

Terms of Sale

1. Prices

All prices are ex. VAT and shipping.

Payment is up-front. For big orders; 50% of payment when ordering, 50% before shipping.

2. Shipping

Wahlberg Motion Design ships worldwide.

If special custom papers or extraordinary actions are required from us before shipping outside EU, the handling fee is 80 euro pr. hour.

Delivery is considered complete, when the products are handed over to buyer unless anything else is agreed. If the order is handed over to carrier arranged by buyer – collected from Wahlberg Motion Design, Aarhus or from a second location - the order is also considered complete and delivered.

3. Sales Quotations

Quotations given without specified time limit, are valid 14 days from the date on the quotation. The offer is signed when the buyer accepts in writing via mail or verbal agreement via phone or face-to-face.

4. Lead time and Delays

Unless, otherwise agreed, delivery will happen as written in sales quotation or verbal agreement. If the deliverytime is in a specific week, the last day of the week is also considered as timely acceptable. Wahlberg Motion Design can demand an extension of the deliverytime in case of following events:

- a) Alterations of products demanded by customers.
- b) Delays caused by work tasks, buyers have hired external help for.
- c) In case of force majeure

5. Deficiencies, Failures and Complaints

Upon delivery the customer has to check the products. If the customer detects any deficiencies or damage, the customer must immediately notify Wahlberg Motion Design via Email and describe the complaints, if possible, with photos.

If any problems occur after commissioning, the buyer must contact Wahlberg Motion Design as soon as the problems begin. The customer must not begin alteration or damage repair without consulting Wahlberg Motion Design. In case of the self-repairing or alteration, Wahlberg Motion Design can deny handling the product.

In the case of need for **on-site maintenance**, travel expenses and accommodation for the technician must be paid by customer.

6. General use, Warranty and Returns

The use of the product is specified in the Users Manual.

Products intended for indoor use should not be used outside.

Read the Instruction Book and Users manual before using the product.

Violation of the instructions in the Instruction Book and Users Manual may result in risk of injury of persons or damage to the product.

Ratings of the product are stated in "Technical Data".

Do not modify the product. Any modification you might need should be done by Wahlberg.

GENERAL USE:

To avoid risk of injury of persons and damage to the product be sure only to use the product for the purpose for which it is intended and follow the instructions in the manual. It is also important to respect the maintenance guidance. Before installing the product on a new location it should be inspected according to maintenance instructions.

WARRANTY:

The product is warranted one year against defect of material and workmanship. The warranty does not cover any damage caused by misuse of the product or damages due to accidents.

Wear parts, such as wires, are not covered by the warranty.

Wahlberg is not responsible for any loss the customer might have due to downtime of the product.

RETURNS/REFUNDING:

Returning of the product for refunds is only possible by prior agreement.

Use the original packaging if possible.

All costs associated with the return shipment, are paid by the customer.