MP bolagen

General Terms and Conditions 2023-05-03
MP bolagen Industri AB

1. Frakt

a. Orders delivered to central warehouses are freight-free. All other orders will be charged freight costs in accordance with the customer's applicable agreement.

b. Orders delivered to central warehouses are shipped on designated delivery days. Other orders received before 12:00 noon are normally dispatched on the next business day.

c. Any costs for special freight services, such as timed delivery, crane truck, advance notification, etc., will be invoiced afterwards at actual cost.

d. Courier deliveries will be invoiced afterwards at actual cost.

e. EUR pallets and pallet collars will be charged in accordance with the agreed contract price.

f. Any claims or penalties arising from delayed delivery will not be accepted unless special courier transport or timed delivery has been specifically requested by the customer.

2. Quotation

a. Unless otherwise stated in writing, the prices quoted are based on the quotation being accepted in full. Should the quotation be modified, we reserve the right to adjust the prices accordingly. This also applies to tooling and colour costs for special powder coatings if the quantities differ from those stated in the quotation.

b. For stainless steel and acid-resistant material in product types 028/029, prices are based on the current exchange rate and raw material quotation. Should the exchange rate or raw material quotation change by more than 3% at the time of delivery, we reserve the right to make a corresponding price adjustment.

c. Products assigned an E-number shall be purchased at standard prices, primarily via your central warehouse. Any additional discount stated in the quotation shall be reported through your KIN system, after which the difference compared to standard prices will be credited. Documentation older than 60 days will not be processed.

d. Quantity calculations are based on the information made available to us, such as drawings and specification documents. As we have no control over local adaptations and applications, we cannot guarantee that the materials and quantities correspond to the actual conditions on site. It is the responsibility of the purchaser to verify this before placing an order.

e. MP bolagen Industri AB's maximum liability for all claims, losses, damages and penalties arising under or in connection with the contract documents shall not exceed the purchase price. MP bolagen Industri AB shall not be liable for any indirect, incidental or consequential damages.

f. The design of special products shall be deemed approved by the customer when an order is placed using the quoted product number.

3. Retur

a. The cost of return freight shall be borne by the customer. For approved returns, the customer will be credited the invoiced amount for the product less a return handling charge of 20%.

Products without an E-number, products with damage to the product or packaging, or products returned without a return authorization number issued by us will be treated as non-approved returns.

If a return is not approved, the following options will be offered:
- Scrapping of the product.
- Return shipment of the product. Freight costs will be charged to the customer.

Returned goods must be properly packed and protected to prevent damage during transport.

The return shipment must be clearly marked with the contents, quantity, and return authorization number.

Please contact us to obtain a return authorization number and the return address.

4. Reklamation

a. Any transport damage or missing packages must be noted on the carrier's delivery note immediately upon receipt and reported to MP bolagen Industri AB within five working days of receipt.

b. Picking errors must be reported to MP bolagen Industri AB within five working days of receipt.

c. Any other product defects must be reported to MP bolagen Industri AB. We prefer to inspect the claim on site or by means of photographs in order to determine the appropriate corrective action.

5. Collection

a. Products may be collected from our warehouse in Ekenässjön only after an order has been placed through a wholesaler.

This can be arranged either through MP bolagen Industri AB or through the wholesaler. Available collection times will be confirmed upon order confirmation.

6. Terms of payment

a. In accordance with the applicable purchasing agreement.

7. Delivery Terms

a. SEG's General Conditions for the Supply of Electrical Equipment (ALEM 09) and the applicable purchasing agreement shall apply.

Warranty 5 years.

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