
BUYER PROCEDURE · 2026

Official Buyer Procedure and Documentation Guide

How a purchase demand is registered, validated and submitted to firm contract offer

Version 2.0 · 2026 · Strictly private and confidential

2026

Purpose and Scope

A clear, structured and binding framework for purchase requests.

What this guide sets out

The procedures, phases and documentation that real buyers and officially appointed buying mandates must provide or be fully prepared to provide when requesting the Company to manage a purchase demand.

From demand to Firm Contract Offer

It governs the submission of a request for a Firm Contract Offer (FCO) to sellers represented by the Company.

An official commercial document

Issued by the Company's Area Managers and Account Managers exclusively to identified real buyers, end buyers or duly authorized buying mandates.

Complete reading is a prerequisite

Acceptance of this procedure is a strict condition for the Company to manage or process any purchase request on behalf of a buyer or buying mandate.

Mandatory and Binding Nature

All procedures described here are internal, mandatory, binding and non-negotiable.

Security

Legal, operational, financial and reputational security of all transactions.

Protection

Effective protection of real buyers and of the sellers represented by the Company.

Compliance

Strict compliance with applicable international trade, compliance and anti-fraud regulations.

Non-compliance

Any refusal or failure to comply automatically prevents the Company's Account Managers from continuing, submitting or processing the purchase request.

Procedures Exclusive to the Company

These procedures belong to the Company — not to the sellers.

Seller protocols are separate

Sellers operate under their own internal protocols for contract execution and transaction performance. The procedures in this guide do not belong to them.

Part of an internal framework

The procedures form part of the Company's internal framework for the formal opening of commercial files.

Buyer profiling

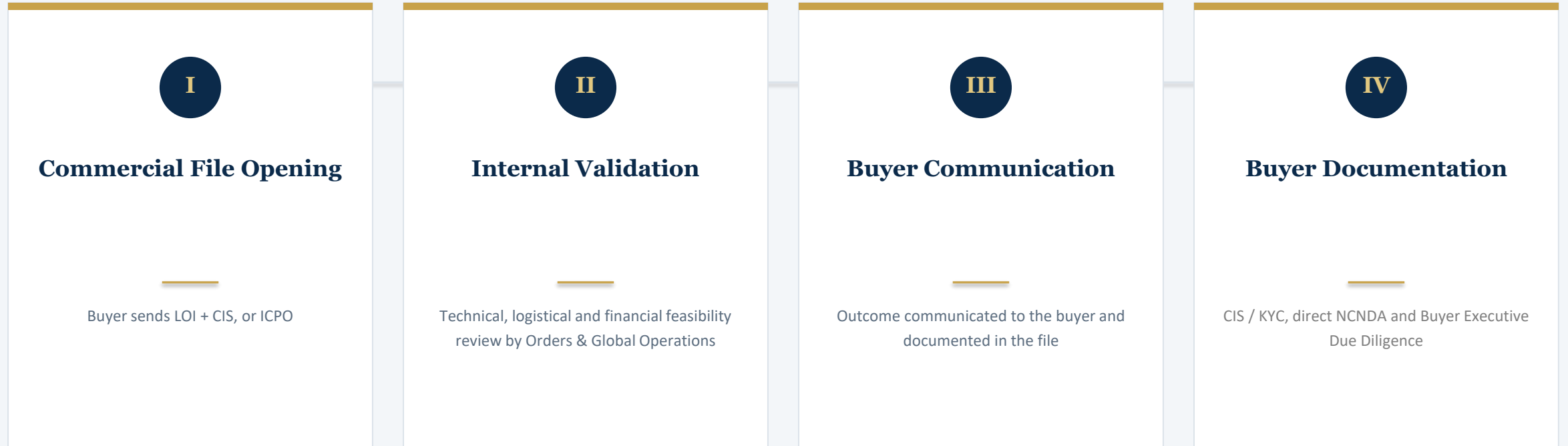
Buyer profiling, scoring and validation, and the consistency assessment between demand, financial capability and operational readiness.

