QUAMTRAX

B2B Terms & Conditions

Quamtrax — B2B Distributors (operated by NUTRIBULK S.L.) · Version: 1 October 2026

These terms govern the commercial relationship between **Quamtrax** (operated by Nutribulk S.L.) and the authorised distributors using the **quamtraxb2b.com** portal. Registering as a distributor implies full acceptance of these conditions.

1. General information

Legal entity	NUTRIBULK S.L. (operating the Quamtrax brand for B2B distribution)
VAT number	B66668336
Registered address	Calle Herreros 17A, 28906 Getafe, Madrid, Spain
Commercial registry	Madrid commercial registry
Commercial email	sales@nutribulk.eu
Administrative email	admin@profitnesscentury.com
Phone	+351 939 990 938

2. Scope

These conditions apply to all orders placed through the **quamtraxb2b.com** portal and **quamtrax.com/account** (B2B Hub). The portal is reserved exclusively for professionals in the sports nutrition, health and wellness sector who act as resellers within their ordinary commercial activity.

They do not apply to consumer (B2C) sales. For B2C conditions, see **quamtrax.com**.

3. Access requirements

To access as a distributor, the customer must:

- Be at least 18 years old with full legal capacity.
- Hold a valid VAT/Tax ID number, registered as a company or self-employed professional.
- Request access through the registration form at **quamtraxb2b.com**.
- Receive approval from the Quamtrax team after data verification.

Quamtrax reserves the right to approve or reject any application without justification, and to suspend access to any distributor that breaches these terms.

4. Tier system and pricing

Quamtrax operates a **distributor tier system** (Tier Base, Tier 2, Tier 3) manually assigned by the internal team based on expected commercial volume, geographic location and partnership history. **The assigned tier is confidential information and is not communicated to the distributor** — only the corresponding wholesale prices are reflected in the portal catalogue.

- Prices are expressed in **EUR**, exclusive of VAT. VAT is applied according to the destination country's legislation.
- Prices displayed in the portal are those applicable at the time of purchase. Quamtrax reserves the right to update prices and catalogue with reasonable prior notice.
- B2C promotions do not apply to the B2B portal. Distributor-specific offers are communicated by email or directly from the portal.

5. Orders

The order process is:

1. The distributor selects products from the catalogue and configures quantities in the Matrix Grid or Quick Order.
2. Meets the **minimum order applicable to their distributor account**, shown in the cart (net subtotal, excluding VAT and shipping), to be able to complete the purchase.
3. Confirms the cart, optionally including: **internal PO number** and **notes for the commercial team**.
4. Completes the checkout. The order enters "Pending validation" status.
5. The Quamtrax / Portugal team reviews the order and real stock availability. If any adjustment is needed, the distributor will be contacted by email or phone.
6. Once validated, the distributor receives the **proforma invoice** with instructions for the bank transfer.

6. Payment methods

The **only accepted payment method** on the B2B portal is **bank transfer**. Banking details are included in the proforma invoice sent after order validation.

- The order is dispatched **only after payment is confirmed** in the Quamtrax bank account.
- Credit cards, PayPal and other payment methods are not accepted in the B2B flow.
- Deferred payment terms are subject to individual agreement per distributor (Payment Terms in Shopify B2B).

7. Stock availability

Quamtrax operates with an optimised inventory system. If a product is not available in stock at the time of the order:

- The distributor is notified with the available options:
  - **Wait for replenishment** (estimated date will be communicated).
  - **Partial shipment** with the available products.
  - **Equivalent substitute product**.
  - **Refund** of the corresponding amount.
- These decisions are communicated by email within a maximum of 5 business days.

8. Shipping and delivery times

Orders are processed from the **Lastonred (Portugal) fulfilment centre** through third-party carriers. Estimated lead times:

- **Mainland Spain**: 3-5 business days after payment confirmation.
- **Portugal**: 2-4 business days.
- **Rest of EU**: 5-10 business days depending on destination.
- **Outside the EU**: consult your account manager.

Shipping costs are calculated based on destination and order weight. **Orders above €500 ship free** (mainland Spain and Portugal).

The distributor is responsible for inspecting the goods upon delivery and reporting any incident (damage, missing item, picking error) within a maximum of **48 hours** after receipt.

9. Returns and warranties

9.1 Returns

B2B returns are subject to prior approval by Quamtrax. To request a return:

1. Contact your account manager or **sales@nutribulk.eu** within a maximum of **14 days** from receipt.
2. Provide the order number, reason for return, and affected products.
3. Wait for return authorisation (RMA — Return Merchandise Authorization).
4. Ship the goods in their original packaging, with no signs of use, to the indicated fulfilment centre.
5. After reception and validation, Quamtrax processes the refund by bank transfer within a maximum of **30 days**.

The following products are not accepted for return:

- Opened products or products with a broken seal.
- Products with less than 6 months remaining shelf life (perishables).
- Customised products or special orders.
- Products without prior RMA authorisation.

For the full returns policy, see the dedicated document available in the Resources section.

9.2 Warranty

All products are covered by a **2-year conformity warranty** from the date of delivery. The warranty covers manufacturing defects or products that do not match the description.

In case of defect, the distributor can request:

- **Replacement** of the product.
- **Repair** (when applicable).
- **Refund** of the amount paid.

To claim the warranty, contact **sales@nutribulk.eu** with the order number, batch of the affected product, and description of the defect.

10. Data protection

The distributor's personal data is processed in accordance with the **EU General Data Protection Regulation 2016/679 (GDPR)** and applicable national law.

Data controller: NUTRIBULK S.L., Calle Herreros 17A, 28906 Getafe, Madrid, Spain
Purpose: Management of the commercial relationship, order processing, invoicing and operational communications.
Legal basis: Performance of contract (distribution relationship).
Retention period: Throughout the commercial relationship + 5 years for legal/tax obligations.
Recipients: Lastonred (fulfilment centre), banking entities, competent public administrations. Data is not transferred to third parties for commercial purposes.

To exercise the rights of access, rectification, erasure, objection, portability and restriction, contact **admin@profitnesscentury.com** or by postal mail to the company's registered address.

11. Intellectual property

All portal content (Quamtrax brand, logos, images, descriptions, A+ content, technical sheets, sell sheets) is the exclusive property of Quamtrax or its licensors.

The distributor receives a **limited, non-exclusive and revocable licence** to use the downloadable resources (high-resolution images, A+ content) in their own sales channel, provided that:

- Logos and corporate imagery are not modified.
- The "Quamtrax" brand is cited when promoting the products.
- The content is not used for purposes other than promoting and selling Quamtrax products acquired through the official channel.

Quamtrax reserves the right to revoke this licence in case of misuse.

12. Modification of the conditions

Quamtrax reserves the right to modify these terms at any time. Changes will be communicated by email to active distributors and published on this page with the updated date. Continued use of the portal after notification implies acceptance of the new conditions.

13. Applicable law and jurisdiction

These conditions are governed by **Spanish law**. In case of dispute, the parties agree to a good-faith negotiation process for **15 calendar days**. After that period without agreement, the parties submit to the jurisdiction of the courts of **Madrid, Spain**.

14. Contact

For any inquiry related to these terms:

- **General email**: sales@nutribulk.eu
- **Administrative / legal email**: admin@profitnesscentury.com
- **Phone**: +351 939 990 938
- **Hours**: Monday to Friday, 10:00 - 17:00 (Lisbon time, CET)

Quamtrax — B2B Distributors (operated by NUTRIBULK S.L.)
Last revision: 1 October 2026