

## **Sendoline AB – Terms of Sale and Delivery**

### Prices

All prices are in EUR, VAT excluded, unless otherwise agreed. To the cost of the merchandise will be added the cost of shipping and insurance. The minimum order value is EUR 500. Orders below this amount will be charged an administrative fee for the difference between the order value and EUR 500.

### Order and Delivery

Any changes to purchase orders must be communicated within 5 days from the date of the order confirmation. All costs associated with reprocessing due to changes at a later date will be charged back to the client. Unless otherwise agreed, delivery shall be in accordance with Incoterms 2010 (the buyer will be charged for the shipping cost). Further conditions according to the General Terms of Delivery IML 2000. Any complaints (except transport damage) relating to your order must be reported to [orders@sendoline.com](mailto:orders@sendoline.com) within 2 weeks from receipt of goods.

### Insurance

Sendoline AB undertakes to insure the goods during transport to the delivery address stated by the customer, unless otherwise agreed.

### Title

Title of the goods shall not pass to the buyer until payment of the cost of the goods has been made in full. Acceptance or bond is not considered as payment until redeemed in full.

### Return of Goods

Goods may be returned within 14 days provided they have not been used and are being returned in unbroken original packaging. All returns must be approved by Sendoline before the products are sent back. After receipt of any returned product a credit note will be issued. The cost for returning the product is to be paid by the buyer. For specially ordered products the credit amount will be reduced by 30%. After agreement with Sendoline AB, products can be returned even after 14 days, however the credit amount will be reduced by 30%.

### Transport Damage and Product Complaints

Damage during transport, or loss of goods, should be reported by the buyer (consignee) to the responsible forwarding agent within 7 days. Other complaints should be reported to Sendoline AB within 5 days.

### Warranty

Sendoline AB's warranty period is 12 months for products covered by warranty in accordance with the applicable instructions for use. The warranty covers faults caused by defective material or manufacturing and includes the exchange of defective parts. The warranty excludes packaging/transport costs to Sendoline AB or its service partners, or travelling expenses, if applicable, for a technician. The warranty applies provided the product has been used and maintained in accordance with the directions of use given by Sendoline AB. There is no guarantee relating to consumables.

**Postal address:** Sendoline AB  
Box 7037  
SE-187 11 TÄBY  
Sweden

**Delivery and returns address:** Sendoline AB  
Linjalvägen 10 E  
SE-187 66 TÄBY  
Sweden