



## B2B COLABORATION POLICY

## 1. Pricing Policy

The price list presented on [b2b.physislaboratory.com](https://b2b.physislaboratory.com) cancels any previous version. The product prices shown are wholesale prices and do not include VAT. To view product prices, visitors must first register as wholesale customers. For details on registration, please refer to ***section 9. Ordering Methods and eCommerce Technology Integration.***

### 1.1 Minimum Advertised Price (MAP)

- The minimum advertised price corresponds to the suggested retail price, as defined in the official price list.
- The company reserves the right to adjust prices, provided prior notice is given to its partners.

### 1.2 Discount Policy

- For orders over €200.00 (excl. VAT) — 3%
- For orders over €400.00 (excl. VAT) — 5%
- For orders over €800.00 (excl. VAT) — 7%
- For orders over €1,000.00 (excl. VAT) — 10%

### 1.3. Price Adjustments

In the event of increased raw material costs, a 30-day notice will be given before the new prices are applied.

### 1.4 Transaction Currency

All transactions are conducted in euros (€).

## 2. Shipping & Delivery Policy

### 2.1 Shipping Costs & Methods

Costs based on order value

- For orders over €200.00 (net value): free shipping.
- For orders under €200.00 (net value): shipping fee €5.
- International orders: costs covered by the customer.
- For hotels: costs covered by the customer.

Shipping methods based on order weight:

Orders up to 3 kg are shipped via:

- ELTA Courier
- Geniki Taxydromiki
- Box Now

Orders over 3 kg are shipped via Intralink Transport Company

### 2.2 Delivery Times

Orders completed by 12:00 will be dispatched the same day. Estimated delivery time is 1–3 business days, or 3–10 business days for islands and remote areas.

### 2.3 Returns & Exchanges

Returns of goods are not accepted.

### 2.4 Payment Methods

Available payment options:

- **Debit/Credit Card:** Payment is completed on the Eurobank website in a fully secure environment controlled by the bank itself, ensuring transaction confidentiality. Card details are never stored on our website. After payment, the customer is automatically redirected to [b2b.physislaboratory.com](https://b2b.physislaboratory.com). We participate in Eurobank's €pistofoi Reward Program..
- **PayPal:** Customers are redirected to PayPal's secure payment environment to pay via their PayPal account or credit/debit card through PayPal. After payment, they are automatically redirected to [b2b.physislaboratory.com](https://b2b.physislaboratory.com).
- **Bank Transfer:** Customers deposit to the provided bank accounts:

Eurobank  
Account Holder: Physis Laboratory IKE  
IBAN: GR9802602030000820201899147

Piraeus Bank  
Account Holder: Physis Laboratory IKE  
IBAN: GR9701722260005226102524736

National Bank of Greece  
Account Holder: Physis Laboratory IKE  
IBAN: GR4301108630000086300787438

- » The bank account holder must be the same as the billing name stated in the online order.
- » Delivery details may differ.
- » Orders will be shipped once the deposit is confirmed. Include the full name and order code in the payment details.
- » Proof of deposit must be emailed to [b2b@physislaboratory.com](mailto:b2b@physislaboratory.com).
- » Bank fees are the customer's responsibility.

- **Cash on Delivery (COD):** Available for orders up to 6 items, with an additional fee of €3.50.

### 3. Order Management & Inventory Control

#### 3.1 Order Execution

- COD payments: order processed within 1–2 business days of receipt.
- Card/PayPal payments: order processed within 1–2 business days of receipt.
- Bank transfer payments: order processed within 1–2 business days of proof of deposit and fund clearance.

## 4. Marketing & Branding Guidelines

### 4.1 Brand Usage

#### Logo Use:

- Must be used as originally designed with no distortion.
- Only approved fonts and colors may be used.
- Required clear space must be maintained around the logo (protected area).
- Do not place the logo on backgrounds that hinder clarity.
- In partnerships, our logo appears first, followed by an “x” symbol and then the partner’s logo.

#### Logo Placement:

- Our company logo and partner brand logos must appear on the homepage of each partner’s website.
- Must be visible in all promotional materials and campaigns related to our products/services.

#### Promotional Material:

- Partners may use only approved content from our Press Kit for advertising purposes.
- All creative material must align with the brand’s aesthetic and communication guidelines.

### 4.2 Marketing Requirements

#### Social Media Activity

- Partners must make at least 1 post per month on social media.
- Posts must include the company’s logo and mention/tag the official company profile.
- When referring to AMINO ANIMO and La Coquille de la Vie, it is mandatory to mention the company.
- Running at least 1 social media contest per year is recommended, in coordination with the company.

#### Activity Reporting

- Partners are asked to submit monthly or quarterly marketing reports with performance stats.

#### Co-Branding

- In partnerships, our logo appears first, followed by an “x” symbol and then the partner’s logo.
- Co-hosting an event requires prior approval of the communication material by the company.

## 5. Sales & Distribution Areas

### Exclusive Zones

No exclusivity is granted for specific geographical areas within Greece.

### Market Expansion

Expansion into a new geographical area is only allowed with prior company approval.

### Regional Competition

No exclusivity is granted for specific geographical areas within Greece.

## 6. Compliance & Legal Agreements

### Contractual Obligations

Currently, there are no legal agreements or binding contracts between the parties.

### Local Laws & Regulations

Every wholesale partner must comply with GDPR and applicable data protection laws.

### Confidentiality Agreements

Partners are strictly prohibited from disclosing commercial strategies or information relating to the company or the partnership.

## 7. Performance Metrics & Evaluation

### Sales Targets

Agreed upon with the company.

### Quality Control

For returns of defective products, prior notification is required via email with photo, batch number, and expiration date. Returns are not accepted without prior notice.

### Reports & Audits

Partners are not obliged to submit reports or accounting data to the company.

## 8. Customer Support & After-Sales Services

### Support Channels

Partners must provide customer support by phone and email for all products they sell.

### Warranty & Support

Products are covered by a three-month warranty for manufacturing defects, provided prior notification is sent by email with photo, batch number, and expiration date. Returns are not accepted without this prior notification.

### Training & Resources

Partners must attend product and sales process training sessions as determined and scheduled by the company.

## 9. Ordering Methods & eCommerce Technology Integration

Each partner must complete all required fields in the registration form accurately.

The application is evaluated and approved by the company within 3–5 business days.

Additional information may be requested. If insufficient, the company may reject the application without obligation to justify.

Once approved, the partner gains B2B access and may place orders via the website, phone, or email

### Τρόποι πραγματοποίησης παραγγελίας

Partners can submit their orders either through the B2B website ([b2b.physislaboratory.com](https://b2b.physislaboratory.com)), by phone at +30 2310 318528, or by sending an email to [b2b@physislaboratory.com](mailto:b2b@physislaboratory.com).

Placing an order requires compliance with the terms of cooperation, as explicitly stated in this policy.

### Collaboration Tools

For any communication, partners can contact our team by sending an email to [b2b@physislaboratory.com](mailto:b2b@physislaboratory.com), calling +30 2310 318528, or filling out the contact form available on the B2B platform.

### Data Security

Partners selling products through their own e-shops must use SSL/TLS certificates for secure communication.

Partners must comply with GDPR and have a data protection policy in place.

Data exchanged is solely for business use and may not be shared without written consent.

## **10. Franchise**

The company does not offer or support a franchise model.

All commercial collaborations are based on defined B2B terms and do not include granting of trade identity, use of brand name, or exclusive territory.



THANK YOU  
FOR TRUSTING US!