

## 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 Täby, 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 expenses will be paid to the buyer. **No compensation will be paid for measures taken without approval from Flux.** 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.

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