

NANTEN OY GENERAL TERMS AND CONDITIONS OF SALES AND DELIVERY

These General Terms and Conditions of Sale and Delivery apply to all deliveries of Nanten Oy after 1.2.2020 unless otherwise agreed in writing with the customer or the purchaser. When the customer receives the goods, he/she is considered to have approved the terms and conditions of sale and delivery.

PRICES

Orders will be priced according to the price list valid on the day of arrival, unless otherwise agreed upon in a separate written offer. Our prices are kilo, liter, dish, or packaging prices. Our offers are valid for 30 days, unless otherwise agreed in writing. The prices have been indicated without VAT. We reserve the right to change prices due to changes in raw material prices, due to higher transportation costs, changes in exchange rates or government regulations. We are not liable for any misprints in the product or price information.

OTHER EXPENSES

We charge a small invoice fee of € 10 for one-off purchases of less than € 100. Pallet and packing charge is €13 / piece.

DELIVERY

Delivery of goods is performed according to the supplier's standard quality requirements. We reserve the right to change pack sizes. Unless otherwise agreed in writing, shipping is at the buyer's own risk. The supplier takes out insurance only on the buyer's order and on his/her invoice. Deliveries always by agreement. Orders that are expected to be shipped the following day must be submitted to our customer service no later than at 11:00. The stated delivery times apply to delivery from our factory, unless otherwise agreed in writing. The supplier is not responsible for delays due to natural disasters, war, fire, strike, lockout or another force majeure. For the inconvenience caused by the transportation, we will compensate up to the amount of the freight, we will not be liable for costs incurred by a third party, e.g., in case of delay in transport.

TERMS OF DELIVERY

Free in stock (EXW). Upon delivery, we charge the cost of freight as per day's pricelist, shipping takes place at the buyer's own risk. All paint, quartz, fill sand and bagged products are freely available in our warehouse. We reserve the right to specify/change the delivery time, e.g., for the reasons of the shipping schedules, availability of raw materials or the production process.

PAYMENT

Payment shall be made no later than fourteen (14) days after the date of invoice, unless otherwise agreed in writing. Invoicing customers are always required to make a positive credit decision. After the due date, and as long as the debt is outstanding, interest on arrears will be calculated according to the Finnish Interest Act. We charge a fee of EUR 5 per invoice for payment notices, with a default interest of 13%. The buyer has no right to resell the goods before payment for them. Pursuant to Articles 3 to 14 of the Pledge Act, the goods supplied shall be the vendor's deposit until the purchase amount, any interest and any additional costs have been paid.

RETURN POLICY

Any returns must always be agreed in advance with our representative. No returns are normally accepted. For returns agreed, we will refund 75 % of the invoicing price for our unopened, intact and clean standard packaging. If products are exchanged, we will refund the return in full, but will deduct any re-packing costs (à 60 € h/minimum charge 1 h). We do not accept the return of special color tinted (RAL) products and bagged products.

WEAKNESSES

Products are delivered in standard quality and according to the specifications stated on the packaging or in the technical product sheet. The buyer is solely responsible for ensuring that the product ordered is fit for the intended purpose. Shortcomings in delivery and the product complaints must be reported promptly and within five (5) days of receipt of the product. The written complaint must be accompanied by a plating record and the serial numbers/batch numbers of the products delivered found on each container. The liability for the complaint is limited to the value of the product supplied and cannot be assigned to third parties. Incorrect use, storage, etc., of the product does not justify claims for compensation. The consignee shall identify the damaged or missing goods in the consignment note, which shall be certified by the carrier. Follow-up must always be agreed with our representative.

The instructions, advice and recommendations given by Nanten Oy are provided, considering that the use of the floor surfaces takes place under appropriate conditions and with due care of the environment. Nanten shall not be liable for any damage resulting from inadequate or improper use. Installers are required to provide care and maintenance instructions to the floor end user. Nor do the instructions and advice release the user from the responsibility for ensuring that the product or process is appropriate for the intended use.