

#### 1. Shipping

- a. Any extra costs for requested special shipping, e.g. scheduled deliveries, crane truck, advising, etc., are charged afterwards with actual costs.
- b. Requested fast courier deliveries are charged afterwards with actual costs.
- c. EUR pallets and pallet collars are charged according to agreed prices.
- d. Any claims or penalty-fees due to late delivery is not accepted, unless special shipping by courier or timed unloading has been requested by the customer.

#### 2. Quotation

- a. Unless otherwise expressed in writing, the quoted prices are considered undivided. If the quotation is modified, we reserve the right to adjust the prices. This also applies to setting/paint costs for special finishes if the quantity deviates from the quotation.
- b. Quantity calculations are based on information that has reached us, such as drawings and descriptions. As we cannot verify local adaptations and applications, we cannot guarantee that materials and quantities correspond with on-site conditions. It is the obligation of the purchaser to check this prior to ordering.
- c. MP Bolagen Industri AB's maximum liability for all claims, losses, damages and fines arising in accordance with or in connection with the contract documents shall not exceed the purchase price. MP bolagen Industri AB shall not be held liable for any indirect or consequential damages.
- d. The design of custom-made products is considered approved by the customer when the order is placed on the quoted item number.

#### 3. Returns

Return shipping costs are paid by the customer. The customer is credited for approved returns with the item's invoiced amount, after the deduction of a 20% return fee.

#### Returns cont.

Special products without MP standard number, goods with damaged items or packaging, or goods returned without our assigned return number are considered a non-approved return. If the return is not approved, the following options are offered:

- *Scrapping.*
- *The item is sent in return. Shipping costs are charged to the customer.*

The return must be boxed and packed in such a way to ensure items are not damaged during shipping. The return must be labelled clearly with contents, quantity and return number.

Contact us for a return number and the address for the return.

#### 4. Complaints

- a. In the event of shipping damage or lost packages, this must be noted on the carrier's consignment note directly upon receipt and be reported to MP bolagen Industri AB within five working days after receipt.
- b. Incorrectly picked items must be reported to MP bolagen Industri AB within five working days after receipt.
- c. Other item defects must be reported to MP bolagen Industri AB. Our wish is to check claims on site or with the help of images to determine appropriate actions.

#### 5. Payment conditions

According to the current purchase agreement.

#### 6. Terms of delivery

SEG's general terms of delivery for electrical materials (ALEM 09) and applicable purchase agreement. 5-year warranty