

INSTORE AGENCY TERMS OF SALE

Terms and Conditions

These terms apply to the purchase of products and services from Instore Agency and its group companies, hereinafter referred to as "IA". Please read these terms and conditions carefully. After ordering, these terms are considered valid. IA reserves the right to print errors and events beyond our control.

Prices and payment terms

IA offers payment terms of 30 days net from the invoice date. Normally, prepayment applies to customer-specific products, but may also apply in other cases. In connection with a quote/sale to a new customer, a credit check is made.

Prices are stated excluding VAT.

IA generally does not split full packages. Requests for other packaging quantities incur additional costs and are agreed separately.

It is the buyer's responsibility to always check the order confirmation from IA. Delivery times for customized goods are preliminary and IA is not responsible for delays beyond our control.

For products covered by producer responsibility for packaging, the applicable tariffs from NLP apply in Sweden.

For orders below SEK 500, an administrative fee of SEK 75 is charged.

Overdue payment is charged with default interest, 12%.

Goods remain the property of IA until full payment has been received from the customer.

IA reserves the right to correct prices that depend on factors beyond our control. E.g. currency changes, and raw material costs. This is regulated in detail in each quote.

Delivery terms, deliveries, and lead-time

IA charges freight for all outgoing shipments or sends on the customer's freight agreement.

Customers who have requests for other or faster means of transport than standard, hand-carry, special notice or equivalent can be offered this for an additional fee.

Remember to always provide the correct delivery address and contact details. Additional charges for correcting this information may be charged.

Stocked goods are usually delivered 1-2 days after the goods have left IA's warehouse. The delivery time stated on the order confirmation refers to the day when the goods are sent from IA's warehouse. IA is not responsible for delivery delays related to the transport.

Always check the delivery immediately upon receipt of the goods. Any transport damage must be reported immediately to the carrier and to IA. For incorrectly ordered goods, the customer is responsible for the return freight. Unpacked/used goods and ordered goods cannot be returned.

EUR and one-way pallets are charged according to the current price list.

Returns & withdrawal

Consumers have the right to cancel their purchase of standard products within 14 days of receiving the goods, in accordance with the Distance Contracts Act (DAL). The item must be in its original condition and returned in its original packaging. The customer is responsible for the return shipping, and a return fee of 10% of the item's sales value is charged for handling the return.

Please note that the right of withdrawal does not apply to custom-made products, as these are produced specifically according to the customer's wishes.

Before a return is made, the customer must contact our customer service for further instructions.

Samples, cancellation, and complaint

For IA, ordering a sample means that the quoted price is accepted, and that the customer intends to place an order after approval of the sample. Cost for sample according to quote.

For customer-unique and printed products, a signed proof applies as the limit for cancellation. Samples and development costs incurred are charged in the event of cancellation. Quotes regulate what applies to sample production from case to case.

Complaints must be notified to IA no later than 5 days after receipt of the goods. Complaints must be made in writing to the respective customer contact at IA. Upon request, a sample must be sent to IA. The goods must not be used.

Product deviations

IA always strives for each product to be produced according to the customer's wishes. However, there are production technical aspects that can lead to minor deviations that are still considered acceptable.

Deviations on the product must be noted no later than 14 days after delivery.

- Quantity deviation
Over- and under-deliveries of 10% are within the margin of error for production and are considered approved.
- Size deviation
For plastic bags, the size may vary by +/- 1 cm (double up for bags thinner than 31 my). For paper bags, the size may vary by +/- 1 cm.
- Thickness deviation
For plastic bags, the thickness may vary by +/-9% (Recycled material generally has the greatest deviation). For paper bags, the gram weight per m² may vary by +/- 5% per square meter.
- Print and color deviation
For all printed products, deviation in shade and color may occur within and between different productions. IA cannot provide any guarantee that goods of different material types, e.g. paper and plastic are 100% color matched. From experience, however, the outcome is good, and this is rarely a problem. IA and our partners preferably use PANTONE colors for printing and as a general color reference. Remember to state whether it should be COATED or UNCOATED in connection with your order.
- Print areas of 100% may in special cases have a few millimeters of unprinted area at the edges. In most cases, this is a white stripe. The placement of the print may vary by +/- 5% compared to the proof and sample.
- During use, sometimes print can rub off and react with various materials. Normally, this can be prevented with protective varnish or lamination. It is the customer's responsibility to evaluate this. The above deviations are not grounds for complaint and IA does not provide compensation for any damage that may arise due to this.
- For natural materials and recycled materials, color and shape (e.g. cracking in wooden hangers) may vary over time. This is not grounds for complaint.
- Hangers that are exposed to hot temperature, run in a steam tunnel, steamers or like, are at the customer's own risk. Any deviations due to this are not grounds for complaint.

Specification of Print

- IA wishes to receive specifications of print in any of the file formats PDF, EPS, AI or PSD. The files must be vectorized. Material that IA needs to process to

be able to use, is charged according to a separate price list.

- Minimum resolution 300dpi.
- Colors must always be specified in PANTONE, coated or uncoated.
- For printing in CMYK, 100% color matching is not guaranteed. It is the customer's responsibility to notify and provide any color samples to IA.
- Print templates can be provided by IA upon request from the customer.
- IA also offers help with layout and original processing. See separate price list/quote.
- Correction of proof at the customer's request is charged at SEK 495 per change.

Cliché costs

In most cases, it is added at cost price. The cost of the cliché depends on the number of colors and print area as well as the type of print. The life of the cliché depends on wear/edition and the time between productions. Often the cliché cost is of a one-time nature and can be used for several productions.

Force Majeure

Events beyond IA's control, such as war, natural disaster, extreme weather conditions, labor conflict or other circumstances that affect IA's ability to fulfill its commitments - release IA from responsibility. IA must notify the customer if the Force Majeure clause is applied.

© Instore Agency

Quotes, agreements, proofs, drawings and other documents between IA and the customer may not be passed on to third parties without IA's approval. Unless otherwise agreed, IA reserves the right to present customized goods in its own marketing.