

# **General Conditions**

Applies from 1 July 2014 until further notice.

General Terms and Conditions in accordance with NLS 10 and NLS 10 E with supplements as below.

**1 NLS 10 E applies to deliveries outside Denmark, Finland, Norway and Sweden.**

**2 DELIVERY** (supplement to NLS 10 Item 5)  
Terms of Delivery **DAP** in accordance with **INCOTERMS 2010**.

Place of destination is found on the tender/order confirmation/contract.

**3 DELIVERY TIME** (supplement to NLS 10 Item 6)  
The Seller's order confirmation shows the week and day when the delivery leaves the warehouse.

**4 LIABILITY FOR DEFECTS** (supplement to NLS 10 Items 13 and 14)

**4.1** The Seller is only liable for defects that show within two (2) years from the day the goods were delivered.

**4.2** Claims for transportation damage must be made in writing within fourteen (14) days of the product reaching the Buyer.

Over and above this the Seller has no liability for damage. The written claim shall have attached a copy of the consignment note where the damage, and if possible a photo of the damage, is specified.

**4.3** Notice of defect must be made in writing without unreasonable delay from the day the defect is discovered. It should contain the Seller's order number, the item number and a description of the defect. Before returning damaged or defective goods, the Buyer shall have obtained the Seller's acceptance of the claim. The Seller's return note is attached to the return delivery.

**5 DISPUTES, APPLICABLE LAW** (amendment of NLS 10 Item 20)

Disputes arising out of or connected with this Agreement shall not be brought before a court but settled in accordance with the Rules for Expedited Arbitrations of the Stockholm Chamber of Commerce Arbitration Institute. Arbitration proceedings shall take place in Stockholm. English will be the language used in the arbitration proceedings.

**6 CHANGING A PACKED ORDER**

For changing a packed order the Buyer is debited SEK 300 for a pallet or a box.

**7 REPOSSESSION OF MATERIAL**

The return of excess material, or wrongly ordered undamaged material, is only permitted for standard products in standard colours, and must be done using the original packaging. Returns are only approved if accompanied by a return note from the Seller. The Seller will assess as to whether any credit is payable. When all the conditions are fulfilled, the Seller will credit the Buyer at 70 per cent of the product's market value, not including shipping costs.