

Terms and conditions of returns

Applicable from 20.05.2021

In general

The return of stocked goods is only possible if the goods have been purchased at SOLAR, are in good condition and in the intact original packaging. The goods must be recorded in our stock at the time of return and cannot come in an unusually large quantity in relation to the amount sold.

Return orders at a value of less than DKK 200 will not be credited. The return of goods more than 30 days after the date of delivery is only possible if agreed in writing with SOLAR.

When returning goods, the following information must always be enclosed:

- Account number
- Article number (wholesale number, EAN number, or HWS number)
- Quantity
- Delivery note number or invoice number
- Reason for returning the goods (return, exchange or sample)

Goods without the above information enclosed may only be returned according to prior agreement with SOLAR, and a return fee of minimum 25% of the goods' purchase price will be charged. In other cases, a return deduction is charged in accordance with the below table. All carriage costs in connection with the return of goods are paid by the customer.

Return deduction

The basis of the calculation is the value of the goods exclusive VAT at the time of return, however, the maximum value being that of the date of delivery.

Return procedure

The return of goods can be carried out as follows:

- Electronically via SOLAR Webshop
- By telephone to SOLAR - return number is provided by SOLAR
- By using SOLAR's return form - return number is provided by SOLAR

Special order and non-stock goods

Generally, non-stock and special order goods are not returnable. If return of non-stock or special order goods is requested, this may only take place in accordance with prior written agreement with SOLAR and is subject to supplier's acceptance.

Special order goods invoiced at less than DKK 1.500 are not returnable.

Crediting will not take place until the supplier has credited SOLAR. Any return deductions from our supplier will be set off against the credit.

When returning non-stock and special order goods, a return fee of DKK 300 will be charged in addition to the standard SOLAR return fee.

Naturally, goods not purchased from SOLAR cannot be returned to SOLAR.

Measured cables

Cables delivered in measured lengths are not returnable.

Obsolete articles

Damaged goods, goods in damaged packaging, or goods that are in some way obsolete are not returnable.

Value packaging, etc.

Value packagings such as for example cable drums, etc., supplied by SOLAR are only returnable for crediting in undamaged condition when returned within 12 months of delivery.

Repairs

If any goods are to be repaired against a charge, these should be sent directly to the supplier for repair.

SOLAR will be at your service with any required information on addresses, etc.

If you want SOLAR to forward the goods for repair, a fee of minimum DKK 200 will be charged to cover our carriage costs.

Any goods sent to SOLAR for repair must be accompanied by a filled-in SOLAR complaint report.

The complaint report is available on SOLAR Webshop.

Return	Return deduction	
0-30 days from delivery date	15 % of the article's invoiced amount - however, minimum 150 DKK	
More than 30 days from delivery date and only according to prior agreement	25% of invoiced amount	The latest updated edition of Terms of Sale, Delivery and Returns is available at www.solar.dk

Disclaimer

These Terms of Sale, Delivery and Returns are available in Danish and English. In case of any discrepancy between the two languages, the Danish version shall prevail.

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stronger together

Revised 20.05.2021



Terms of Sale, Delivery and Returns

December 2018 . 0996.2008 . Copyright Solar Marketing . G-nr. 03.00.070.141 . EAN 57.05158.070145





Terms of Sale and Delivery

Unless otherwise agreed in writing, all deliveries will be effected by SOLAR on the following terms, notwithstanding any contrary or deviating terms in the order or acceptance placed by the buyer.

1. Quotation, order, and acceptance

The buyer's orders are only binding on SOLAR when the buyer has received a written order confirmation. Unless otherwise stated, all orders are subject to confirmation. Quotations made by SOLAR, which are expressly binding on SOLAR will lapse if SOLAR does not receive an unqualified acceptance from the buyer within the acceptance period specified in the offer.

2. SOLAR's performance

SOLAR's performance only includes the parts and goods specified in the order confirmation, and SOLAR shall deliver goods of the usual fair quality with respect to materials and processing in accordance with the terms stipulated in the present Terms of Sale and Delivery and any specific terms agreed. All drawings, drafts, technical specifications, etc. remain the property of SOLAR and may only be copied, remanufactured, imitated, or handed over to a third party if agreed in writing with SOLAR.