Risk control and allocation

Fraud prevention and risk control, and the allocation of the seller best suited to the buyer's specific request.

The Process at a Glance

Four procedural phases, followed by the Firm Contract Offer and the trade procedure.



AFTER PHASE IV · FIRM CONTRACT OFFER AND TRADE PROCEDURE

FCO Request → LOI + CIS Route: SCO → ICPO Route: FCO → SPA → Agreed Banking Guarantee Instrument → Shipment → Payment upon fulfillment of the contractual payment conditions

Commercial File Opening

A mandatory condition for the existence of any transaction.

What the buyer provides

An official LOI together with the CIS, or an ICPO, complying with international trade standards and expressly reflecting the target price.

Without a valid LOI + CIS or ICPO

- No commercial file will be opened.
- No transaction will be registered.
- No internal evaluation will be initiated.

PHASE II

Internal Validation

Reviewed by the Orders Department and Group Global Operations.

Technical feasibility

Assessment of the technical conditions required to supply the specification requested.

Logistical feasibility

Availability, packing, inland transport, port capacity and vessel scheduling.

Financial feasibility

Consistency between the demand, the payment instrument and the buyer's financial capability.

Outcome

The reviewers may propose adjustments, approve or reject the operation. Until formal approval is issued, no definitive communication to the buyer is authorized.

PHASE III

Buyer Communication

The validated outcome is formally communicated and documented.

Following internal validation

The Account Manager will formally communicate the outcome to the buyer.

Documentation of the response

Any buyer response must be duly documented in the commercial file.

Positive response

The procedure advances to the documentation phase.

Negative response

The file is closed or reformulated, according to the observations received.

PHASE IV

Buyer Documentation

Mandatory documentation upon a positive outcome.

Buyer Information

Personal Info

Name of Buyer(s):

Phone Number:

Email:

Birthday:

Are you Pre-Qualified?

Needs and Wants

Location:

of Beds:

of Baths:

Square Feet:

Acreage:

Max Price:

Preferred School District:

Most Important Features

Pool

Basement

Bonus Room

Office

Garage

Patio/Deck

Fireplace

Fenced Yard

Other:

Documents already submitted

The LOI + CIS or ICPO received at file opening remain on file and must stay consistent with all further documentation.

CIS / KYC

Corporate and identification documentation of the buyer.

Issued for signature upon receipt

A direct NCNDA between the Company and the buyer / final payer.

Also issued for signature

The Buyer Executive Due Diligence Form.

Buyer Executive Due Diligence

A confidential document for internal use only, reviewed by Legal and Compliance.

Corporate identity

Verification of the corporate identity and of the authority of the signatory to bind the buying entity.

Financial capacity

Verification of financial and banking capacity consistent with the value and the term of the operation.

Regulatory compliance

Verification of regulatory compliance and absence of AML / CFT risks.

Scope of the document

Completion of this document does not confer any rights against the Company and serves solely as a preventive risk-control mechanism.

Legal and Compliance Verifications

Verifications that are mandatory, non-negotiable and integral to the anti-fraud system.

Operability checks

Verification of the operability of corporate e-mail addresses, telephone numbers and banking institutions.

Cross-checks

Cross-checks between LOI / ICPO, CIS / KYC and financial documentation.

Discretion

The Company may carry out these verifications at its sole discretion, as part of the due diligence process.

Mandatory nature

These verifications are mandatory, non-negotiable and form an integral part of the Company's internal fraud-prevention system.

Firm Contract Offer (FCO) Request

Three cumulative conditions must be met before the request may be submitted.

1

Documentation complete

All documentation is complete and duly signed.

2

Due diligence approved

Buyer Executive Due Diligence has been approved.

3

No pending observations

No pending observations remain from Legal, Compliance or Orders.

The FCO shall be requested strictly under the terms approved in the internal validation.



