



General terms of sales

Applies from July 2011 until further notice.

1 Delivery terms

Terms of delivery: Ex. works (Incoterms 2000).

2 Delivery time

When we confirm an order, the delivery time from our warehouse will be indicated, showing the delivery week and day.

The customer is entitled to extend the delivery day for standard products upon paying compensation of EUR 15/ pallet per week commenced if the order has already been packed. If this extension applies to the aforementioned products and these have not been packed, this change can take place at no cost. Otherwise, there can be no extension.

3 Amendments and additions

Amendments and additions will be treated as new orders. The exception will be standard products.

4 Cancellation

Only standard products may be cancelled. If the order has already been packed the cost of this will be 10% of the order value, excluding VAT, but not less than EUR 40.

5 Responsibility for faults (Guarantee)

We will rectify faults that are the subject of complaints up to one year from delivery. The guarantee time for functions is 5 years. We are not responsible, however, for faults that are due to incorrect handling or external events, e.g. damage.

6 Complaints/returns

Complaints due to damage in transit shall be made in writing within 14 days of receiving the product. Otherwise, we will accept no responsibility for the damage.

A copy of the consignment note shall be attached to the written complaint, indicating the damage and if possible a photograph of the damage.

All complaints shall be made in writing. They shall contain our order number, article number and a description of the complaint.

Before damaged or faulty materials are returned, Axelent are to provide a written acceptance. When returning items, Axelent's return document shall be attached to the delivery.

Only standard products may be returned in the event of them being left over or incorrectly ordered by the customer and these must be undamaged and returned in the original packaging. Returns will be approved only where a "Return Document" is enclosed. Axelent will decide whether any credit should be provided. Where the conditions for this are satisfied, Axelent will credit a maximum of 70% of the sales value including carriage costs.

7 Limitation of liability

Axelent will in no event be liable for compensation for indirect damages such as a fall in production, inspection fees, additional costs in the form of extra assembly costs, capital costs or damage to other property.

8 Disputes

Any disputes shall be ultimately decided through arbitration in accordance with the Institute of the Stockholm Chamber of Commerce's Rules for Simple Arbitration. Swedish Law shall apply and the arbitration proceeding shall take place in Stockholm.