

At **Silver Tech de México S.A. de C.V.**, we work with reliable courier and shipping companies to ensure that the delivery of our products is completed in a timely and proper manner, always seeking that shipments arrive at their destination in the best possible condition. However, we acknowledge that there are external factors beyond our control during the shipping process. For this reason, the following merchandise delivery policies are established:

1. Customer Responsibilities:

The customer must provide and confirm the following information each time a Purchase Order is placed:

- Correct **tax information** (Legal Name, TAX ID, address and if applicable CFDI usage, payment form, and payment method).
- Delivery address if different from the tax address (including street, number, neighborhood, zip code, and nearby references).
- Name and phone number of the person responsible for receiving the package.
- Days and hours available to receive the package.

2. Silver Tech de México S.A. de C.V. Responsibilities

- Process and dispatch purchase orders within the timeframe agreed upon with each customer (in case of doubt, confirm with the sales department).
- Send the tracking number and shipment proof to the contact designated by the customer.
- Track the shipment using the provided tracking number until it is received by the customer.

3. Delivery Delays

- **Silver Tech de México S.A. de C.V.** will provide assistance in case of shipping delays; however, it will not be held responsible for delays caused by the courier or shipping company.
- Delivery times are estimates and may vary due to factors beyond the control of **Silver Tech de México S.A. de C.V.**, such as customs delays, weather conditions, strikes, or logistical problems of the carrier, among others.

4. Lost or Stolen Packages

If a package is lost or stolen during transit:

- **Silver Tech de México S.A. de C.V.** will immediately file a claim directly with the courier/shipping company.
- Follow-up will be provided until the package is recovered or a refund is issued by the courier/shipping company.

5. Damaged Package During Shipment

- If the packaging, product, and/or pallet arrives damaged, the customer must note the visible damages in writing on the delivery receipt, take and send photographs of both the receipt with the damage report and the merchandise (while the courier company personnel are still present) and notify **Silver Tech de México S.A. de C.V.** immediately to begin the claims process.

- If evidence of the damage is not received in a timely manner, **Silver Tech de México S.A. de C.V.** will not be responsible for any damage or losses to the package or merchandise.

6. Customs Issues

- For international shipments, the customer is responsible for managing the export/import process of the product (**Incoterm EXW - Ex Works**). Therefore, **Silver Tech de México S.A. de C.V.** assumes no responsibility for the merchandise once it has been handed over at its facilities to the transport personnel contracted by the customer.
- The merchandise remains under the customer's responsibility throughout all customs procedures.
- **Silver Tech de México S.A. de C.V.** will be available to provide any additional information or documentation, beyond what was previously delivered, that may be requested during the export/import customs process.

7. Returns and Delivery Rejection

- If the customer decides to return merchandise, they must first notify **Silver Tech de México S.A. de C.V.** stating the reason for the rejection/return and agreeing on the necessary steps to process it. All returned merchandise must be in its original packaging, undamaged, and without signs of being opened and/or altered.
- If a package is returned to **Silver Tech de México S.A. de C.V.**, without proper and timely notice, the return/rejection will not be accepted.

Silver Tech de México S.A. de C.V. through its commercial department, will evaluate each individual case outside these guidelines and will provide the best possible solution to maintain a cordial relationship with its customers.