Operational Timeline

Up to seven (7) business days, counted from receipt of complete documentation.

7

business days

1

Counted from the date of receipt of complete documentation

2

Covering all phases described in this guide

3

The Company reserves this operational timeframe to complete the process

General Trade Procedures & Guidelines

1/3

Incoterms 2020 · Steps 1 to 7 — from the first offer (LOI or ICPO) to the draft contract.

01 Route A – LOI + CIS: the end buyer sends an official Letter of Intent (LOI) together with its CIS. The seller replies with a Soft Corporate Offer (SCO).

02 Where necessary, procedures, conditions and prices are agreed between the buyer's authorised representative and the Company's commercial manager (direct NCNDA already signed under Phase IV).

03 Route B – ICPO: if the buyer starts with the ICPO, the seller replies directly with the official FCO, based on the approved CIF / FOB conditions and prices. In Route A, the ICPO follows the agreed SCO and the seller then issues the FCO.

04 The buyer completes, signs and stamps the FCO and returns it with a full-colour passport copy, the approved seller's procedure and the company KYC with full contact details of the legal representative, including POF / RWA / BCL where proof of funds is issued by the buyer's bank in the name of the seller. Where government clearance and/or a fee is required, proof is due with the ICPO. The seller may request additional identification or financial documents.

05 The seller issues the draft contract or SPA and sends it to the buyer within 72 hours for review; upon acceptance, the buyer informs the seller in writing of its acceptance of the draft SPA within 72 hours.

06 The seller then issues, signs and stamps the final contract or SPA, accompanied by the commercial invoice (CI), and sends it to the buyer. The buyer then signs, stamps and returns it within 24 / 48 hours.

07 Once the invoice is accepted in full, the buyer and the seller deposit a copy of the fully signed and executed SPA with their respective banks.

General Trade Procedures & Guidelines

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Incoterms 2020 · Steps 8 to 14 — from the banking instrument to the start of delivery.

08 The Buyer shall issue the Banking Guarantee Instrument via SWIFT, bank-to-bank, in accordance with the instrument type, format, terms and conditions specified and accepted by the Seller and/or Supplier for the specific transaction. The Buyer shall provide a copy of the draft instrument for review and approval prior to issuance.

09 Once the Banking Guarantee Instrument has been reviewed and accepted by the Seller's and/or Supplier's bank, the Buyer shall arrange for its issuance via SWIFT, bank-to-bank, within seven (7) days, in accordance with the agreed instrument type and terms. Upon confirmation of the instrument's acceptance, the shipping procedures shall be initiated, and the Buyer shall be kept informed of the progress.

10 For the proof shipment, the Buyer shall issue a Banking Guarantee Instrument that is irrevocable, transferable, divisible, confirmed and fully operational, valid for ninety (90) days, issued by a major internationally recognized bank or confirmed by one of the major internationally recognized banks, covering the full value of the test shipment. The type, form, format, applicable SWIFT message, terms and conditions of the Banking Guarantee Instrument shall be determined and agreed upon according to the requirements of the Seller and/or Supplier for the specific transaction.

11 For the monthly shipment contract, the Buyer shall issue a Banking Guarantee Instrument that is irrevocable, transferable, divisible, confirmed, fully operational and revolving, remaining valid and operative throughout the contractual shipment period and until the final delivery under the contract. The Banking Guarantee Instrument shall be issued by a major internationally recognized bank or confirmed by one of the major internationally recognized banks. The type, form, format, applicable SWIFT message, validity, revolving mechanism, terms and conditions of the Banking Guarantee Instrument shall be determined and agreed upon according to the requirements of the Seller and/or Supplier for the specific transaction.

12 The Seller's bank receives and confirms the Banking Guarantee Instrument in accordance with the terms and conditions agreed for the specific transaction.

