Sales & supply terms

B2B hose enquiries and orders | Proposed commercial wording

How these terms apply
These terms are proposed for incorporation into a written quotation or order. Downloading this document does not form a contract. The legal seller is the entity named in the accepted quotation and invoice; Gongbang PTFE is the website brand.

1 / Quotation and acceptance

An enquiry is a request for review, not an accepted order. The seller confirms acceptance in writing. The written quotation states the currency, price basis, validity, quantity and any minimum order requirement. Conflicting purchase-order terms must be resolved before acceptance.

2 / Order documents

The parties should identify the accepted drawing or specification revision. Any signed agreement and expressly accepted order-specific variations take priority over these general terms. Conflicts between documents must be clarified in writing before production proceeds.

3 / Configuration and compatibility

Supply is based on the agreed assembly description. The buyer provides accurate equipment, interface and process information; the seller reviews the proposed configuration against that information. Neither a brand reference nor a photograph alone establishes compatibility. Substitutions require written agreement.

4 / Samples and development

Sample scope, charges, evaluation criteria and any tooling arrangements are agreed in writing. Approval of a sample applies to its recorded configuration and revision. Later changes to the machine, material or operating conditions require a further review.

5 / Price and payment

Payment method, instalments and due dates are those in the accepted quotation. Taxes, freight, insurance and bank charges must be identified in that quotation. No deposit percentage, credit period or bank account is established by this document. Verify changed payment instructions through a previously confirmed contact.

Delivery, inspection and changes

Keep commercial commitments tied to the accepted order.

6 / Delivery arrangements

The order identifies the delivery address, shipping method and allocation of freight, insurance, import charges and customs responsibilities. If Incoterms are used, specify the chosen rule, named place or port and edition. A trade term does not by itself settle all payment, title or warranty matters.

7 / Lead time and disruption

The seller confirms the lead-time basis, including any required specification approval or payment milestone. Any agreed dispatch commitment must be distinguished from an estimated carrier arrival date. A party that becomes aware of a delay should notify the other promptly and discuss mitigation; revised dates require written confirmation.

8 / Receipt and nonconformity

The buyer should check package condition, quantity and product identification promptly on receipt, retain relevant packing evidence and report discrepancies with photos and the order reference. Inspection should not involve unsafe installation or destructive testing. Reporting does not predetermine responsibility or remove rights that cannot lawfully be excluded.

9 / Change or cancellation

Either party may request a change or cancellation in writing. The seller explains the effect on price, completed work, committed materials and timing before the change is accepted. No cancellation charge is fixed by this document. Custom orders are not treated as automatically returnable for a change of preference.

10 / Documentation and intended use

Certificates, inspection reports and special destination requirements must be identified before order acceptance. Only documents applicable to the supplied configuration are represented as part of the order. The buyer communicates intended use and local installation requirements; the seller communicates the assembly information agreed for supply.

Trade-term reference

ICC: Incoterms 2020 information. The accepted order must identify the selected rule and named location.

Warranty and resolution

Written order terms define the agreed commercial remedy.

11 / Warranty

The quotation or accepted order states any warranty period, its starting point and scope. No fixed warranty duration is advertised by this general document. Claims are assessed against the accepted specification, applicable warranty and mandatory rights. Normal wear, changed service conditions, misuse or unauthorised modification are considered only to the extent relevant to the reported failure; they are not an automatic rejection of every claim.

12 / Claims and returns

Contact the seller before returning a hose. Provide the order reference, label, symptoms and available operating records. Return authorisation, destination, contamination information, packing and transport responsibility are confirmed in writing. Repair, replacement, credit, refund or another remedy is agreed after assessment under the applicable order terms and law.

13 / Drawings and third-party references

The parties use shared drawings and samples for the agreed enquiry or order purpose. Any ownership, exclusivity or tooling rights require express agreement. The buyer should only submit material it is authorised to share. Third-party marks remain with their owners and do not imply endorsement or a distributor appointment.

14 / Disputes and governing terms

Raise disputes through the business contacts first, with the order documents and requested resolution. Governing law and dispute forum are to be specified in the accepted contract; this general document does not select a jurisdiction. Nothing here excludes obligations or rights that cannot lawfully be excluded. No blanket liability cap is introduced.

15 / Written variations

Commercial exceptions and revised specifications require written acceptance by the parties. Website changes do not retroactively amend an accepted order.

Discuss your hose requirement
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