

## Special Conditions for **Make-to-Order (MTO) Long Length Products**

These special conditions apply in addition to the [MOSO® Bamboo General Terms & Conditions](#) (GTC) of delivery and payment (GTC Clause 1: Applicability).

### 1. **Make-to-Order (MTO) Products**

Items marked as MTO are produced or procured specifically according to customer specifications and are **\*\*not cancellable or returnable\*\*** once the order is confirmed.

### 2. **Binding Order**

An MTO order becomes final upon MOSO® Bamboo's written order confirmation. From that moment, the customer is fully committed to the agreed specifications, quantities, and pricing.

### 3. **Changes or Cancellations**

Changes after confirmation require MOSO® Bamboo's written approval. Any accepted change or cancellation may result in **\*\*charges up to 100%\*\*** of the order value, depending on production status.

### 4. **Lead Time**

Lead times for MTO items are indicative and may vary due to production or transport conditions. Variations in lead time do not give grounds for cancellation.

- Full pallet shipments will be combined with other orders and can take longer.
- Full container shipments will be shipped directly after completion.

### 5. **Minimum Order Quantities (MOQ)**

MOQs apply depending on production and supplier requirements:

- Minimum order quantity is **one** full pallet.

### 6. **Specifications**

The customer is responsible for providing complete and accurate technical specifications. MOSO® Bamboo is not liable for issues resulting from incorrect or incomplete information.

### 7. **Quality and Tolerances**

Industry-standard tolerances apply. Natural variations in colour, texture, and structure of bamboo materials are considered normal.

### 8. **Delivery & Inspection**

The customer must inspect goods upon delivery and report visible defects immediately. Returns are only accepted if MOSO® Bamboo confirms the goods to be defective.

### 9. **Pricing & Payment**

Prices exclude VAT and additional costs unless stated otherwise. MTO items may be invoiced prior to shipment or upon production completion.

### 10. **Storage**

If the customer delays delivery, MOSO® Bamboo may charge storage costs and invoice the goods as ready.

March 2026