

General Terms and Conditions

The following conditions apply to all business transactions with our company. No specific conditions shall apply unless specifically agreed in writing by us.

Prices

The prices stated in the price list shall be valid from the date of issue and shall replace all previous price lists. All quoted prices are gross prices exclusive VAT but inclusive normal packaging for shipping. Errors and omissions excepted. All prices are subject to change without prior notice. Orders will be confirmed at prices valid on the date of receipt. If delivery is requested to take place more than 30 days later we reserve the right to charge prices valid on the date of shipping.

Handling fee

For orders not complying with the applicable minimum order quantity or value we reserve the right to charge a handling fee.

Shipping Costs

Delivery terms for international orders are agreed upon individually.

Time of Delivery

Scangrip A/S will make every effort to fulfil confirmed delivery dates, but shall not be held liable for any delay in dispatch or any loss occasioned thereby.

Terms of Delivery

Except where otherwise specified, orders are delivered ex works. Any risk of loss, deterioration and damage shall pass to the customer. Please note, that transport insurance is not arranged by us nor included in our transport costs.

The customer shall examine the goods immediately upon receipt and shall notify Scangrip A/S of any shortage within 14 business days.

Return of Products

Returning of products will only be accepted according to prior agreement. Please always use our COMPLAINT AND RETURN FORM. The form is available for download from our website www.scangrip.com - under the menu "Forms" under "Sales and Technical Support" - or can be ordered from our order handling department phone: +45 63 20 63 20 or by email: scangrip@scangrip.com.

In case of **return of products**: Return the form to scangrip@scangrip.com or fax: +45 63 20 63 21

In case of **claims**: Return the form to: claims@scangrip.com

It is our aim to reply within two business days. Always enclose the return form together with a copy of the corresponding invoice when returning products. Otherwise, we will send back the products at your risk and expense.

Returning of products will only be accepted provided that the products are received saleable in original packaging. When we issue the credit note, please note that the value of returned products will be depreciated according to the scheme below:

- For products returned no later than 3 months from delivery date: we deduct 15% from the invoiced value.
- For products returned 3 to 6 months from delivery date: we deduct 25% from the invoiced value.
- For products returned more than 6 months from delivery date: we deduct 50% from the invoiced value.



Products made to Customers' specifications

For orders made to customers' specifications we reserve the right to deliver the quantities +/- 10%. Such products cannot be returned.

Payment

New orders and back orders will not be shipped or produced for accounts with overdue balances.

Property of the Products

Until complete settlement of the payment for products delivered, they remain the property of Scangrip A/S.

Until the date of payment the customer shall keep adequate records in relation to the products and store the products in such a way that they are clearly identifiable as the property of Scangrip A/S.

If the customer enters into any composition with his creditors, enters into liquidation, fails to make payment under this agreement or in the opinion of Scangrip A/S is unable to pay his debts, then Scangrip A/S reserves the right to repossess the sold products.

Scangrip A/S shall have the right without prior notice to take steps to repossess the sold products and to cancel any pending orders and stop any products in transit.

Scangrip A/S may sue the customer for overdue payments notwithstanding that property of the products may not have passed to the customer.

Warranty

Scangrip A/S offers 24 month warranty on products sold. The period of warranty commence from the date of invoicing. For acknowledged and accepted claims, Scangrip A/S shall, at its own discretion, either repair or replace the defective part or product in order to remedy the defect or refund the purchase price of the defective part or product.

Governing Law and Jurisdiction

The general terms and conditions shall for all purposes be governed and construed in accordance with the laws of Denmark.