

1. General

These General Terms and Conditions apply, if applicable, unless otherwise agreed between the customer and WIKA SWEDEN. The company is referred to as WIKA Sweden AB, WIKA Sweden, the company, or our in the terms below.

2. Prices and shipping

WIKA Sweden reserves the right to change prices and customer discounts from time to time.

Shipping is added to all deliveries. The total shipping cost is calculated when invoicing the order, when it appears what the shipment weighs, if the shipment is bulky, if the shipment has to be delivered on pallets or if it takes several packages. If packages are not collected, a fee will be charged. The cost of packaging is added to each package.

3. Payment terms and security

All invoices from WIKA Sweden have payment terms of 30 days net.

Invoice must be paid so that the invoice amount is available on WIKA Sweden's bank account at the due date.

In case of late payment, WIKA Sweden has the right to charge interest on late payment according to the Interest Act and statutory reminder fee and collection fee, including collection costs.

Inaccuracies in an invoice from WIKA Sweden must be notified to WIKA Sweden no later than the due date. If a complaint is not made in time, the error cannot be claimed against WIKA Sweden. The products remain WIKA Sweden 's property until full payment is made.

If there is reasonable doubt about the customer's ability to pay, WIKA Sweden has the right to shorten the credit period, demand advance payment or other security for future deliveries.

4. Ordering and order confirmation

By sending a purchase order via e-mail or placing an order by phone to WIKA Sweden, the customer accepts these General Terms of Sale. By accepting the terms, the customer undertakes to comply with the terms and conditions in its entirety.

After order registration, the customer receives an order acknowledgment via e-mail.

In case of errors in the order acknowledgment, WIKA Sweden must be contacted immediately for correction.

WIKA Sweden does not take responsibility for errors on the customer's purchase order.

WIKA Sweden reserves the right to change the customer's purchase order regarding price, payment terms, delivery terms, etc. if they do not comply with WIKA Sweden 's current prices and the company's sales terms in general.

5. Delivery and delivery terms

Delivery takes place by the WIKA Sweden engaged carrier and according to the following delivery terms:

Within Sweden: FCA Lager Göteborg, exkl emb

Abroad: EXW Warehouse Gothenburg, pack excl

Direct delivery from the factory: EXW Klingenberg DE, pack excl

The risk of delivery is passed on to the customer when the product has been submitted by WIKA Sweden / WIKA to the carrier.

WIKA Sweden has no responsibility whatsoever for delay of delivery, regardless of whether the delay is due to delay of the carrier, delay or residual listing with the product manufacturer or other circumstances.

6. Return, complaint and cancellation

All returns and complaints must be preceded by contact and approval by the responsible seller at WIKA Sweden.

If the return/complaint is approved, a return report must be completed and enclosed with the delivery. The return report must be filled in correctly with details of the product, order number, contact details, detailed return cause and desired action. In the event of an incorrect complaint, WIKA Sweden is entitled to return the product to the customer and to charge the freight charge.

Incorrect goods or leftover material are credited with a return deduction of at least 30%.

If the returned product must be restored or adjusted, the return deduction for labor costs and consumables will be added.

Returned goods must be unused and in good condition and packed in their original packaging.

If these requirements are not met, deductions will be made in connection with the credit invoice.

Returns less than SEK 250/25 EUR or where the original packaging is missing will not be approved.

The customer is responsible for shipping and the risk for the delivery when returning goods.

An investigation cost of SEK 300 may be incurred when returning and complaining if the product has to be investigated to determine the cause of failure. The fee will be removed for new orders or at approved repair costs.

Cancellation of an order can only be made after contact and approval by the responsible seller at WIKA Sweden.

7. Confidentiality

All information about the customer and the customer's product shall be considered confidential and shall only be disclosed in accordance with Swedish law or as agreed in the contract. In this case, the customer must be notified unless prohibited by Swedish law. Information about the customer that has been obtained from another source must be treated confidentially. Information about the source must be kept confidential unless agreed with the source.

8. Other

Information and prices are provided with reservation for printing and typing errors, errors in specified technical specifications, suppliers price increases and for final sales.

WIKA Sweden reserves the right to subsequently correct this information.

WIKA Sweden reserves the right to change these General Terms and Conditions at any time.