



## **General terms of sales, delivery and payment.**

The general terms hereinafter apply unless otherwise agreed in writing by seller and buyer.

### **Prices and discounts:**

Pricing is based on the price list valid at any given time (recommended retail prices).

### **Resellers discount is 50% of the recommended retail prices.**

PIOES SIA makes reservations for misprints in the price list and reserves the right to make alterations without prior notice.

### **Terms of delivery:**

Most models are in stock, and as a principal rule, orders are assembled and dispatched from the warehouse within 3 working days after PIOES SIA has received the order and acknowledged it with an order confirmation. In case of prepayment, the order will be dispatched when the amount has been transferred to PIOES SIA bank account.

EXW-conditions apply, if nothing else has been agreed. PIOES SIA can quote and arrange delivery to the buyer's door.

PIOES SIA is not liable for losses related to delayed delivery of goods.

### **Terms of payment:**

Prepayment, if nothing else has been agreed.

If the buyer fails to pay by the date due, or the conditions for the agreed credit are changed considerably, PIOES SIA is entitled to retain additional deliveries and without further notice change the terms of payment and establish a credit ceiling.

In the event of overdue payment the buyer is liable to pay late payment interests on the overdue amount at a rate of 2% per month. Furthermore, he will be charged a fee of Euro 13 per reminder.

### **Proprietary rights:**

PIOES SIA retains the proprietary rights to the goods that have been sold until the entire purchase sum, including possible interests and fees, has been paid in full.

### **Examination of goods:**

The buyer must immediately upon receipt examine the goods delivered in order to ensure that they are without defects. If the buyer wants to claim a defect, including quantity divergence, noted at such a control, he must immediately - or at the very latest three days after delivery of the goods - inform PIOES SIA and state the nature of the defect. The claim cannot be set up at a later time. All other defects must be reported immediately after discovered by the buyer and at the very latest within two years of PIOES SIA' invoice date.

### **Claims:**

If the buyer wants to claim a defect, he must contact PIOES SIA' sales department by sending an e-mail with description of the problem and attach photo documentation.

Alternatively, he may call PIOES SIA' sales department in order to discuss the claim procedure. PIOES SIA reserves the right to freely choose how the claim should be solved.

The solution can either be repair, credit note or replacement of the goods (or spare parts).

Defect goods must under no circumstances be sent to PIOES SIA without preliminary agreement with the sales department.

### **Return of goods:**

Generally, PIOES SIA does not take back goods. Exceptions can be made only according to previous agreement with PIOES SIA' sales department and against a fee of 20% of the invoice value to cover the handling costs. Freight costs are paid by the buyer.



Returned goods must be new and undamaged as well as in original and unbroken packaging. The return delivery must be marked with the correct PIOES SIA return number. Customized goods cannot be returned.

**Warranty:**

PIOES SIA provides a two-year warranty from the invoice date in relation to manufacturing- and material faults. The warranty is valid two years from the dealer's time of sales. This must always be documented through an original sales ticket/receipt.

PIOES SIA offers no compensation for wear and tear.

PIOES SIA cannot be held responsible for damages caused by incorrect, inappropriate or careless use of delivered goods.

**Resale to third party:**

The buyer is engaged to solely selling PIOES SIA' products to clients who are purchasing the products for their own use (private or business end users). Sales to other retail businesses, web shops and others with the aim of reselling in any country are not allowed. Should this occur, we reserve the right to cancel the co-operation with immediate effect.

**Disputes:**

Any legal dispute between PIOES SIA and the buyer shall be decided in accordance with Danish law at the Aarhus court of law.

**Other conditions:**

Drawings, specifications, product photos and logo belong to PIOES SIA and must not be transferred to a third party if nothing else has been agreed.

Customer.....

Signature.....

Date.....