

GENERAL DELIVERY TERMS FOR HUNTER DOUGLAS SCANDINAVIA

Valid from 2017-01-01 (EUR)

1. Applicability

These terms shall be applied to deliveries of goods and services (below referred to as the Product) to Buyer.

2. Order

Buyers registered by Supplier will receive delivery on firm delivery dates. Entered orders may be replenished gradually for a joint delivery.

For order value below EUR 7.750 net, freight cost per delivery will be charged.

Backorder is always sent by ordinary delivery.

3. Packing charges

Environmental or packing charges may occur for some products.

4. Trademarks & Softwares

4.1 Buyer shall when marketing the Products use trademarks, product designations and pictures to the extent and in the way which at each time is stated by Supplier. The right to use them expires if the Product is not bought from Supplier.

4.2 Supplier has developed a Extranet with a component data base, www.hunterdouglas.se. The right to use this expires if the Product is not bought from Supplier.

5. Claims to transporter

5.1 Buyer has to inspect goods and packing at the delivery. In case of damages these have to be noted on the waybill at receipt of delivery and Buyer must inform Supplier immediately of the deviation. At complaint against information on the waybill or if transport damages are detected after receipt, Supplier should be informed promptly and not later than 7 days from delivery occasion.

5.2 Also the number of approved pallets mentioned in the waybill must be inspected by Buyer. Damages and/or wastage must be noted on the waybill and Supplier promptly informed.

5.3 Missing package in the delivery must be noted on the waybill before receipt and Supplier informed promptly. If an entire delivery or waybill is missing, Supplier must be informed promptly.

6. Returns and claims to Supplier

Every return and claim must be agreed with Supplier before returning the goods. When contacting the Supplier a RETURN NUMBER is given which must always be included at return of faulty goods. Correct information such as invoice number, cause and description of the fault must be mentioned.

Buyer is responsible for and pays for the return freight charges to Supplier.

Matter not being agreed in advance with Supplier will not be handled and will ALWAYS be returned to sender freight unpaid.

Supplier reserves the right to freely on commercial basis decide whether returns of products will be accepted or not.

6.1 Wrong delivery (caused by Supplier)

Claim concerning wrong dispatch should be reported to Supplier within 7 days after receipt of goods.

6.2 Return (caused by Buyer)

Return is admitted only for product being kept in stock.

Return of campaign or seasonal product is not accepted.

Product must be packed in undamaged, unmarked original packing.

Product with date of delivery older than four weeks will not be accepted as return.

Freight charges for returned product are paid by Buyer (shipper's freight).

Compensation of accepted return is given with 75% of purchase price.

Return with a purchase value below EUR 55,00 will not be handled.

ABBREVIATIONS

Price unit	
Carton	= CTN
Litre	= LTR
Metre	= MTR
Pallet	= PAL
Pair	= PAIR
Roll	= ROLL
Each	= EACH