General Terms and Conditions of Delivery

1. Price

Prices stated in quotations and price lists are based on exchange rates, raw material prices, customs duties and production costs applicable at the date of the quotation or price list.

The Seller reserves the right to adjust prices at the time of delivery to reflect changes in circumstances beyond the Seller's control, unless otherwise agreed.

All quoted prices exclude applicable taxes.

In the event of technical errors, the Seller reserves the right to refuse to sell products at an obviously incorrect price.

2. Payment terms

Payment shall be made in accordance with the payment terms specified in the order confirmation and invoice.

In the event of late payment, the Seller reserves the right to charge interest on overdue amounts.

3. Delivery

Unless otherwise agreed, delivery shall take place at the Seller's warehouse. All transportation from the Seller's warehouse shall be at the Buyer's risk.

For customers with invoice accounts, transportation will be arranged through an agreed carrier to the specified delivery address.

4. Freight and Packaging Costs

Customers with invoice accounts will be charged the actual freight costs.

The Seller reserves the right to charge for packaging materials, including but not limited to cable drums, cable spools, pallets and other packaging required for the handling, storage and transportation of goods.

Any applicable packaging charges will be invoiced to the Buyer.

5. Handling and Cutting Fees

Handling fee: SEK 200 for orders with a value below SEK 500. **Cutting fee**: SEK 150 per cut.

6. Claims and Complaints

The Buyer shall inspect the goods upon receipt and notify the Seller in writing of any visible defects or discrepancies within 14 days of delivery.

Defects that could not reasonably have been discovered upon receipt must be reported in writing without undue delay after discovery.

Any return of defective goods must be approved by the Seller in advance. Return shipping costs shall be borne by the Buyer unless otherwise agreed.

If the goods do not conform to the agreed specifications or contain manufacturing defects, the Seller shall, at its discretion, repair, replace, rework or credit the defective goods.

The Seller shall not be liable for indirect or consequential losses, including but not limited to loss of production, loss of profit, business interruption or other economic losses arising from defective goods to the extent permitted by applicable law.

The Seller's liability for defective goods shall be limited to the purchase price of the affected goods, except where otherwise required by mandatory law.

7. Returns

All returns of non-defective goods must be approved by the Seller in advance.

The Seller reserves the right to apply a restocking fee of 20% of the purchase price of the returned goods.

Return shipping costs shall be borne by the Buyer unless otherwise agreed.

The Seller reserves the right to refuse returns of customer-specific products, specially ordered goods or products outside the Seller's standard product range.

8. Dimensions and Technical Data

All information regarding dimensions and technical specifications provided in catalogues, brochures, circulars, advertisements, images and price lists is approximate.

Such information shall only be binding if expressly referred to in the agreement.

9. Delivery Times

Goods available from stock can normally be dispatched no earlier than one working day after the order has been placed.

The stated delivery time shall be calculated from the date of the final order confirmation issued by the Seller.

If the Seller determines that an agreed delivery date cannot be met, or that a delay is likely, the Seller shall notify the Buyer without undue delay, stating the reason for the delay and, where possible, the estimated new delivery date.

If the delay becomes so significant that it would be unreasonable for the Buyer to accept the goods, the Buyer shall be entitled to cancel the affected order.

Such cancellation must be communicated to the Seller immediately upon receiving notification of the revised delivery date.

However, the Buyer shall remain obligated to complete the purchase of goods that have progressed so far in production that the Seller considers them unsuitable for use in fulfilling other existing or future orders.

If a delivery delay occurs due to any circumstance described in Section 10 (Force Majeure), or as a result of any act or omission by the Buyer, the delivery period shall be extended by a reasonable period, taking into account all relevant circumstances.

10. Force Majeure

If the performance of an agreement is prevented or significantly hindered by circumstances beyond a party's reasonable control, including but not limited to war, government actions, civil unrest, energy supply restrictions, labour disputes, prohibitions, restrictions, failure to obtain necessary permits, accidents, adverse transportation or weather conditions, or failure of subcontractors or suppliers to deliver, the affected party shall be relieved of its contractual obligations to the extent that such circumstances prevent performance.

This exemption shall apply only where the circumstances could not reasonably have been foreseen at the time the agreement was concluded and where their consequences could not reasonably have been avoided or overcome.

11. Dispute Resolution

Any disputes arising from the interpretation or application of these General Terms and Conditions of Delivery shall be resolved by arbitration and shall not be subject to proceedings before ordinary courts.

Swedish law shall apply.