Information in product information and price lists – written or electronic - is only binding to the extent that the order confirmation specifically refers to this information.

3. Delivery

Delivery is made ex works (Incoterms 2010), unless otherwise agreed in the business agreement or order confirmation.

4. Price

The price is quoted exclusive of VAT and other duties. Reservations are made for changes in quotation prices until the delivery date, in regard to changes in material prices, prices of subcontractors, changes in public duties, changes in exchange rates, changes in wages and salaries, etc.

Should the nature and extent of the delivery change, or SOLAR's costs increase in any way due to matters for which the buyer is responsible, reservations will be made for the adjustment of the stipulated price. Deliveries, for which no fixed prices have been specifically agreed upon, will be effected at the price on the delivery date.

5. Terms of payment

Unless otherwise agreed, payment must be made in cash. Unless otherwise stated in the business agreement, Solar is entitled to claim interest of 1.9 % per month in case of delays in payment.

6. Time of delivery

Unless otherwise agreed, delivery must take place at the earliest possible time. If a delivery week has been agreed upon, delivery on the last day of the stipulated delivery week will be deemed on-time delivery in every respect.

SOLAR may demand postponement of the time of delivery in the

following situations:

- changes in the order at the request of the buyer.
- delays in deliveries or work which the buyer performs himself or has others perform
- in case of force majeure, cf. article 14 of the present Terms of Sale and Delivery
- suspension of or delays in the execution of the delivery due to public orders.

With respect to the above-mentioned items a, b, and d, SOLAR furthermore reserves the right to adjust the agreed price in accordance with costs incurred by SOLAR in this connection.

7. Delays

If the delivery is substantially delayed and SOLAR is not entitled to postpone the time of delivery, cf. article 6, the buyer may terminate the contract by written notice to SOLAR, if the delay causes the buyer substantial inconvenience. If the delay only applies to part of the goods sold, the buyer may only terminate the contract in respect to that specific part of the goods. If the delay affects goods manufactured according to the instructions or specifications of the buyer, or if the goods are of a nature not normally stocked by SOLAR, the contract can only be terminated if the goods as a consequence of such delay cannot be put to the use intended without substantial inconvenience to the buyer.

If the buyer can prove that the delay was caused by errors or negligence on the part of SOLAR, and that, by buying against the seller, he has incurred a loss which could be expected as a result of the delay, the buyer is entitled to compensation for such loss incurred. However, compensation cannot exceed an amount of 1% of the agreed payment exclusive VAT for the delayed delivery for every full week of delay, and compensation cannot be more than maximum 10% of the payment exclusive VAT for the delayed delivery.

Apart from these obligations, SOLAR accepts no responsibility for delays or consequences hereof, and the buyer has no other remedies of non-performance.

8. Claimant's default

If the buyer fails to collect or order the dispatch of the goods after the time of delivery has come, SOLAR may stock and insure the goods at the expense of the buyer. If the buyer, despite written requests, fails to collect the goods, SOLAR may sell the goods in the best possible way at the expense of the buyer – also in cases where the goods have been manufactured specifically according to the buyer's instructions or specifications.

9. Defects

SOLAR's responsibility only includes defects which appear within 2 years from the date of delivery of the goods.

As regards construction materials for use in Denmark – and only for

that purpose - the time-limit mentioned in article 1 expires 5 years after the construction is handed over.

REMEDY

Within the above-mentioned period SOLAR shall remedy any defects in the goods delivered by means of repair or replacement at SOLAR's discretion. All other costs related to an incurred defect, including transport, demurrage, subsistence allowance, accommodation, and costs of exposing or making available defective parts, are not relevant to SOLAR.

SOLAR's obligation to remedy defects is subject to the buyer proving that the goods supplied are defective, and to the buyer supplying documentation that the goods have been stored, installed, used, and maintained correctly and in accordance with the instructions given by SOLAR.

Apart from these obligations, SOLAR accepts no further responsibility for the goods supplied, for which reason the buyer may not terminate the contract, claim a proportional price reduction or compensation, or withhold the purchase price completely or partly. Any goods sent to SOLAR in relation to a complaint must be accompanied by a filled-in SOLAR complaint report.

