

## **SUER NORDICS DELIVERY TERMS 01.09.2025**

### **GENERAL TERMS**

- Suer Nordics Oy (supplier) practices technical wholesale between companies (customer).
- These terms and conditions as well as those specified in the offer and/or order confirmation are applied to business-to-business trade.

### **PRICES**

- Product price is based on the delivery term “free from the seller’s warehouse without packaging.”
- Prices are valid until further notice. Price changes are applied to the next business day following the change. Orders already in the backlog are delivered under the confirmed terms and prices.
- Separate announcements regarding price changes are not sent.
- Prices are maintained daily, and they can be found in our online ordering system using login credentials.
- All prices are excluding VAT 0%.

### **ORDERS**

- The primary ordering method is the supplier’s online ordering system.
- Orders can also be placed by email or phone.
- Orders are handled in order of arrival.

### **DELIVERY TERMS**

- FCA, Free Carrier (Finnterms 2001)
- CPT, Carriage Paid To (Finnterms 2001)
- EXW, Ex Works (Incoterms 2020)

### **DELIVERY METHODS**

- Pick up from Lahti warehouse
- Delivery from Lahti warehouse using customer’s freight contract
- Delivery from Lahti warehouse using SUER Nordics’ freight contract
- Delivery from German warehouse using customer’s freight contract
- Delivery from German warehouse via Lahti warehouse with weekly deliveries

## **DELIVERY TIMES**

- **Lahti warehouse is open from Monday to Friday from 8:30 to 16:30**
  - **Pick-up is normally available until 16:30. Pick-up after business hours can be arranged upon special agreement.**
  - **Orders placed by 15:00 can be picked up by the freight on the same day**
- **In weekly deliveries from German warehouse with an intermediate sales reservation**
  - **Orders placed by Tuesday 15:00 can be picked up or forwarded from Lahti warehouse on Wednesday of the following week.**
  - **Express deliveries from German warehouse can be arranged upon special agreement.**

## **PAYMENT TERMS**

- **14 days net**
- **Penalty interest (11,5 % 06/2025). Penalty interest is updated semi-annually.**

## **RECEIPT OF GOODS AND RESPONSIBILITY FOR DEFECTS**

- **The supplier is responsible for the product being intact and free from defects at the time of delivery. When receiving the product, the customer must act in accordance with the terms and conditions of each freight company and inspect the delivery immediately. If the delivery has been damaged, a reservation must be made to the freight company. The supplier is not responsible for damage caused during transportation by the freight company.**
- **The supplier's liability is limited to the delivery content being in accordance with the order confirmation and delivery note.**
- **The supplier is responsible for errors in the delivery regarding the quantity or correctness of the products in relation to the delivery note.**
- **A product defect is considered to be a surface quality unsuitable for the intended use, a scratch or dent.**
- **The supplier's products have warranty if they are covered by a manufacturer's warranty. The manufacturer's warranty terms and conditions are separate for each product.**

## RETURNS

- Returns must always be agreed with sales before delivery. Returns must be carefully packaged and accompanied by a completed RMA form, which sales will provide upon agreement. If the returned product is not fit for sale, the agreed amount will not be refunded.
- Returns are made in agreement with sales either with the customer's freight or the supplier's freight.

## HANDLING CHARGES

- Small delivery surcharge 25,00€ (for deliveries < 150,00€)
- Long goods surcharge 25,00€ (for deliveries > EUR pallet)
- Pallet frames 12,00€ / frame

## INVOICING

- Deliveries are invoiced daily after delivery. The customer must provide an e-invoicing address and operator or email address to the supplier.
- Handling fee for invoices other than e-invoices 5,00€ / invoice

## REGISTER DATA

- Those who wish to become customers receive an electronic customer information form to fill out, with which the customer gives permission for the registration of the company and company personnel data.
- The customer is registered with this information in the ERP system and the company is given access to the online shop.
- The supplier updates the information provided on the customer information form during the customer relationship.
- The customer has the right to delete data from the register by terminating the customer relationship. The customer must inform the supplier of any changes in contact persons.
- The supplier reserves the right to retain the personal data registered in deliveries for the period specified in the accounting act.
- The customer has the right to receive an extract of the company and company personnel data from the register within 5 business days.
- The supplier does not disclose register data to third parties.
- By registering as a customer using the customer information form, the customer may accept or refuse the supplier's electronic and written newsletters, offers and other marketing material.

## **BANK DETAILS**

- **OP Häme**
- **BIC OKOYFIHH**
- **IBAN FI35 5612 1120 9502 06**

## **ELECTRONIC INVOICES**

- **The supplier must use electronic invoicing when it is invoicing.**
  - **E-invoice address: 003735439574**
  - **OVT: 003735439574**
  - **Operator: Apix Messaging Oy (003723327487)**
- **For processing paper invoices, we will deduct 5€ from the received purchase invoice**

## **CONTACT INFORMATION**

- **Suer Nordics Oy**
- **Moukarikatu 2**
- **15700 Lahti**
- **VAT number: FI35439574**
- **+358 30 450 4900**
- **info@suer.fi**