

TERMS OF PURCHASE

SERVICE ADVANTAGE!

It is easy to order joinery from Ekstrands. Call and tell us what you want. Our salespeople are professionals with extensive experience with doors and windows. Order our price list or send us an inquiry directly. Be sure to always compare products, product quality, warranty terms and net price.

PERFORMANCE AND STANDARDS

All goods are manufactured according to Ekstrand's standard design, even if the drawing or list indicates a different detailed design. Exceptions to this rule shall be stated in the order confirmation.

DELIVERY TIMES

For manufactured goods, the delivery time is based on experience, depending on the season and order status, varying between 3 and 7 working weeks. Call and get current information as temporary peaks can make the delivery time longer. The delivery time is always confirmed on the order confirmation and is approximate. Transport time must be added to the stated week which the goods are expected to be ready. The exact delivery day cannot be stated far in advance.

DELIVERY

All prices are ex works. We have very favourable shipping terms that benefit our customers. Delivery is usually made by forwarding agent to the address requested by the customer. If an agreement is made regarding notification before delivery, the forwarding agent will notify. Forwarders normally deliver by car to the specified address at street level. Unloading assistance is required for larger lots or goods that cannot be handled by the driver himself. The goods are not carried up to the floor level. This is provided by the recipient. If a crane is required for unloading large window sections, this is also the recipient's responsibility. If delivery to an island is desired, a special agreement must be made to regulate this.

TRANSPORT DAMAGE

It is the customer's responsibility to inspect the goods upon receipt. Ekstrand's responsibility for any visible defects and/or transport damage is completely waived if the goods are installed with these defects. Installed goods are non returnable or refundable.

Visible damage to the packaging

If there is visible damage to the product or damage to the packaging:

1. Note the damage on the shipping bill/receipt **before** signing the receipt.
2. Inform Ekstrands about the transport damage at info@ekstrands.com.

Please note! Damage that is visible and not noted on the shipping bill will not be compensated.

Hidden damage when unpacking

Unpack and inspect the goods immediately after delivery. If the product has hidden damage:

1. Report the damage **no later than 5 days from receipt** to Ekstrands at info@ekstrands.com.
2. Attach pictures of the damage and the order number. Hidden damage that is not reported within five days will not be compensated, therefore it is important to unpack and inspect the goods immediately.

TECHNICAL AND AESTHETIC CHANGES

Technical and design development is a continuous process. We reserve the right to make technical changes in order to continuously improve our products. Therefore, we cannot guarantee that the items described here will be available in the exact design described throughout the life of the catalogue. Please also note that colours can never be reproduced exactly in printed matter.

WARRANTIES

See our unique warranties and read more about the conditions in our warranty terms and conditions at ekstrands.com.

MEASUREMENT

Carpentry dimensions are specified either as so-called module dimensions or in exact frame outer millimeter dimensions. Width dimensions are always specified before height dimensions. Example: Module dimensions M10x12 means that the window is manufactured with setting space between the frame and wall in dimensions such as 980x1180 or 985x1185 mm. Be sure to specify which dimensions are desired. The millimeter dimensions specified in the quotation and order confirmation are frame outer dimensions and the dimensions in which the window or door is manufactured.

ALIGNMENT

If glass, bars and posts in, for example, balcony doors are to align with other windows, this must be specified when ordering.

HANDING

The hinge is always indicated from the side where the hinges can be seen, i.e. the side that opens towards you. A right-handed joinery product has the hinges on the right side and vice versa. Inward-opening units have hinges on the inside, therefore the hinge on these is indicated as seen from the inside.

ORDER CONFIRMATION

We regularly confirm orders to the customer. The order confirmation to the customer is a binding agreement that is only signed by the head office in Osby. The buyer is obliged to check the order confirmation so that the confirmed goods match the order. If codes are specified that the buyer does not understand, the seller should be contacted so that these codes can be explained. It is very important that the order documents are correct. Changes may result in additional costs even if the order confirmation has not been received by the customer. Ekstrands is represented in many places in the country by representatives and independent entrepreneurs with the right to collect information and measurements for quotations. They can however not enter into binding agreements for Ekstrands. Other agreements can only be signed by authorized employees at Ekstrands' head office.

PAYMENT TERMS FOR PURCHASES

Our list prices are based on cash or advance payment. Please specify your preferred payment method when ordering.