

PCM Technology Oy's Terms of delivery 2021

1. PCM Technology Oy's terms of delivery shall be applied for deliveries made outside of Finland. Terms of delivery are valid until further notice. In these terms, the "Vendor" shall mean PCM Technology Oy and the "Purchaser" shall mean the customer.
2. Pricing is based on the Vendor's stock prices valid on the date of order. Prices for projects are given in separate offer sent by the Vendor on a case-by-case basis. The Vendor's offers are valid 1 (one) month from the date of the offer unless otherwise agreed.
3. Offer-based trade contracts are concluded when the Purchaser accepts the Vendor's order confirmation without changes. Stock trade contracts are concluded once the Vendor has confirmed the order. The Vendor shall send an order confirmation to the Purchaser within 1 (one) business day. The Purchaser shall make changes and remarks to the confirmation within 1 (one) business day once the confirmation has been sent. The Vendor is entitled to invoice all products specially produced for the Purchaser's order if cancellation is done after 1 (one) business day.
4. The Purchaser shall provide the recipient's name and telephone number once offer-based trade is concluded, if the order shall be delivered directly to end customer.
5. In the event that delivered goods are defective or the delivery is incomplete, the Purchaser shall inform the Vendor of the defect in writing within 10 (ten) business days of receiving the goods.
6. All visual transport damages on parcels or pallets shall be noted in writing on the transport document when the parcel or pallet is received. Notification will ensure compensation in the event of product damages inside parcel or pallet.
7. The return of goods shall always be separately agreed upon between the Vendor and the Purchaser. The Vendor shall compensate 80 % of the value determined at the time of purchase if the goods and their packaging are in a flawless condition at the time of return. The Purchaser shall return the goods at their own expense. The reimbursement shall be provided to the Purchaser after the Vendor has received and checked the goods and the Purchaser has accepted the Vendor's proposal of the reimbursement. Any damages to products or packaging will reduce the reimbursement and shall be agreed by the Vendor and the Purchaser separately. Products specifically sourced for the customer will be reimbursed according separate agreement and the reimbursement will be between 30-80 % of the value of the product.
8. In the event of a delay, notification will be sent to the Purchaser promptly, on the confirmed delivery date at the latest. At the same time the reason for the delay and new date of delivery shall also be given.
9. The Vendor shall send an invoice after delivery. The Purchaser shall notify of an incorrect invoice within 7 (seven) business days after receiving the invoice. The Purchaser shall perform the payment according to the agreed payment term. In the case of failure in payment, the Purchaser shall inform the Vendor about the delay before the due date and make arrangement for a new payment time. A penalty interest and collection costs will be charged by the Vendor for delayed payment. In the case that the invoice is incorrect in some respect, the correct parts of the invoice shall be paid by the due date. The Vendor is entitled to cancel new deliveries if the Purchaser has failed to make payment.
10. At the time of delivery, the goods shall conform to the requirements of the laws and regulations in force. The Purchaser shall be liable for accurate use of the product.