

# General Terms and Conditions of Sale for ClaraLab\*

## **Terms of sale and delivery**

These conditions apply unless otherwise agreed in a written contract between the parties. Other terms according to the industry's general terms and conditions IML 2009.

## **Payment terms**

Payment terms are 30 days after the invoice date, unless otherwise agreed, after the usual and approved credit check. After the due date, default interest is charged according to the law.

## **Prices**

All prices exclude statutory value added tax. Minimum order value is 500 SEK, a fee of 150 SEK will be added for orders below that.

The ClaraLab companies reserves the right to change prices without notice depending on supplier price increases and/or currency changes.

The item (s) will remain the seller's property until fully paid.

## **Delivery and packaging**

Unless otherwise agreed, delivery is ex works, eg. a freight cost is charged. Inner packaging is included, outer packaging is charged if applicable.

Delivery is normally done by car or PostNord. The ClaraLab companies reserve the right to choose a carrier unless otherwise agreed.

For special and express deliveries, the extra shipping costs incurred are charged.

## **Product Specification**

Specifications in brochures as well as oral information about the product's dimensions, weight, properties and area of use are only binding if specified in quotation or order confirmation.

Product development is ongoing, and we reserve the right to change specifications for products in our range.

## **Warranty**

Unless otherwise stated, the warranty period is 1 year after the delivery date, alternatively from approved installation. Products that are subject to production or material defects are repaired or replaced at ClaraLab companies' own choice.

The warranty applies to normal use and does not cover consumables.

Warranty liability does not cover defects caused by improper use, failure to maintain or a faulty repair by anyone other than ClaraLab's organization.

## **Complaints**

Buyers must immediately check that the shipment is undamaged upon delivery. If visible damage is found on the packaging, this must be noted on the consignment note upon receipt and reported to the carrier.

Complaints of incorrect or defective goods must be made within 8 days of receipt. Other claims for compensation are not considered.

Returns of defective goods are credited to a maximum of 80% of the invoiced price of the product unless otherwise agreed. For the return of goods to be approved, it must be returned in unused condition and in its undamaged original packaging and only when agreed upon with the responsible person at the company. Labels or notes must never be done on goods or original packaging. Goods that are not normally stocked will not be taken back. Upon return of defective goods, these must be shipped back to the ClaraLab company, free of charge.

## **Other**

According to the industry's general sales conditions.

\*LAB Norway AS, LAB Sweden AB