

General Terms and Conditions

1. Introduction

- 1.1. These Terms and Conditions applies between IronGrip AB and anyone who orders and use ("the Customer") IronGrip AB's Products unless otherwise agreed in writing.
- 1.2. Changes of purchase order or any agreement between the Parties shall be made in writing.
- 1.3. The following documents regulates the agreement between the Parties and are applied in this order:
 - (i) Specific agreement for a specific delivery
 - (ii) Order Confirmation
 - (iii) Quotation
 - (iv) General Terms and Conditions
 - (v) Incoterms 2020

2. Ordering

- 2.1. Orders shall be made in writing to order@irongrip.se
- 2.2. Order Confirmation is mailed back to the customer after verification of stock availability.

3. Technical Instructions

- 3.1. Delivered Products will follow technical specifications and descriptions according to the actual product data sheet, available on www.irongrip.se
- 3.2. Delivered Products shall be mounted according to the IronGrip AB's Mounting Instructions, available at www.irongrip.se

4. Delivery and delivery delay

- 4.1. Delivery shall be made at the place agreed.
- 4.2. If no delivery request is stated in the purchase order document the Products will be delivered according to DAP (Delivered at Place).
- 4.3. Dispatch of Products is done within 3-5 days after order. The Products are sent from IronGrip AB's warehouse in Kungälv, Sweden.
- 4.4. The Customer will be informed about any delays by IronGrip AB in writing when required.

5. Warranty - Liability

- 5.1. IronGrip AB confirms that the Products delivered apply with the specification purposed and that referred standards and directives are complied with. The Customer shall receive a Product Certificate from IronGrip AB at each delivery when applicable.
- 5.2. IronGrip provides a warranty on its Products for two (2) years from the time of delivery.
- 5.3. The warranty covers replacement of any Products that are deficient providing that Products have been mounted according to mounting instructions provided by IronGrip AB and utilized in applications performed within product specifications and in reasonable environments.
- 5.4. IronGrip AB requires to get sample or samples of faulty Products sent to its facility for evaluation and investigations prior to any replacement of Products.

6. Prices and Payment

- 6.1. Invoices will be issued upon delivery of the Products from IronGrip AB's warehouse. All invoices shall state the Customer's Purchase including order number and the agreed terms of payment.
- 6.2. The invoice amount is equal to the total sum of Products ordered, transportation if applicable and EU pallets and pallet collars.
- 6.3. Payment shall be made within thirty (30) days from the date of issue of the invoice.
- 6.4. Invoiced currency is normally SEK or EUR.
- 6.5. IronGrip AB reserves the right to apply advance payment of total price when new customers are sending their first order or when IronGrip AB deems appropriate.
- 6.6. Delayed payments are subject to interest payment according to Swedish law.
- 6.7. IronGrip AB holds the ownership of the Products until the Products are fully paid.

7. Managing of personal data

- 7.1. IronGrip AB processes personal data regarding the Customer's employees, for example contact persons and consultants of the Customer, in order to fulfil IronGrip AB's obligations under the Agreement and for marketing purposes.
- 7.2. IronGrip AB commits to process this personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council and other relevant laws and regulations.

8. Indemnification

- 8.1. Customer agrees to indemnify IronGrip AB for any and all costs (including IronGrip AB's attorney's fees and court costs), claim, expense, charges, damages and fees which may arise from the Customers use of the Products.

9. Dispute

- 9.1. Disputes arising from this Agreement shall be resolved primarily through negotiations between the Parties. If no resolution can be achieved disputes shall be governed by the substantive laws of Sweden and shall be settled by arbitration in accordance with the Rules for Expedited Arbitrations of the Arbitration Institute of the Stockholm Chamber of Commerce. The seat of arbitration shall be Stockholm, Sweden and the language to be used in the arbitral proceedings shall be English.