

General terms of sale

These general terms and conditions apply to the purchase of products delivered by Hygienteknik Sverige AB, unless otherwise agreed between the parties. The general terms and conditions thus form part of the agreement reached between the parties.

Prioritization

If there are differences in wording or content in the different agreements concluded between the parties, the order of priority shall be as follows:

1. Customer agreement
2. General terms of sale

Orders

Orders must be received by Hygienteknik no later than three weekdays before delivery. The order must contain the suppliers' article number, product name and the wanted number per unit. Orders are placed through Hygientekniks' webshop, e-mail (exportorder@hygienteknik.se), EDI or by phone to the order department. An order confirmation is sent as an acceptance of order.

Delivery terms

Ex Works - Incoterms 2020

Order can be shipped 3-5 days after received order.

Complaints

1. Transport damage

In the event of visible damage to the goods, this must be reported directly to the carrier upon receipt and recorded on the delivery note, digitally or physically, when acknowledging the receipt. In case of hidden damages on the goods, this must be reported within 5 days of receipt.

2. Wrong delivery

Contact customer service at exportorder@hygienteknik.se and report incorrect delivery within 5 days of receipt. Describe as detailed as possible the incorrect delivery. The original order number should be used in contact with customer service. Upon return, customer service issues a return slip on the goods which is emailed to the customer. The goods must always be returned in undamaged packaging. Check that only agreed goods are returned. Incorrect returns may not be issued with a credit invoice. We are not responsible for unannounced returns.

3. Product complaints

Contact customer service at exportorder@hygienteknik.se and report a complaint within the warranty period. The original order number should be used in contact with customer service. Describe as detailed as possible the defect in the product. Photos attached are recommended. An answer is sent as soon as possible.

Returns

Returns of ordered products are accepted for stock products within two months from the delivery date. Note – Non-stock products are not accepted. Contact exportorder@hygienteknik.se if you wish to return a product. The customer pays full return shipping. Hygienteknik will issue a credit note of 80% of the value of the product after receiving and approving returned products in original undamaged packaging.

Payment terms

Payment must be received by Hygienteknik no later than 30 days after the invoice date. In the event of late payment, interest (relevant reference rate + 8%) as well as reminder fees will be demanded.

Prices

This price list supersedes previous price lists and will do so until further notice. All prices are without Swedish VAT. All prices are per piece or liter unless otherwise stated. We reserve the right to adjust the prices during the above period when price increases from suppliers in excess of 3% or the exchange rate for more than 5%. We reserve the right for typographical errors.

This price list is only valid for resellers approved by Hygienteknik. Other companies or organizations cannot claim these prices. Hygienteknik reserves the right to determine customer status.

Marketing

As long as there is cooperation between the parties, the customer has the right to use Hygientekniks' brand and products in their marketing.

Data

Hygienteknik provides pictures and product information when needed. As long as there is cooperation between the parties, the customer has the right to use images for catalogs, sort logos, mailings, websites, e-commerce, etc. Images, safety data sheets and product sheets can be downloaded from Hygientekniks' website, www.hygienteknik.se.

Force majeure

For purposes of this Agreement, 'Force Majeure' shall mean acts, orders, decrees, instructions or other requirements of governmental entities or instrumentalities, insurrections, mobilizations, riots, acts of terrorism, vandalism, sabotage, strikes, lock-outs or other labor disturbances (it being expressly agreed that buyer shall have no right to compel seller to settle any such strike or other dispute on terms unsatisfactory to seller in seller's sole and absolute discretion), quarantines, floods, storms, hurricanes, tornadoes, droughts or other adverse weather conditions, fires, explosions, embargoes, pandemics or by other cause not reasonably within the control of either party. If either party is hindered or prevented from performing its obligations under this agreement as a result of any Force Majeure, the time for the party's performance hereunder shall be extended for a period equal to the duration of such Force Majeure. If the Force Majeure extends more than thirty (30) days, seller shall be entitled to terminate the agreement without liability to buyer.