

Terms & Conditions - Tielman Sweden AB

By placing an order – The following Terms & Conditions are automatically accepted

Price quotes

- The prices quoted are valid for 30 days (unless stated otherwise).
- Prices are based on the customer's inquiry. Any changes (i.e. additions, quantity or delivery time) may result in a changed price quote.
- Delivery time in the price quote is an estimate based on the date of inquiry. The time from when the quote is made to actual placed order may affect the estimated delivery time and therefore may result in a changed delivery date when the order is placed.

Samples

- Before placing an order, a larger test of our products' functionality throughout the whole baking process (incl. shelf life) is recommended. Each customer has their own recipes and production facilities which may require the baking case to be fitted in different ways.
- Provided preview sample "dummies" are not meant to be baked in, color-fast or used as color reference.
- Requested colors may differ when printed due to the selected paper quality. Color printouts can be ordered at customer's expense.
- Samples and freight costs may be charged at self-cost.

Orders and invoices

- All orders must be in writing, sent by email or fax and include all needed product specifications such as: Art.no., Product name, Order quantity, Requested delivery date, Invoice address, Delivery address (and any other significant information). If there is no article no., information about Size, Paper quality and Color ref no. (PMS - uncoated) is also required.
- Printing proofs for ordered designs as well as colors must be approved in writing by the customer before production start.
- Two ways of placing orders are available: one-time order or frame order. Frame orders are usually a large quantity order with several call-offs. When placing a frame a preliminary delivery plan is required.
- Frame orders are to be called-off within 4 months time. If the order is not called-off in full within this time, Tielman Sweden has the right to deliver the order in full without any further confirmation.

- Price for call-offs of a frame order may change in the event of a general price increase in for example raw materials.
- All orders are confirmed with an estimated shipping date. Transport time is not included in the confirmed date.
- Changes to an existing order may be possible (i.e. order quantity, delivery date, cancellation, etc.) but may also lead to extra costs which will be charged in full.
- All products are produced on order. A 10% over/under-production has to be accepted.
- Tielman Sweden is not responsible for force majeure or delays caused by third parties.
- Invoice is sent in conjunction with order shipment. Therefore the invoice may arrive before the goods arrive.
- If an Invoice is not paid by the agreed due date, penalty interest may be charged as stated on the invoice.
- Tielman Sweden is not, due to the use of our products, liable for consequential, indirect, incidental, exemplary or special damages, lost profits, lost business revenue, failure to realize expected savings or any other commercial or economic loss of any kind.
- Tielman Sweden AB has the right (assuming that the customer has not made other written notification) to use all products that are manufactured, both standard and with customer design, for marketing purposes.

Complaints

- Claims for refunds for damages to received goods or difference in delivered quantity shall be made no later than seven (7) days from receipt.
- Damages due to transport are to be noted on the packing slip and reported immediately.
- All refund claims shall be in writing (using a form provided by Tielman Sweden). The customer should also, upon request, send samples (and/or photos) of the damaged goods for evaluation.