

Terms of sale and delivery

Prices

Zetterbergs Industri AB reserves the right to make changes to the e-shop's content and prices. Gross prices are continuously revised and the supplier has the right to change stated prices without prior notice. All prices are exclusive of value added tax.

Payment terms

Zetterbergs Industri AB reserves the right to demand advance payment before the goods are sent if it does not consider itself able to grant credit to the customer. Late payment interest of 8.00% is charged from the due date. In the event of late payment, the supplier is entitled to compensation for a payment reminder according to law. Delivered products remain the property of the supplier until the products have been paid for in full.

Order and payment confirmation

When the order has entered the system, an order confirmation is sent to the customer's specified email. If there is an error in the order confirmation, the customer must immediately contact us via e-mail to spareparts@zetterbergs.se.

Delivery conditions

All goods are delivered freely from the supplier's warehouse. The delivery date on the order acknowledgment refers to the shipping date. Purchase products are charged at actual shipping and handling cost. In addition to shipping, the supplier has the right to charge costs for bulky goods. Insurance is only provided upon special request by the buyer. The delivery time may change within a reasonable time if there are material and/or manufacturing delays.

Return handling

Zetterbergs Industri AB does not grant any right of return unless otherwise agreed in writing. Approved returns of stock goods caused by the buyer are credited at 80 percent, provided that the goods are in new condition, complete and in undamaged original packaging. Approved returns must be returned to the supplier within 5 working days of the supplier's approval, however no later than 15 days after the goods have been delivered to the buyer. Buyer pays return shipping to supplier's warehouse. If a return is caused by incorrect handling by the supplier, the product is credited to 100 percent. The condition is that the item is in new condition, complete and in undamaged original packaging.

Case management and questions regarding returns are referred to spareparts@zetterbergs.se

Right of complaint and limitations of liability

The supplier is not responsible for damage that delivered products cause to real or movable property, which occurs when the products are in the buyer's possession, or for damage that delivered products cause to products manufactured by the buyer or to products in which the buyer's products are included, or for damage to real or movable property caused by such products due to products supplied by the supplier. If the supplier should be held liable to a third party for such damages or losses as referred to in the previous paragraph, the buyer shall indemnify the supplier to the extent that the supplier is not liable to the buyer according to this clause. It is the buyer's responsibility to immediately report any errors that have occurred to Zetterbergs via the form on the website;

<https://zetterbergs.se/en/products/spareparts/#claimsparepart/>

The warranty period for spare parts items is 12 months.

Otherwise refer to LFG 21.