

Terms and Conditions of Sale

Welcome to **Matronic i Sverige AB**. We primarily supply products and services to business customers. The purpose of these Terms and Conditions is to explain our procedures and contractual terms. By accepting these terms, you agree to enter into a legally binding agreement with **Matronic i Sverige AB**, company registration number **556440-4118**.

How to Order from Matronic

We aim to make purchasing from us as simple as possible. You may place your order in whichever way is most convenient for you:

- Through our online store
- By emailing your order to order@matronic.se
- By uploading a file via the **Quick Order** function in our e-commerce platform

The minimum order value, excluding VAT and shipping, is **SEK 500**.

As a business customer, you may place orders directly with us. We can normally process and deliver orders throughout the European Union and also to destinations outside the EU.

Regardless of how your order is submitted, it is always reviewed manually to avoid misunderstandings. If anything is unclear, we will contact you directly.

Once your order has been reviewed, we will send an **Order Confirmation** by email. Please review the attached document carefully and notify us immediately if any information is incorrect.

The Order Confirmation forms part of the binding agreement between you and Matronic.

Quotations

If you require a quotation before placing your order, we will be pleased to provide one.

Please contact us at order@matronic.se, request a quotation through our online store, or call **+46 8 556 291 00**.

- Please reference the quotation number when placing your order where applicable.

The validity period and other applicable conditions will be specified in the quotation. Once the validity period has expired, the quotation is no longer valid and must be renewed.

Matronic reserves the right to withdraw any previously issued quotation.

Register an Account for Easier Ordering

Creating an account prior to purchasing allows your details to be stored securely and makes future orders faster and more convenient.

To register, select **Sign In** at the top right-hand corner of the website and choose **Create New Account**.

Once your account has been created, you can:

- Update your account information
- View your order history
- Create and save purchasing lists
- Maintain favourite product lists

These features can be accessed through **My Account**.

Please refer to our Privacy Policy for information on how your personal data is processed.

Payment Terms

We offer invoicing exclusively to business customers following approved credit assessment.

Important Information Regarding Invoicing

Invoices must be paid in accordance with the payment instructions stated on the invoice.

Payment must be received in our account, or the account of our invoicing partner, no later than the due date.

Late payments may incur reminder fees and statutory interest charges.

Two (2) payment reminders will be issued. If payment remains outstanding thereafter, the invoice may be transferred to a debt collection agency. Late payment interest and collection charges will be applied by our invoicing partner.

Invoices are normally issued electronically as PDF documents or via electronic invoicing. Paper invoices are available upon request.

Please ensure that you provide a valid email address for invoicing purposes.

Pricing

All prices displayed on our website are current prices and may be changed without prior notice.

- The base currency in our online store is **SEK (Swedish Krona)**.
- Prices in SEK are updated regularly without notice based on current purchase costs, exchange rates, and product cost calculations.

The total value of your order is displayed at checkout, and an order summary is sent automatically by email after submission. This constitutes a preliminary price indication.

A separate final Order Confirmation will always be issued after your order has been reviewed and registered in our order management system.

In most cases, the final price will correspond to the preliminary price. However, Matronic reserves the right to adjust prices. Any deviations will be communicated to you for approval before processing.

Prices in orders submitted through traditional purchase orders may differ slightly from published online prices due to technical reasons.

Deliveries and Shipping Costs

Matronic selects the carrier for each shipment. Our most frequently used carriers are:

- DHL
- FedEx
- UPS

Other carriers may also be used where appropriate.

If your company has its own customer account with a carrier, please provide the account number when placing your order. We will use that carrier whenever reasonably possible.

Alternatively, customers may arrange collection using their own courier service.

Our shipping charges are based on standard economy freight and do not include additional surcharges such as remote-area delivery fees.

For express delivery, please request a quotation.

Packaging, pallets, handling charges, and freight costs may be added where applicable.

Incorrect Shipping Address

If an incorrect delivery address or postal code is provided, Matronic may be charged by the carrier for address correction, tracing, or return services.

Such costs will always be re-invoiced to the customer unless the shipment was made using the customer's own carrier account.

The customer will be charged:

- The carrier's actual fees
- An administrative fee of **SEK 500 including VAT**

The customer is solely responsible for ensuring that all delivery information is accurate.

Postal codes must correspond to the physical delivery address, and the city name must match the postal code provided.

An incorrect shipping address also includes situations where no recipient is available when the carrier attempts delivery.

In such cases, an administrative fee of **SEK 500 including VAT** will apply.

Incorrect Mobile Number or Email Address

Shipping carriers send delivery notifications to the mobile phone number or email address provided at the time of ordering.

For deliveries to service points, such as DHL Service Points, it is essential that you can receive and monitor such notifications.

Matronic cannot verify whether the contact information provided is correct or whether you have reviewed delivery notifications.

Parcels that cannot be delivered due to incorrect contact details, failure to collect shipments, refusal of delivery, or failure to act upon notifications will be returned to us.

In such cases, you will be charged:

- The original outbound freight cost
 - The return freight cost
 - An administrative fee of **SEK 500 including VAT**
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Dangerous Goods

Certain products offered by Matronic are classified as dangerous goods for transportation purposes.

Shipping costs for dangerous goods are generally higher than for standard goods. This also applies to return freight, which may be charged in accordance with these Terms and Conditions.

Matronic complies with all applicable legislation and regulations relating to the storage, handling, and transportation of dangerous goods to protect both personnel and the environment.

Lead Times

Lead times vary depending on the products ordered.

Products stocked by Matronic are normally dispatched within **1-3 business days** after receipt of your order.

We offer a broad range of products, and not all items are held in stock. Products are ordered daily from suppliers, and lead times therefore depend on supplier inventory levels and transportation schedules.

The estimated dispatch date will always be stated in the Order Confirmation.

If your order is time-critical, please contact us before placing your order.

Due to current market conditions, certain products may have longer lead times than normal, and prices may fluctuate more frequently than in previous years.

Where a significant change occurs to the planned delivery date, we will endeavour to provide an updated Order Confirmation.
