

GENERAL DELIVERY AND SALES CONDITIONS

1. Order

Orders can be made in the following way:

Tel: +46 704 762 260
SMS: +46 704 762 260
Email: order@sustainalube.com
Webshop: www.sustainalube.com/products

2. Our packaging:

Code	Package type	Volume	Amount per pallet
	Saw chain lubricants		
1	Bottle	20 litre	Double/single 30/15
2	Container (IBC)	1000 litre	
	Grease		
3	Bucket	18 kg	22 buckets

3. Delivery of packaged products:

Normal delivery time is within ten working day. The delivery times for goods are estimations and are not guaranteed. In the cases of Sustainalube not being able to deliver the goods within the specified time, Sustainalube will make reasonable efforts to notify the buyer concerning the delay. Sustainalube is not under any conditions required to compensate the buyer for delays in delivery.

4. Urgent orders

If you wish to make an urgent order, please contact us by phone. Our Customer Centre will examine if the product is available and if we can deliver within the time frame you wish.

5. Used containers

Empty containers must be disposed of in an environmentally responsible manner.

6. VAT

For all announced prices, a VAT or other by government mandated tax is added.

7. Payment Terms

At 30 days net after date of invoice, unless otherwise agreed. Invoicing takes place after each delivery. If the Buyer has exceeded the credit limit, interest is charged from the due date until full payment is made. Interest is currently 7% from the due date.

8. Force Majeure

If war, warlike events, export or import restrictions, government regulation of other kinds, natural disaster, tonnage shortage, ice/snow obstacles, labor disputes, major disruption and other circumstances that prevent, expensive or complicate Sustainalubes procurement of goods, or the performance of contractual agreement; Sustainalube is justified without liability to cancel the contract or request. As stated above regarding labour disputes shall also be valid and covered by the measure.

9. Buyer's responsibility

The buyer is responsible for that space exists for the ordered quantity and that the space in question complies with government requirements. Damage which can occur for third parties as a result of absence of such space or the space not meeting current requirements, such as proper overfill protection, is replaced by the Purchaser. The buyer is responsible for the access road having bearing capacity and that it is plowed in winter. The buyer is also responsible for the delivery location being marked satisfactory. Additional expenses incurred in connection with Sustainalube delivery can be charged to the purchaser. The buyer shall also bear the additional costs that may affect Sustainalube due to partial deliveries. The buyer is also liable for costs arising in cases where the Purchaser has entered zip code to a post office box, but want to have the goods delivered to a street address with different postal code. This also applies when the buyer has entered incorrect postcode.

10. Sustainalubes limited liability for defects in delivered goods

At fault in the delivered goods are Sustainalubes liability is limited to the delivery of new and faultless goods and possible refund to the customer. Sustainalube is therefore not obliged to pay the Buyer any compensation either for personal injury, property damage, lost profit or any other loss or indirect damage, unless otherwise expressly agreed on or if gross negligence can be attributed to Sustainalube. Furthermore Sustainalube is not responsible for damage caused by Buyer's handling etc. after Buyer's receipt of the goods.

11. Returns

Buyer shall upon receipt immediately check the delivered quantity and quality being consistent with the Buyer's order and delivery note. Complaints regarding the quantity and quality shall be considered and conveyed immediately after the completion of delivery. Visible damage must also be noted on the consignment note and on the same day reported to Sustainalube. Concealed damage must be reported no later than 5 days after delivery. Please attach photo of the damage at registration.

12. Disputes

Any disputes shall be settled by arbitration in accordance with the prevailing law on arbitration. Sustainalube is however entitled to an ordinary court sue for debt for supplies or related costs incurred. If the buyer is the final consumer in dispute, however, the dispute shall always be settled by the courts. All disputes and disagreements arising out of this Agreement shall be finally settled by the simplified arbitration under the Stockholm Chamber of Commerce rules. The arbitration shall take place in Stockholm, Sweden.