



General Delivery and Return terms - Sweden

Sales Conditions:	Invoice(s) will reflect the prices at the time of shipment.
Delivery Terms:	Orders exceeding 12,000 SEK on stocked products are delivered DAP to ordinary point of delivery. Orders with a requested change of delivery point are charged 500 SEK. For orders below 5,000 SEK a service fee of 500 SEK will be charged. For any other delivery matters, reference is made to the general delivery regulations of the Industrial Association for Industrial and Institutional Hygiene (IIH)
Packing Terms:	Packaging included Container: To be returned according to return receipt or by separate agreement.
Payment Terms:	Twenty-one (21) days net from invoice date. After the due date, interest is debited according to the Swedish law of Interest Act. Prices apply exclusive of VAT.
Packaging Recycling:	Diversey is affiliated with the FTI for packaging recycling with customer number 556615-2525.
Note:	



Recommended by the Sweden Asthma and Allergy Association



Ecolabelled with the Swan



Ecolabelled with the EU Ecolabel



Marked by the Swedish Nature Conservation Association as a good environmental choice.



Delivery Complaints

Complaints shall be Diversey's Customer Service, 08-77 99 333, available within 7 calendar days from the registered delivery note.

Damage and deviations on delivered goods or pallets must be notified to the carrier on receipt of the goods, by noting the errors on the shipping note and certified by the cargo shipper.

Complaint with a registered freight note without remark and certificate is not accepted.

Returns

Customer returns must be approved by Diversey before any return can be made. Customer returns that occur within 5 business days of receipt of delivery will be handled free of charge. For customer returns that take 5 to 60 business days after receipt of delivery, a fee of 20% of the return value will be charged to cover logistics and administration costs. Return of products older than 3 months after receipt of delivery will generally not be accepted.

If a return is based on the customer making an incorrect order in the form of a wrong item and / or the wrong number, a service charge of 200 SEK plus any additional freight handling costs will be added.

Returned products shall be available for sale as follows:

- Products > 100kg shall be placed on pallet
- Secured for transportation
- Seals unbroken
- Product and packaging are undamaged and clean
- Product is within its BEST BEFORE date
- SKU has not reached end of life
- No customer labels on product or packaging