

OMRON ELECTRONICS OY REGULAR TERMS AND CONDITIONS

GENERAL TERMS & CONDITIONS

Ownership rights for the goods sold shall be transferred to the buyer only when the selling price along with any penalty interest for delayed payments have been paid in their entirety. The vendor has the right, for individual orders, to prohibit the assembly of goods, their resale or transfer before the selling price and any possible penalty interest for delayed payments have been paid, by entering a term indicating this on the invoice relating to the order.

PRICES

The prices do not include VAT, packaging or delivery costs.

The currency used for pricing is the euro. Product prices that are not listed shall be in accordance with a separate offer.

TERMS OF DELIVERY

Ex Works Den Bosch, The Netherlands. Our products are covered by shipping insurance.

There is an additional charge on small orders, i.e. those under EUR 100.

There is an additional charge for express deliveries, i.e. for orders made after 2 p.m. where the customer requires delivery on the same day from the warehouse in The Netherlands.

TERMS OF PAYMENT

14 days net, penalty interest on delayed payments 10 %

COMPLAINTS

Complaints concerning deliveries must be made within 8 days of receipt of the goods. When loss or damage is sustained during shipping of goods, the recipient must notify the carrier immediately.

WARRANTY

The warranty period is 12 months from the date of supply. The warranty covers manufacturing faults and faults in the materials used. When a material or manufacturing fault arises, the vendor undertakes to carry out a repair under warranty providing the goods in question are sent during the warranty period to the repair location indicated by the vendor. The vendor undertakes to rectify a fault, at its own discretion, either by repairing the defective goods or by sending new, fault-free goods to the buyer at no extra charge.

If the fault has to be repaired or the appliance has to be replaced outside the vendor's servicing location or place of manufacture, the buyer must pay the travel expenses or daily allowances arising from this.

The buyer is not entitled to demand compensation for direct or indirect losses caused by faulty goods, including damages caused to others by the vendor's supply. The vendor grants a one-month service guarantee for repairs to the appliance performed outside the warranty.

CONDITIONS FOR RETURNS

The return of goods must always be arranged in advance with Omron.

Further instructions from the Omron Web address: asiakaspalvelu.fi@eu.omron.com

The return must include a returns form supplied by Omron that shows the customer's contact details, the reason for return and the date of purchase.

Returns forms are available from the vendor or our customer services.

The following items are to be recorded on the returns form:

- Customer's contact details
- Contact person
- Reason for return
- Product being returned and the quantity
- Order confirmation number/invoice number/date of purchase

The product being returned must always be packed carefully in its original packaging without additional labelling.

If OMRON Electronics Oy is liable for the shipping costs, our mail agreement number should be marked on the return. The number can be obtained together with the returns form.

We reserve the right to specify the extent of any refund due on a case-by-case basis.

OMRON Electronics Oy will not process any incomplete returns.

Please note: Products for repair must not be sent to Omron's office. Ask for additional instructions from our customer services.

PROCEDURE FOR REPAIRS

Ask for instructions from Omron Web-address: asiakaspalvelu.fi@eu.omron.com

OTHER TERMS AND CONDITIONS

General contractual terms NL 01

We reserve the right to make price changes.