

Sales & Warranty Terms

Standard conditions and contract agreement

The following conditions apply to all quotations, deliveries and payments. Anticipated business or purchasing conditions have no legal force even if we do not explicitly object. By placing an order and/ or accepting delivery, the customer accepts our conditions. All orders need to be done in written by fax or email mentioning the name, address and VAT-number of the customer. The order becomes binding on our part after written confirmation. Amendments, extensions or other subsidiary agreements are only binding after they have been confirmed by us in writing. We have the right to refuse to carry out orders deposited without giving a reason.

Prices

Orders will only be accepted on the basis of prices in force at the time of the order. All our prices are ex works and relate to EURO, excluding transport and insurance. In case of all orders for which the delivery is made in accordance with the contract or, at the request of the customer, more than four months after placing the order, the prices that will be charged will be those in force at the time of delivery.

Dispatch, costs and passing of risk

Our deliveries are basically carried out ex works from Joensuu at the risk of the customer. In the case of collections by the customer, the risk passes to the customer as the goods leave the dispatch area. We are not liable - even in the case of free deliveries - for damage or loss during shipment.

If the dispatch is delayed due to circumstances beyond our control, the risk passes to the customer from the day given to the customer as the day when the goods are ready for dispatch.

Delivery lead time

The delivery lead time shall commence on the date on which the written confirmation has been send. We are equipped to make delivery within a reasonable period of time following the receipt of all materials. Despite careful planning, we are not always in the position to influence the date of delivery of such required materials. The specified lead times must therefore remain non-binding. Late delivery does not entitle the customer to claim any compensation what so ever.

Payment terms

The payment should occur within the period clearly mentioned on the invoice. If payment fails to be made by due date, we are entitled to charge interest at a rate of 13% annually with a minimum of € 50,00. We only accept payment by bank transfer using the IBAN-Number: FI10 2016 1800 1364 63 (no cheques). Clients have to carry their own bank charges.

Retention of property

At all times the goods remain D-Hydro Oy's exclusive property until full payment.

Place of performance and place of jurisdiction

In the unexpected event of a conflict between the terms and conditions of sale, the jurisdiction of the courts of Joensuu is agreed upon. Finnish law applies.

Warranty terms

Unless otherwise agreed, D-Hydro Oy will give 12 months warranty for machinery and 6 months for spare parts. The warranty period starts from the date when the equipment is handed over to the customer. For further information on the warranty terms please contact D-Hydro Oy.