13 Where applicable and as agreed for the specific transaction, the Seller shall provide the agreed Performance Bond or other applicable seller-side guarantee within seven (7) days after confirmation and acceptance of the Banking Guarantee Instrument. The Seller shall also provide the required shipping and transaction documents to the Buyer's bank, including, but not limited to, the SGS report, Bill of Lading, sailing schedule, proof of ownership and applicable GACC documentation, as required for the specific product, origin and transaction.

14 The buyer confirms receipt of the shipping documents with the captain of the vessel, while delivery to the buyer commences in accordance with the schedule specified in the contract.

General Trade Procedures & Guidelines

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Incoterms 2020 · Steps 15 to 21 — transfer of ownership, payment and destination clearance.

15 Within 48 hours after receipt of the documents, the buyer requests the transfer of ownership from the seller to the buyer, with confirmation to release the funds via MT-103 within 24 hours after the transfer of ownership.

16 The buyer's bank releases payment for the full value of each shipment to the seller's bank (MT-103) upon receipt of the complete shipping documents. Payment is 100% guaranteed, payable directly to the seller's bank at the port of loading against documents via MT 103/TT, for the full value of each shipment, charged upon delivery of the documents and of the SGS inspection documents at the port of loading.

17 Upon receipt of the seller's confirmation from the bank, the seller undertakes to transfer the property into the buyer's name and to hand over all documents to the buyer or its representative.

18 The seller is responsible for customs clearance at the port of loading and for the issuance of export documents, while the buyer is responsible for customs clearance costs at the port of destination.

19 Upon arrival at the port of discharge, the buyer undertakes to issue proof of inspection by SGS or similar, at the buyer's expense, and confirms acceptance of the goods.

20 The buyer must hold the legal requirements to bring the goods into the country of destination, at its own expense.

21 If the vessel arrives at the port of destination and the buyer does not carry out the SGS inspection within three (3) days, the seller is automatically entitled to consider the SGS at the port of loading as the final inspection and as confirmation of delivery of the shipment at the port of discharge.

Commercial Practices

Standards of conduct applied to every commercial relationship.

Buyer and partner confidentiality

The confidentiality of buyers and business partners is valued and protected. No examples of past performance documents, photographs, videos, names or identities of communication with past buyers or partners are provided.

Written communication only

Business processes and communications are conducted in writing. No business will be conducted verbally by telephone or through social-media platforms.

No orientation trips

No orientation trips to fields, factories or warehouses are entertained or organized.

Fair trade commitment

Quality products and competitive prices are guaranteed, ensuring compliance with fair-trade practices.

Payment Method

Banking instruments only — no advance cash payment.

Payment method

Banking Guarantee Instrument – Transferable SBLC or DLC, or other mutually agreed instrument, as required by the Seller and/or Supplier for the specific transaction.

Guarantee only from top banks

Instruments must be issued or confirmed by banks ranked among the top 20 to 50 worldwide.

Banking system only

The seller operates exclusively through the banking system and does not request advance cash payment.

Documentary consistency

The wording of the instrument must be consistent with the contract, the invoice and the shipping documents.



International Legal Notice and Compliance Warning

Applies to all parties involved in international trading operations.

Documentary fraud is a criminal offence

The issuance, use or transmission of false or fraudulent documents is considered a criminal offence and prosecuted as such under applicable international frameworks.

Instruments covered

This applies to, but is not limited to: LOI, ICPO, FCO, NCNDA, IMFPA, RWA, POP and POF.

Applicable regulations

All applicable international regulations concerning documentary fraud, anti-money laundering, counter-terrorist financing and international trade compliance, including AML / KYC frameworks and the criminal and commercial laws of the relevant jurisdictions, shall apply.

Liability

Any breach of these provisions may result in civil and criminal liability.



Acceptance of This Procedure

Acceptance is a strict prerequisite for the Company to manage or process any purchase request on behalf of a buyer or buying mandate.

1

Read the complete guide

2

Submit LOI + CIS, or ICPO

3

Submit CIS / KYC and
complete due diligence

4

Receive the Firm Contract
Offer
