

TERMS AND CONDITIONS FOR ONLINE AND DISTANCE SALES

Dated: 2020-03-24

These terms apply to purchases on www.hydroscand.se , and for distance sales via other channels such as telephone and e-mail. These terms and conditions apply to all categories of customers unless otherwise is specified or required by law.

CONTACT INFORMATION

Hydroscand AB

Org. no 556130-7124

Address: Box 401, 128 06 Sköndal

Visiting address: Bogårdsvägen 43, Sköndal

Main office, switch
board

[08-555 990 00](tel:08-555 990 00)

info@hydroscand.se

Invoicing and finance

[08-555 990 94](tel:08-555 990 94)

kundreskontra@hydroscand.se

Web support, product
inquiries and sales

[08-555 990 95](tel:08-555 990 95)

support@hydroscand.se

Returns

[Contact nearest](#)

[store](#)

ORDER

Orders made via Hydroscand.se, telephone, e-mail or other channels are conclusive.

When ordering from Hydroscand.se you will receive an order confirmation via e-mail containing information about your order as well as your specified address details.

If you don't receive an order confirmation you must contact Hydroscand customer service as soon as possible on telephone [08-555 990 95](tel:08-555 990 95).

Prices and product information

When ordering, the prices at the time of ordering are stated on Hydroscand.se unless otherwise explicitly agreed. Prices are reported in the cart, at the checkout and in the order confirmation.

The information in the web shop is provided to facilitate your purchase decision and is updated regularly. We reserve the right to correct any typographical errors and other inaccuracies discovered. If we find an incorrect price has been specified for a product you ordered we will notify you and await your approval of the corrected price before placing the order.

Promotional pricing

Occasionally Hydroscand offers promotional prices on selected products.

For products included in such promotions, the more advantageous prices or terms apply during the period stated on Hydroscand.se or as long as the inventory is sufficient.

Promotional prices cannot be combined with other discounts unless explicitly stated

PAYMENT

Payment is only made on invoice. In order to shop at Hydros cand.se an invoice account is required. For order less than SEK 400 excluding VAT, an invoice fee of SEK 40 excluding VAT will be added.

Terms of Invoice

Invoice payment is offered after approved credit check.

Payment must be made no later than 20 days from the invoice date unless otherwise is agreed. After the due date a 12 % interest rate is charged and a statutory reminder fee. Any comment on the invoice must be made within 8 days from the invoice date.

Hydros cand wants to reduce our paper consumption for environmental purposes and one way is to send invoices digitally. Please contact kundreskontra@hydros cand.se and provide your customer number or organization number as well as your e-mail address to receive your invoice electronically instead of paper invoice.

DELIVERY

Mode of delivery - direct delivery

Purchases at hydros cand.se that exceed SEK 2000 excluding VAT will be shipped free of charge. Normal delivery time is 2-3 working days for goods that are stored in Hydros cand's central warehouse. In the event of delays we inform as much as possible about the reason for the delay and the new estimated delivery time. Delivery is made to the address you specify in connection with the order. Cost of delivery is reported before you complete the order.

Packaging

For bulky materials, packaging may be added and charge at the current daily price. Please take note **that packaging costs are added to the order value after packing** and are therefore not reported when ordering is completed.

Damage or incorrectly delivered goods

If the packaging is visibly damaged, you should preferably not receive it or immediately report it to the postal representative or the carrier that the goods are damaged

If, after receiving and unpacking your order, you discover that something is missing, defective or damaged, you must notify Hydros cand within 7 days of receipt of delivery.

RETURN POLICY

CONSUMER

As a consumer you have the right to cancel your purchase within 14 days when you shop remotely.

The withdrawal period is counted the day after you or someone representing you has received your item. If the last day of repentance falls on a Saturday, Sunday or a public holiday the repayment deadline is extended to the following weekday

Please note that it is not considered a right of withdrawal to not pick up a package or not to receive a delivery.

You can return all or a part of your purchase by making one of the following options within the withdrawal period:

1. Return the item(s) to a [Hydros candstore](#). Remember to include the order confirmation/delivery note.

2. Send the goods back to the central warehouse.

In this case you must first announce that you wish to use your right to withdrawal. Then you will receive a shipping note for the return of the item(s).

You can express your wish to exercise the right of withdrawal by using [this form](#) (in Swedish).

Alternatively use [Swedish consumer agency's cancellation form](#) (in Swedish).

The goods must be returned within 14 days after you have announced that you wish to cancel the purchase.

The cost of return shipping is deducted from the amount credited to you as the consumer are responsible for the cost of return shipping.

Goods that you return should be unused, complete and returned in undamaged original box. Be sure to use appropriate packaging so the box or item is not damaged during shipping. If you have handled a product in a way that reduced its value we have the right to deduct the value reduction when repaying.

CORPORATE CUSTOMER

Returns are only approved by special agreement. Approved return delivery could be credited with 25% deduction on the price. Please contact support@hydroscand.se if you wish to make a return.

Returns under SEK 250 excluding VAT in invoice value are not accepted.

Exceptions to the right of withdrawal

The right of withdrawal does not apply to specially adapted goods such as pressed hose. The right of withdrawal also not apply to goods that are order goods and which are not normally stocked by us.

CLAIMS AND WARRANTY

If you have purchased an item from us that is incorrect or if an error or delay has occurred in the delivery, you have the right to reclaim your purchase. You can then ask that we remedy the error, make a new delivery, make a price deduction or give you compensation for remedying the error yourself. In serious cases you have the right to cancel the purchase. Note that goods complaints are only for defects due to manufacturing defects and not normal wear and tear.

Hydroscand is normally responsible for manufacturing defect within 12 months from the original date of purchase which must be confirmed by invoice or receipt copy. Note that other warranty periods may apply to certain products according to the supplier's terms.

Our warranty liability does not cover handling errors or damage caused by liquid or bumps.

Claims and warranty cases are handled in any of our branches. If you have any questions about this you can contact our customer service on [08-555 990 95](tel:08-55599095).

For warranty to apply, the product must not be dismantled, remodeled or externally affected. The product must be well maintained according to the service intervals specified by the supplier. If the product is used after an error has been discovered, the warranty does not apply. Goods returned should be well cleaned.

In case of valid warranty claims, we are responsible for your costs in connection with the complaint, such as return shipping or gasoline costs, and repair or replace the goods.

We do not reimburse costs for rental machinery, repair of another workshop, travel expenses or the like. If the product has been discontinued from our range, an equivalent replacement product can be offered.

PERSONAL DATA AND COPYRIGHT

As a customer you are responsible for ensuring that the personal information you provide in connection with the use of our website is correct and completely filled out. You are also responsible for ensuring that no one gets access to your login information. Contact us immediately if you suspect that your information has been misused.

Hydroscand is responsible for the processing of personal data you submit in connection with the use of our website. Information on how we process customers personal data can be found in Hydroscands privacy policy.

The information on Hydroscand's websites is protected by intellectual property and market laws

This means that trademarks, company names, product names, images, graphics, design, layout and information about products, services and other content cannot be copied or be used without the prior writing consent of Hydroscand.

IF YOU DON'T AGREE WITH OUR HANDLING OF YOUR CLAIM

As a consumer you can contact [Swedish National Board for Consumer Disputes](#) (ARN), Box 174, 101 23 Stockholm. In the event of a dispute, Hydroscand follow Swedish National Board for Consumer Disputes (ARN) recommendations. You can also use the [EU Online Dispute Resolution platform](#).

These terms shall be interpreted in accordance with Swedish law and in the event of a dispute shall be decided in Sweden by the general court.