



## **Postnummerservice Norden AB**

General purchase terms and conditions, Postnummerservice Norden AB ( PS ) These sales terms apply to agreements by available products and services of PS. What this document brings up will apply if not a special agreement was made in a specific case.

### **Usage of products**

The products may be used free within the organization, but not to resell, include, distribute or transfer without a license from PS.

### **Time of delivery**

PS will deliver products of a purchased order within reasonable time from the purchase. In matter of subscribed products, PS will deliver continuously within reasonable time from the time when the current products were made available. In purchase of services PS will under stated agreement time below supply the services of the purchased order within the period that has been stated in relation to the purchase.

### **Terms of delivery**

Products purchased by distance, for example telephone, facsimile or online, shall be submitted by PS appointed transporter which will forward to the delivery address(postal address, email, FTP Account) that the customer has submitted at the time of purchase. The delivery will on that occasion be considered to be done when PS hand over the products to the transporter. When the buyer is a consumer the delivery shall however be considered done when the products is in the buyers possession. The risk for the products will be handed over to the customer when the products is considered delivered. To fulfill the undertaking of deliveries PS require that the customer at time of purchase inform PS about the address to which the product shall be forwarded, and that the customer do what is required to make the product be delivered in time.

### **Force Majeure**

If PS neglect to fulfill certain obligation it shall not result in any right for the customer to put consequences in effect if the neglect depends on circumstances out of PS control that substantially complicate or delays the possibilities to fulfill, for example circumstances as authority measure or neglect, new or altered legislation, conflict on the labour market, blockade, flood or major accident, also even if neglect depends on a subcontractor of PS that is under affect of corresponding obstacle.

Complaints and redelivery if the purchased products and/or services has not been delivered in time or been delivered in an incorrect state, the customer has to, as soon as possible, complain about the agreement offence and state in what regard the agreement offence has been made. However the consumer must complain within reasonable time when the delay or mistake was noticed.

Complaints shall be submitted to any of the places under the headline cancellation/regret below. If the complaint occur within correct time, PS shall in case of delay with the delivery of product or service be bound to fulfill the agreed delivery, alternatively the customer be entitled to revoke the purchase in related parts if the purchase offence is major and if PS does not fulfill the delivery within 30 days from the time PS received the customers complaint.

If the complaint occur within correct time, PS shall in case of delivery of incorrect product or service be bound to fulfill redelivery, alternatively the customer be entitled to revoke the purchase in related parts if

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the purchase offence is major and if PS does not fulfill the delivery within 30 days from the time PS received the customers complaint, or, by delivery of incorrect product, and returned product received. Delivery of incorrect product shall be returned by the customer to PS. Return of incorrect product shall be on the customers expense and in accordance with PS instructions. When the incorrect product is returned PS shall issue a credit invoice if the buyer is industrialist. A dispute whether the product or service are incorrect or not, can be forwarded to "Allmänna reklamationsnämnden".

### **Other responsibilities**

In a addition to the above, and for the consumer in addition to what has been said about forcing and direct applicable consumer legislation, PS does not have any responsibility for delay or mistake, which include that PS does not have any responsibility of damages, damage or loss, either direct or indirect damage or loss.

### **Agreement of payment**

The customer shall for purchased products and services pay the price that at the point of time for the customers online order presented of the homepage where the order was made, or at the point of time for the customers order was made in an other way and accordingly to PS valid price list. However this is not for subscription of products. In the last mentioned case the customer shall pay the price that the valid price list after that the current products price has been set. On stated prices possible freight costs, with exception of deliveries within the frame of the customers current subscription, will be added to the price. If not the customer specific requested express delivery, the freight costs will amount to the transporters fee according to the valid price list for the current total weight of the delivery. Otherwise a particular fee depending on how fast delivery is wanted is charged, a fee that are based in PS expenses in the particular case. The payment of the price, tax and in some cases freight costs, shall as main rule be paid by invoice that will be received with the delivery. Payment shall be done within 15 days (net). Regardless if the purchase was made on approval or otherwise exists an withdrawal right for the customer that earlier has not been used. The price for the subscription shall however always be paid in advance. In case of delayed payment an interest on overdue payment will be added from and with the due day, With an interest by month corresponding the current reference interest plus 8 %.

### **Payment delay**

At customers payment delay shall PS have the right to persist with the purchase and demand payment and add interest on overdue payment. PS shall have the alternative right to cancel the purchase, after performed achievements has be returned, at the same time PS shall have the right to damages accordingly to the rules of justice.

### **Cancellation/Cancellation rights**

If the buyer is a industrialist there is no right to cancel the purchase, with exception for the right of new customers that may abort standing orders and subscriptions accordingly to the headline below concerning agreement time, and with exception for purchase of products where there is a cancellation right of 30 days from and with the invoice date. If the buyer is a consumer, the cancellation respectively cancellation rights refers to consumer purchase law ( Swedish: konsumentköplagen) respectively distance agreement law

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( Swedish: distansavtalslagen ) In the latter case the cancellation right assumes that the purchased products has not been delivered to the customer. If the products have been delivered then the customer has an obligation, at cancellation, to publish damages to PS equal consumer purchase law ( Swedish: konsumentköplagen).

In the latter case, when the consumer purchased products and service by distance, the cancellation right assumes that PS has not begun execution of purchased services with the approval of the customer under the current cancellation period, and that it does not concern newspapers and periodicals, and that received products can be returned in unchanged condition. Cancellation period is in existing cases 14 days. Cancellation period begins when the consumer received the goods in case of purchase of products, and when agreements was made in case of purchase of services. Existing cancellation/cancellation rights shall practice through message to PS. The message can be given trough telephone on number +46 (0)8 -618 89 30 respectively send email to [postnummer@postnummerservice.se](mailto:postnummer@postnummerservice.se), or by postal services PostnummerService Norden AB, Box 30106, 104 24 Stockholm, Sweden. Messages shall contain information about (a) Invoice number (b) Product and order number (c) number of products. After practicing the cancellation rights the customer shall return the products and eventual materials, with own expense, that the customer has received from PS. PS shall repay possible payment within 30 days from and with the time PS received the returned goods, or, at purchase of services, from and with the receiving of the customers message when the purchase was cancelled.

#### **Agreement time**

Subscription purchased order is valid until it is cancelled. The agreement is cancelled 3 months after one of the two carried out a written cancellation. Standings purchase orders is valid until it is cancelled and can be cancelled anytime, under the condition that the cancellation is written.

#### **Immaterial rights**

All copyright and other immaterial right concerning the product accrue PS or the possessor of rights that PS represents.

#### **Condition changes**

After purchase of products and services PS will be out of rights to change the agreement conditions regarding the actual purchase. However PS may adjust the price on products and services. PS always has the right to change content and design of their homepage, [www.postnummerservice.se](http://www.postnummerservice.se) and the delivery system, assuming that the products and services purchase order can be obtained according to the agreement.