

# Sales conditions and terms

## Contact

You can place your order by calling +46-477-558 80, telephone hours are between 8.00 AM and 4:00 PM Monday – Thursday (lunch 12.00 AM to 01.00 AM). Friday 8:00 AM to 1:00 PM. During these times you will receive the best service possible from our in-house staff. You can also fax in your order 24 hours a day on +46- 477- 20604 or place an order at our website [www.agrippa.biz](http://www.agrippa.biz).

## Homepage

At [www.agrippa.biz](http://www.agrippa.biz) you will find our sortiment. If you need any support please contact Ingegård Karlsson at telephone +046-477-558 80.

## Prices and payment

All prices are excluding shipping, packing, and V.A.T. Payment terms for corporations are 30 days after a valid credit check. For private persons payment is due upon placement of order. Please contact a member of staff for more information. All goods remain the property of Agrippa until payment is received in full.

## Order confirmation

We will confirm your order by e-mail, telephone, or letter. A cogent agreement is made when the order has been sent. The order confirmation includes ordered products, price ( excl. taxes ), time of delivery, place to pick up order or delivery address.

## Delivery

Please let us know if you have a shipping agent, if not we will use our and invoice you for the freight costs.

## Guarantee

Our products have at least one year of function- and production guarantee. You can see the guarantee time per product on our product sheets.

## Reservation

We reserve the right to change product construction and price. At our website it is sometimes hard to reproduce the exact colour nuances(NCS, RAL and PMS number) of a given product so there might be small deviations in colour.

## Returns

If you have goods you wish to return you must call Agrippa and we will provide you with instructions as how to go about returning the item.

All items must be returned in the same condition as when received.

All items must be returned in the original packaging.

## Transport damage

If you have a complaint or find that goods were damaged during shipping you should do the following: For physical damage or incomplete delivery, you should notify the shipping agent immediately. You should also report this to Agrippa who will arrange replacement items or other suitable actions. All damages to or complaints about products must be made to Agrippa within 7 days of receiving goods. This also applies to all damage that occurs during unpacking and assembly. No returned goods will be accepted without first having an agreement with Agrippa or the shipping agent.

## Transport insurance

Transport insurance is included in all deliveries that we make. If you make your own delivery arrangements you are liable for the delivery insurance.