



## **YKK Danmark A/S – Terms and conditions of sale**

### **GENERAL CONDITIONS**

#### **Private sales**

YKK Danmark A/S does not sell to individuals who are not registered for VAT.

#### **Offers and prices**

Invoices are based on the prices and conditions applicable at the time the order is placed.

#### **Delivery**

Delivery is made at the time stated on the order confirmation. Deliveries in Denmark are effected by freight carrier, parcel service or us. We reserve the right to require prepayment for goods or payment on delivery.

#### **Cancellation or change of order**

Orders that have already been passed on to a supplier can only be cancelled or changed with the consent of the supplier. All costs relating to the cancellation or change are payable by the buyer.

#### **Return**

Goods can only be returned by prior agreement. We cannot take back goods that have been used, customised or adapted in non-standard ways.

#### **Complaints**

In the event of visible damage, errors or deficiencies, the buyer must contact us immediately after receiving the goods.

#### **Delivery costs**

Unless otherwise agreed, delivery costs are payable by the buyer. Delivery, including free delivery, is at the buyer's responsibility. Unless otherwise agreed, a handling charge will be added to small orders.

#### **Damage in transit**

If the delivery has visible transportation damage, this must be noted on the consignment note and acknowledged by the carrier with a signature. The buyer must then call us and inform us of the transportation damage, quoting the consignment note number and order number. Upon receipt of this information, we will contact the carrier and arrange for a replacement item if necessary.

#### **Payment**

Payment terms are stated on the invoice. Interest may be added in the event of late payment.

**Property rights**

YKK Danmark A/S retains full ownership of the items sold until full payment has been made.

**Warranty**

We offer two (2) years' warranty in accordance with the Danish Sale of Goods Act.

**Force majeure**

YKK Danmark A/S is not liable to the buyer in the event of war and mobilisation, rebellion and unrest, acts of terror, natural disasters, strikes and lockouts, shortage of goods, faulty or late deliveries from sub-contractors, fire, unavailability of transport, currency restrictions, import and export restrictions, death, disease or resignation of key personnel, computer viruses or other circumstances over which YKK Danmark A/S has no direct control. In these cases, YKK Danmark A/S may postpone delivery until the force majeure has ceased or cancel the delivery in whole or part without liability.

**Dispute**

Any dispute or disagreement that cannot be resolved by amicable settlement will be settled in accordance with Danish law.