

## Delivery terms

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aroundIT strives for long-term collaborations with our customers which are rewarding for both parties. Part of achieving this is the establishment of common goals, consensus on how these goals should be achieved and how our delivery should go. It is also important with predictability in the event that something does not go as intended. This document should be considered as rules of procedure for a successful delivery.

aroundIT applies in relevant parts Teknikföretagen's general delivery regulations NL17 (provided on request or ordered from Teknikföretagen telephone 08-7820880). However, we have certain supplementary or deviating conditions as below.

### **Material handling and delivery**

Unordered materials / products delivered to and stocked by aroundIT on behalf of the customer remain the customer's responsibility until the assignment is completed. Then responsibility and ownership transfer according to a separate agreement between aroundIT's customer / client and the end customer. Materials and / or products that have been sent to aroundIT for temporary storage (eg before an installation), but then not called off in 3 months, aroundIT has the right to charge a storage fee for. If the material / products are not recalled for another 3 months (ie total storage for 6 months), aroundIT has the right to remove or sell the goods / products. Profits from any divestment accrue to aroundIT to cover warehousing costs. However, it is possible to sign agreements on long-term warehousing, spare parts handling, key handling, etc. if necessary.

Materials / products delivered by aroundIT remain aroundIT's property until full payment has been made. Furthermore, aroundIT has the right to take back goods / products until full payment has been made. aroundIT delivers goods in accordance with Incoterm's standard terms EXW unless otherwise agreed.

### **Joint responsibility for reduced environmental impact**

aroundIT strives for a healthy environment for current and future generations. This means that we have carried out systematic health and environmental work to minimize the impact of our operations on the world around us (see separate environmental policy). Part of this systematic work is to ensure that residual products from the business are disposed of correctly. Another is that we always consider materials and product choices based on the environment and health aspects. For this reason, we reserve the right to refuse deliveries / assignments in the event that the environmental and / or health impact is deemed to be too extensive. Furthermore, we reserve the right to refuse / interrupt deliveries that generate waste that is not received at the local municipal manned recycling station. Waste that arises in connection with the execution of a specific customer commitment can be handled in two different ways. Either it is agreed that the customer takes care of source sorting and environmentally correct disposal of the waste. In the absence of such an agreement, aroundIT takes care of the generated waste, sorts it at source and leaves it for environmentally sound disposal of a locally staffed recycling center, or alternatively a recycling company is hired for the purpose. In this case, the customer is charged handling costs as well as overheads such as costs from the recycling center or container rental, etc.

## **Then delivery is not possible**

aroundIT performs a large number of assignments / deliveries around the country and also abroad for most customers. aroundIT plans each assignment / commitment in consultation with the customer. In connection with this planning, time is set aside for each assignment / commitment. If an assignment / commitment can then not be performed due to circumstances beyond aroundIT's control, additional costs arise. Examples of such additional costs can be delivery costs, warehousing, travel costs, accommodation, etc. Furthermore, aroundIT has the right to charge so-called "boom compensation" as a result of assignments that are started, but then can not be completed due to circumstances which aroundIT does not control. Furthermore, aroundIT has the right to charge additional costs that arise as a result of the customer not fulfilling his part of an agreement or if an assignment has been carried out correctly and the customer, subsequently requests administrative follow-up that is not known at the time of delivery. For example, photo documentation, minutes, separate reporting, re-invoicing or other subsequent routine.

## **Complaints**

Our aim is to always perform quality work, but sometimes it goes wrong. If aroundIT has performed an assignment / commitment in the wrong way, the customer has the right to complain about the work performed. In the event of a complaint, aroundIT must rectify the reported error or replace the customer for the reported error. Compensation in the event of a complaint about an assignment can never be greater than the fee for a mistake performed correctly. The customer is not entitled to late compensation or a fine in the event of delayed delivery.

## **Payment**

Payment is made against invoice 30 days. In addition to inheritances and expenses according to specification, VAT (VAT) is added in most cases. When the legislation advocates reverse VAT or on delivery in the shipping industry and the so-called The "shipping exemption" is applicable or for other regular reasons no VAT is paid. The fees are calculated annually in accordance with Statistics Sweden (Statistics Sweden) AKI index (Labor cost index) or KPI index (consumer price index). The choice of index depends on developments in the industry and whether the customer is a trader or private individual. In the event of non-payment, measures are taken in accordance with the Act (1981: 739) on compensation for debt collection costs, etc. Delayed compensation is applied and interest on arrears is calculated from the 30th day after the invoice date according to the full-year principle divided by 365 days. The formula for calculating interest looks like this;  $(TS * 1.02^{12}) / 365 * RD$  where TS = Total debt and RD = Interest-bearing days.

## **Integrity and confidentiality**

aroundIT has a privacy policy (which is published on [www.aroundit.com](http://www.aroundit.com)) to protect your personal information. As a complement to this policy, customer-specific confidentiality agreements or so-called NDA in order to protect trade secrets in a collaboration. The content of a confidentiality agreement (NDA) varies depending on the type of assignment and the information to be protected. Regardless of whether there is a confidentiality agreement (NDA) or not, aroundIT is strict about privacy and integrity. The basic principle is that only those who are in need of a specific task / information should receive it. For marketing purposes, however, aroundIT wishes to consent to mention the customer (in the form of company name, brand or logo) on the website and / or printed matter. aroundIT does not claim the customer's company name, brand or logo. Consent to publication as above is entered into in connection with payment of an issued customer invoice after delivery of the ordered product / service / product. In connection with payment, the customer-supplier relationship is considered to be fully established. This consent is completely voluntary and can be revoked at any time.

## **Dispute resolution**

Any dispute shall in the first instance be resolved between the parties on a voluntary basis. If this does not succeed, a court review must take place in a relevant court in Gothenburg (or the nearest relevant authority).

In the event that these delivery terms differ from Teknikföretagen's general delivery regulations NL17, this document shall have interpretative priority and thus apply in the first instance.

## **Disclaimer**

English machine translation made from Swedish original text. In the event of any deviations from the original text, it is the Swedish version that applies.