

1. PCM Technology Oy's Terms of Delivery shall apply to deliveries made outside of Finland. The Terms of Delivery are valid until further notice. Hereinafter, PCM Technology Oy shall be referred to as "Vendor" and the customer as "Purchaser" and both collectively as "the Parties".
2. Pricing is based on the Vendor's stock prices valid on the date of order. The prices for projects are provided in a separate offer submitted by the Vendor specifically to each case. The prices quoted in the Vendor's offers are valid for one (1) month from the date of the offer, unless otherwise agreed.
3. All offer-based trade contracts and all stock trade contracts are concluded when the Purchaser acknowledges approval of the Vendor's order confirmation without requesting changes. The Vendor shall submit an order confirmation to the Purchaser within one (1) business day of receiving the order. The Purchaser shall make any necessary comments regarding the order confirmation and request any necessary changes within one (1) business day of receiving the order confirmation. The Vendor shall be entitled to invoice any and all ordered products that the Vendor has produced or has begun producing pursuant to the Purchaser's order, unless a cancellation is made within one (1) business day following receipt of order confirmation.
4. If the order is to be delivered directly to an end customer, the Purchaser shall provide the recipient's name and telephone number following conclusion of an offer-based trade contract.
5. If any of the delivered goods are defective or the delivery is incomplete, the Purchaser shall inform the Vendor of any such shortcomings in writing within ten (10) business days of receiving the goods.
6. Any visually observed transport damages on parcels or pallets shall be noted in writing on the transport document upon receipt of delivery, so as to ensure appropriate compensation in the event of product damage inside such parcels or pallets.
7. Any return of goods by the Purchaser shall always be separately agreed upon between the Parties. The Vendor shall compensate eighty per cent (80%) of the value of the goods determined at the time of purchase, provided that the goods and their packaging are in flawless condition upon their return. The Purchaser shall return the goods at his own expense. The Vendor shall make a reimbursement to the Purchaser after receiving and checking the returned goods and following the Purchaser's approval of the Vendor's reimbursement proposal. Any damage to the returned products or packaging will result in a reduction of the reimbursement, to be separately agreed upon between the Parties. Any products specially manufactured for a project will be reimbursed in accordance with a separate agreement, and such reimbursement shall be no less than thirty per cent (30%) and no more than eighty per cent (80%) of the products' value.
8. Should a delivery be delayed, the Vendor shall inform the Purchaser thereof, including the reason for the delay, and state a new delivery date. Such delay notifications shall be made no later than on the confirmed original delivery date.
9. The Vendor shall send an invoice following a completed delivery. The Purchaser shall notify the Vendor of an incorrect invoice within seven (7) business days after receiving the invoice. The Purchaser shall pay the invoiced sum in accordance with the agreed payment term. Should the Purchaser fail to pay the invoice as agreed, the Purchaser shall inform the Vendor of this by the due date, so that the Parties can agree on a new due date. A delay interest on any delayed payments and any collection costs accruing from unpaid invoices shall be payable by the Purchaser. If the invoice is incorrect in some respect, the correct invoice items shall nevertheless be paid by the due date. The Vendor shall be entitled to cancel any new deliveries, if the Purchaser has failed to pay any invoice as agreed.
10. The Vendor shall see to it that the goods conform to the requirements of any relevant laws and regulations in force at the time of delivery. The Purchaser shall assume responsibility for ensuring that the products are used in an appropriate and legitimate manner.