



# General terms of sales and delivery

The terms below are valid unless otherwise agreed between the parties.

## 1. ORDER ACKNOWLEDGEMENT

BITZER Electronics A/S has not accepted an order until a written acknowledgement of the order is at hand.

## 2. DELIVERY

Dispatch for the account and risk of the purchaser - ex works, Sønderborg. Incoterms 2010.

## 3. PRICE ALTERATIONS

BITZER Electronics A/S reserves the right to regulate the accepted prices in case of changes in the exchange rate, increase in prices for materials, state intervention, or other circumstances on which BITZER Electronics A/S has no influence.

## 4. TIME OF DELIVERY

BITZER Electronics A/S does not assume responsibility for delay caused by strike, lock-out, extraordinary government measures, delayed or insufficient delivery of materials ordered in due time from our sub-suppliers, or other circumstances on which BITZER Electronics A/S has no influence.

## 5. INFORMATION

BITZER Electronics A/S does not assume responsibility for possible errors in catalogues, brochures or other printed material, or for possible misinterpretations of the information given herein.

## 6. CHANGES

BITZER Electronics A/S reserves the right to change the products without any notice if this can be done without changing the technical specifications and design agreed on.

## 7. TERMS OF PAYMENT

30 days net cash, however, net cash for payment by instalments. Payment after the date of maturity entitles BITZER Electronics A/S to interest on overdue payment of 2 % each month from the date of maturity.

## 8. RETENTION OF OWNERSHIP

BITZER Electronics A/S reserves the proprietary right in the delivered product until final payment has been made. The purchaser undertakes to keep the delivered products duly insured.

## 9. COMPLAINTS

Complaints not listed in the guarantee of BITZER Electronics A/S must be made within 8 days of receipt of the product. Complaints do not entitle the purchaser to a cancellation of the order or to retention of the payment.

## 10. GUARANTEE

Within 12 months after delivery BITZER Electronics A/S undertakes to repair or replace components which - on closer examination by BITZER Electronics A/S - prove to be defective due to production, engineering or material defects. Damage caused in transit due to misuse or unusual terms of operation are not included in the guarantee. The costs for possible dismounting, dispatch or reinstallation rests on the purchaser.

## 11. RESPONSIBILITY

BITZER Electronics A/S does not assume responsibility for damage to persons or articles due to defects on the products delivered unless BITZER Electronics A/S can be held responsible.

BITZER Electronics A/S responsibility does, however, not include: a) damage caused in transit b) damage caused by misuse c) damage caused by unusual terms of operation.

BITZER Electronics A/S does not assume responsibility for loss of profit, time or any indirect losses.

## 12. DISPUTES

Any dispute shall be settled by the rules of Danish law and the venue of the court is Sønderborg.

**For more information visit:**  
[www.bitzerelectronics.com](http://www.bitzerelectronics.com)

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