



BOVALLS

dörrbyggeri

General purchase conditions for private persons

Purchase

When ordering, a purchase agreement will not be entered into until *Bovalls Dörrbyggeri* has confirmed the order through an order confirmation. If there are any errors in the stated price, delivery time, etc. we reserve the right to correct these afterwards.

When ordering, an agreement can be entered into only in Swedish and English. The agreements will be archived at *Bovalls Dörrbyggeri* and will be available via the *Bovalls Dörrbyggeri* customer service.

Price

The prices include Swedish VAT at twenty-five (25) per cent. When the order is confirmed, the prices can be altered only by circumstances that are beyond the control of *Bovalls Dörrbyggeri*, e.g. substantial change to the raw product prices, foreign exchange fluctuations or a change to VAT.

Deliveries – Delivery time

The delivery time will be confirmed when your order is acknowledged after Bovalls has received your order. You will receive notification of any deviations from the normal delivery time in connection with the order confirmation. You will then be entitled to abandon or change your order.

Delivery acceptance

Check carefully that the product is complete at the time of delivery. Visible transport damage must be reported immediately to the transport company's driver. Transport damage must be reported no later than seven (7) days after delivery. *Therefore open the package and view the product even if the door is to be fitted at a later stage.* If the product has warped during transportation, there may not be any damage to the packaging, and the door must therefore be carefully checked.

Delivery delay

If there is a delivery delay, we will inform you of this. You as a customer will always be entitled to cancel your purchase in the event of delivery delays. We will do everything in our power to fulfil your order. However, events may occur that make it impossible to fulfil your order, e.g. if our supplier cannot fulfil his undertakings for us. We therefore reserve the right to discharge ourselves from all compensation to customers regarding delivery delays.

Payment

Bovalls Dörrbyggeri will review prices including VAT. No other taxes or charges will be payable unless otherwise indicated.

All products that leave our factory must be paid for. We recommend that you pay the invoice sent by Bovalls. The invoice will be sent in plenty of time so that delivery delays cannot arise in connection with this. This means that Bovalls will not give any credits or other terms that involve Bovalls distributing a door without the Bovalls payment being secured in all respects.

Guarantee

The guarantee applies to doors produced under the name of *Bovalls Doorbyggeri* and concerns deliveries within Europe. Bovalls will provide no guarantees for doors that are fitted or are intended for any other use or purpose outside of Europe.

Bovalls Dörrbyggeri provides a two (2) year guarantee against production faults on all doors. We provide a ten (10) year guarantee against distortion/crookedness on all double-glazed entrance doors and five (5) year guarantee against condensation between the panes. In the event of any other glass claims, we will comply with the Swedish Association of Flat Glass Wholesalers' guidelines on claims.

The guarantee period will be counted from the time when we have delivered the product to the customer. All doors will be delivered with assembly and maintenance instructions. The guarantee, in accordance with the above, applies only if the door is fitted and maintained in accordance with the instructions mentioned. It is incumbent on the customer to prove that assembly and maintenance instructions were followed at the applicable fitting time.

All Bovalls products are checked throughout the production process. The doors are finally checked by us before delivery. All checks are documented by Bovalls.

Claims and guarantee claims concerning visible faults and shortcomings will not be accepted if they are reported to Bovalls after the door has been fitted.

The guarantee covers only original faults, i.e. faults or shortcomings that were in the door at the time of delivery. If, for example, it is a handling fault or an incorrectly fitted and/or unsatisfactorily maintained door, the customer will be debited for the cost of remedial action. This also applies in the event that Bovalls cannot find any fault with the product or when the customer or someone else has caused the damage through external tampering or other negligent handling.

The guarantee will also not apply to faults or shortcomings arising at the time of or following an own change to the function and appearance of the door, and conversion, upgrading or other change to the door without written approval from Bovalls.

Your delivery note/leather label is your guarantee certificate. The leather label is located on the second hinge of all doors except for the storage doors. Keep the document safe as it will be required if you utilise the guarantee.

The following terms also apply;

Painted entrance doors

The guarantee against distortion applies only to doors painted by *Bovalls Dörrbyggeri*. In the event of paint damage arising on a painted door, it is incumbent on the customer to immediately repair the paint damage to prevent water penetration. Otherwise, water penetration can cause swelling and cracking. If the door is not beneath a roof, the accompanying metal sheet must be fixed up onto the door frame head in order for the guarantee to apply. The metal sheet prevents water from penetrating the opening between the head of the frame and the door leaf.

Decoration/glass strips/teak or oak kick plate require continuous maintenance in order for them not to move and slide away from the base.

Glazed entrance doors painted/wooden doors

Check at equal distances that the silicon seal between glass and glass panel bead is intact. The same applies to the seal between the door leaf and the wooden spokes. If a crack or gap is discovered, it falls to the customer to seal it with new silicon. Use silicon adapted to glass. The silicone material will decompose over time due to the weather and wind, and this means that water can penetrate the structure and cause swelling and colour leakage.

Teak and oak doors

A teak/oak door is not pre-treated when it leaves our factory. It requires continuous maintenance. In order for the guarantee against distortion/crookedness to apply, the door must be continuously maintained in compliance with the appended maintenance instructions.

Solid interior doors

Solid interior doors must not be fitted before the interior building moisture has been eliminated. Timber is a natural material that moves with air moisture and temperature changes. For this reason, small cracks may occur in solid mirrors.

Pine doors

Our pine doors will be delivered untreated from our factory. Pine doors must be treated prior to assembly. The guarantee against distortion/crookedness applies only when the doors are treated in accordance with the appended care advice.

Claims

In accordance with the Consumer Protection Act, you as a customer have the right to claim for two (2) years. Regarding products purchased after 1 April 2005, the customer has the right to claim for three (3) years after receipt of the product. *Bovalls Dörrbyggeri* will apply the Consumer Protection Act's right to claim. We also offer the abovementioned guarantee.

Right to annul

In accordance with the Swedish Distance Contracts Act, you as a Swedish customer will in some cases have the right to annul your purchase within fourteen (14) days after having received the product and without giving a special reason. *Bovalls Dörrbyggeri* will apply the Swedish Distance Contracts Act. This Act does not, however, apply to customer-adapted doors or doors that have been painted in a colour other than white.

In accordance with § 14 of the Swedish Distance Contracts Act, the right to annul does not apply if the contract refers, among other things, to:

- A service and its fulfilment having begun with the consumer's consent during the annulment period.
- A product that, owing to its nature, cannot be returned or deteriorate or become too old.
- Right to annul does not apply to companies.

When invoking the right to annul a purchase, we would like you to observe the following:

- Inform *Bovalls Dörrbyggeri's* customer service and return the order within 14 days after receiving the order or a substantial part thereof.
- The product must be in unchanged condition, i.e. unused, not destroyed or damaged.
- Return the product in the product box with its intended inner packaging.
- The product must be complete. This means that all accessories such as handles, etc. must be included in the return.

Bovalls Dörrbyggeri reserves the right, in the event of an incomplete return, or if the door is damaged, to debit the cost price of the missing parts and/or the damage/shortcomings concerning the door.

Bovalls Dörrbyggeri will not redeem packages COD or similar.

Disputes

In the event of any dispute, we will comply with the National Board for Consumer Complaints (ARN) decision.