

General Terms of Sale and Delivery 2023

(Issued 01/01/2023)

Extena AB applies the following general terms and conditions for delivery of its products:

Prices

All prices in Extena's price lists are exclusive of VAT.

Packaging materials such as plastic film, spacers and cable ties are included, in addition to the pallets and collars specified as freight packaging below.

Packaging

All products will be delivered packed in the quantities specified in Extena's price lists.

Charges and returns of freight packaging

Pallets, collars and drums will be charged as follows:

Euro pallet	150 SEK/pc
Pallet collar	101 SEK/pc
Lid for pallet collar	67 SEK/pc
Disposable pallet	90 SEK/pc
Pallet 118x118	240 SEK/pc
Pallet 120x87	106 SEK/pc
Pallet 165x165	320 SEK/pc
Pallet 220x220	430 SEK/pc
Crate frame	90 SEK/pc
Pallet for marking/snow posts	330 SEK/pc

Pipe drum 2440	4,000 SEK/pc
Pipe drum 2200	3,500 SEK/pc
Pipe drum 1600	2,500 SEK/pc
Pipe drum plywood (K10)	735 SEK/pc
Divider 2200	2,500 SEK/pc

Pallets and collars returned to Extena in undamaged condition *will be credited* as follows:

Euro pallet	125 SEK/pc
Pallet collars	90 SEK/pc
Pipe drums (returned drums)	Above price list -20%

VAT will be added.

Orders for special items

When ordering special products outside the range specified in Extena's price lists, a drawing/sketch must be drawn up. The drawing/sketch must be approved by the customer before production begins.

Setup costs

Setup costs may be charged for non-stock products based on the size of the order.

Delivery terms

Deliveries will be EXWORKS according to Incoterms 2020. Transport will be arranged by Extena.

Unless otherwise agreed, quotations will be for undivided orders, unloaded in full vehicles on drivable roads.

The customer must provide appropriate equipment for unloading of the goods ordered. If unloading assistance is required, this must be agreed at the time of order.

The delivery address must refer to an unloading place. Extena AB reserves the right to charge any additional costs from the carrier regarding waiting times for unloading, re-routing to another address, multiple unloading places, unloading by truck-mounted crane, etc.

Specified delivery times will apply subject to prior sale. A definitive delivery time must be specified in case of written orders. Unless otherwise agreed, quotations will be for undivided orders, unloaded in full vehicles on drivable roads.

Delivery times

Specified delivery times will apply subject to prior sale. A definitive delivery time must be specified in the order confirmation in case of written orders.

For more information about loading and unloading days, please contact Extena's customer service.

Complaints

All product complaints must be notified in writing to Extena no later than 8 days after receipt, otherwise according to AA VS09, Cable/Telecom: ALEM 2009.

Returns

Goods can be returned after special approval, reference to the original invoice/order and receipt of a return number from Extena's customer service. Customised and non-stock items cannot be returned. Returns must always be accompanied by a specified packing slip including sender information and Extena's return number. Products and packaging must be in full resalable condition upon arrival at Extena.

Products must be returned within 6 months of the original order date.

Credits for returned goods

Returns that do not include a specified packing slip, sender information and Extena's return number will not be credited.

If the return is due to an error caused by Extena, the invoiced amount will be credited. Return shipping must be arranged by the purchaser but will be paid for by Extena.

Where items from Extena's product range are returned with reference to the original invoice/order, the invoiced amount will be credited less a return fee of 30%, otherwise 40%. Return shipping must be arranged and paid for by the sender.

Payment terms

Payment for delivered goods must be received by Extena no later than 30 days from the invoice date. Interest on arrears will be charged according to the Swedish Interest Act.

Quotations

Quotations remain valid for a period of 30 days from the quotation date unless stated otherwise.

Other

Order values less than SEK 1,000 net (excl. packaging) shall incur an additional handling fee of SEK 250.

Separate terms and conditions apply for Plumbing/Water/Sewage: AA VVS09 and Cable/Telecom: ALEM 2009.