

Terms of delivery and complaints

General terms of delivery

Terms of delivery may vary between different countries. Contact our distributor/agent for details. You can find a list of our distributors/agents on our web sit.

Insurance

All transport is at buyer's risk. Should transport damage occur, the buyer must immediately report this to the transport company. Otherwise ordinary terms of delivery apply in accordance with ALEM09.

ALEM09

General terms of delivery relating to electrical materials for delivery and use in Sweden, prepared by EIO - Swedish Electricians' Organisation and SEG - Swedish Electrical Wholesalers.

Warranty terms

5 year product warranty.

Complaints and returns

With both returns and complaints you must always contact the distributor/agent of your country before sending items to us. On contact with us, you will receive a return number which you must use to mark the package.

Returns

Returns reported later than two months after delivery will not be credited. Returns without a return number and agreement with the sales person will not be approved. Agreed returns must be marked with our reference and the reason for return. A minimum of 40% will be deducted on crediting as handling costs. Returns of products not included in the current price list will not be credited. Custom made products will not be credited.

Cancellations

Cancellation of orders older then 1 week from confirmation date will not be accepted. A minimum of 40% of the order value will be charged by late cancellation.

Complaints

In case of complaint you may use the standard form from ALEM which you can download on our website. Contact your sales contact as soon as you experience a problem with any of our products. This is to enable us to make a quicker decision on what action is needed to remedy your problem

If you are a private individual and wish to complain about an item, you must always refer to the place of purchase which will then arrange contact with us.