

## Flux AB Sales and Delivery terms 2024

Flux follows the delivery conditions according **ALEM 09**, issued by the Electrical Installer Organization, EIO and Swedish electrical wholesalers, SEG, with the following additions:

### Payment

30 days net, given that credit conditions are met. After the day of expiry 15% interest will be charged.

### Freight

Flux delivers ex works, ie free to our warehouse in Taby, Stockholm.

### Returns of goods

Flux accepts returns of standard products within 30 days from delivery date. Returns must be returned in unopened and original packaging to be accepted as a return. Returns of custom fixtures, street lighting, poles and foundations will not be accepted.

Return Fee will be charged with at least 30% of the invoiced value of goods. For return to be accepted, fill out our return request form found on [www.flux.nu](http://www.flux.nu). You will then receive a return number and then our customer support will contact you in order to set up a return form.

*NOTE: We take no responsibility for goods that come to us without an approved return form, complete with the return number. Such returns will be returned to the sender with unpaid shipping.*

### Validity of quotations

30 days or other conditions stated on the quotation

### Cancellation

In case of cancellation of order for standard products:  
Within 10 working days will be charged 20% of the net value  
After 10 working days will be charged 30% of the net value

In case of cancellation of order of custom products, street lighting, poles and foundations:  
Within 10 working days will be charged 50% of the net value  
After 10 days will be charged 100% of the net value.

**OBS** articles with a seven digit serial number are always custom products.

### Cost for claims

For claims approved by Flux AB, an equitable financial compensation for restoring expences will be paid to the buyer. No compensation will be paid for extra costs due to limited access and / or inconvenient working hours.

### Stock Cost

When the customer delays the delivery 2% of the net value of the order will be charged per week to a maximum of 10% of the order's net value.

### Claims

Any claim due to delayed delivery from Flux AB must be clarified and agreed upon in writing by both parties in order to be approved.

Flux AB 2024-01-11

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