

Operation Guide for Customers

Sade International | Sofia, Bulgaria · Istanbul, Türkiye | Version 2.0 · November 2022

1. Our Way of Working

At Sade International, we believe that predictability builds trust. This guide describes, step by step, how we handle your enquiry from first contact to delivery and after-sales support: what you can expect from us at each step, and what we need from you to keep the process fast and smooth.

It applies to all product areas we serve, including specialty chemicals, industrial minerals and food products, and should be read together with our General Terms and Conditions of Sale, available in the Downloads section of sadeinternational.com.

2. Step 1: Enquiry

What we need from you: product name and specification (or your target application), required quantity, packaging preference, delivery destination and preferred Incoterms® 2020 rule, target delivery window, and any regulatory or documentation requirements specific to your market.

What you can expect from us: we acknowledge every enquiry within one business day. If anything is unclear, we ask our clarification questions promptly and all at once, so that the process is not delayed by back-and-forth.

3. Step 2: Quotation

Our quotation always states: the product specification, price and currency, the Incoterms® 2020 rule, packaging, estimated lead time, validity period and payment terms. You will not find hidden assumptions; everything relevant to your decision is written down.

Quotations are normally issued within two to five business days, depending on sourcing complexity. If we need longer, we tell you when to expect our offer, and we keep that date.

4. Step 3: Samples and Documentation

Where applicable, we provide samples together with a certificate of analysis (CoA), technical data sheets (TDS) and safety data sheets (SDS). For food products, relevant food-safety documentation is provided. Sample terms (quantities, costs, courier arrangements) are agreed case by case and confirmed in writing.

5. Step 4: Order and Confirmation

Upon receipt of your written purchase order, we issue a written order confirmation summarizing the product specification, quantity, price, Incoterms® 2020 rule, lead time and payment terms. Unless otherwise agreed, payment follows our General Terms and Conditions: thirty percent (30%) advance upon order confirmation and seventy percent (70%) prior to shipment against copies of the shipping documents.

The order confirmation is the single reference document for the transaction. If anything in it does not match your expectation, we ask you to flag it immediately so that it is corrected before execution begins.

6. Step 5: Sourcing, Production and Quality

We work with qualified manufacturers and maintain batch traceability. Every batch is covered by a certificate of analysis issued before shipment. If any deviation from the agreed specification or timeline arises, we inform you immediately, together with the options available, rather than letting you discover it later.

7. Step 6: Shipment Preparation and Status Updates

You will never have to chase us for an update. We proactively inform you at each relevant milestone: order confirmed, goods ready, quality documents issued, booking confirmed, goods shipped, and documents dispatched. Copies of the shipping documents are provided in line with the agreed payment terms.

8. Step 7: Shipping Documents

Our standard document set comprises: commercial invoice, packing list, certificate of analysis, and the transport document applicable to the shipment (bill of lading, CMR or air waybill). A certificate of origin is provided on request, and safety data sheets accompany chemical products. Additional certificates or legalizations are available by prior agreement.

9. Step 8: Delivery and After-Sales

We ask you to inspect the goods upon arrival and to notify any visible defect or shortage within fourteen (14) days, as set out in our General Terms and Conditions. We stand behind our products: justified claims are handled promptly, transparently and in good faith. We also welcome your feedback after delivery; it is how we improve.

10. Our Communication Commitments

A single point of contact: sales@sadeinternational.com. Enquiries and messages are normally answered within one business day. We keep you informed at every relevant step of the supply process, we flag problems proactively together with proposed solutions, and we keep the commitments we put in writing.

11. Related Documents

General Terms and Conditions of Sale (Downloads section, sadeinternational.com).