the institutional terms on which cBallast supplies. It is not a binding offer; binding pricing, lead time and dispatch terms are those stated on the issued quotation. The terms in this document supersede any conflicting term communicated informally.*