SOFTWARE

SOLAR is only responsible for software sold by SOLAR. SOLAR assumes no responsibility for defects, including compatibility problems, in connection with software purchased from a third party.

CALCULATIONS ETC. PERFORMED BY SOLAR

SOLAR is only responsible for the adequacy/suitability of the goods delivered in fulfilling the requirements of the buyer as regards capacity and other aspects if the dimensioning, etc., has been performed by SOLAR, and if the buyer can document that the information supplied about the buyer's requirements by the buyer as the basis for such dimensioning is correct and adequate.

Under no circumstances will SOLAR accept responsibility for consulting, dimensioning, and other project planning performed by a third party.

SOLAR is responsible for information supplied about dimensioning, choice of materials, etc., including project planning or contributions hereto, only to the extent that such information is covered by SOLAR's professional liability insurance. Information about the liability insurance in force from time to time may be requisitioned from SOLAR.

10. Special terms regarding data and data communication equipment

SOLAR accepts no responsibility for deficiencies and defects in the goods supplied beyond that which can be forwarded to SOLAR's suppliers. Relevant information in force from time to time may be requisitioned from SOLAR. SOLAR accepts no responsibility for whether and, if so, to what extent such a claim against SOLAR's suppliers can be effected. The exclusion of liability applies to both data and data communication equipment delivered separately and data and data communication equipment included as an integral part of another delivery. The designation data and data communication equipment covers equipment that can be used for data processing, data transmission, or other forms of processing and/or storage of electronic data. Simple telecommunication products also fall within the above definition.

11. Product liability

SOLAR's product liability can never exceed the amount laid down in SOLAR's liability insurance, including interests and costs per claim. To the extent SOLAR might incur product liability towards any third party, the buyer shall indemnify SOLAR for such damage and such losses for which SOLAR is not responsible to the buyer according to paragraph 3 of this article.

SOLAR accepts no responsibility for damage according to the rules concerning product liability unless the buyer can document that the damage is caused by errors or negligence on the part of SOLAR.

Under no circumstances is SOLAR liable for operating loss, loss of profit, or other consequential financial losses.

If a claim for compensation is made by a third party in compliance with this clause against one of the parties, this party shall immediately inform the other of such a claim.

SOLAR and the buyer are under a mutual obligation to let them-

selves be summoned to a court or arbitration tribunal examining a claim for compensation made against one of them on the basis of a loss or damage allegedly caused by the goods supplied. However, mutual relations between the buyer and SOLAR shall always be settled by arbitration in accordance with article 15.

12. Limitation of liability

Under no circumstances is SOLAR liable for operating loss, loss of profit, or other consequential financial losses, including costs for dismantling or replacement of the deficient good.

Under all circumstances is SOLAR only obligated to supply substitute goods or perform repairs of the deficient goods.

As regards calculations etc. made by SOLAR, SOLAR is, as mentioned in article 9, only responsible to the extent that such calculations are covered by SOLAR's professional liability insurance.

SOLAR points out that the materials, goods and products supplied by SOLAR are generally not suitable as Food Contact Material, and that a material, an item or product supplied by SOLAR is only suitable as Food Contact Material if the material, item or product is explicitly marketed as Food Contact Material by SOLAR and is delivered by Solar with the associated Declaration of Conformity according to the rules applicable to Food Contact Materials at all times. SOLAR bears no responsibility in the event of materials, items or products provided by SOLAR are used as Food Contact Material in contrary to the above.

13. Notification duty and duty of inspection

The buyer shall carry out a thorough examination of the goods no later than at the time of delivery to make certain that the goods are in conformity with the contract. The buyer shall promptly forward a written notification of any defects found during such examination, and the buyer may not at a later date refer to defects which could have been found during such examination. Nor may the buyer refer to defects if he fails to promptly forward notification of defects found at a later date which he did not find or ought to have found at the time of delivery. The buyer shall pay SOLAR's costs relating to complaints in so far as the complaint is unfounded or relates to defects for which SOLAR cannot be held liable.

14. Force majeure

SOLAR is exempt from liability for non-fulfilment or delayed fulfilment of the contract due to force majeure, war, riots, civil unrest, government intervention, or intervention from public authorities, fire, strike, lockout, export and/or import prohibition, lacking or defective deliveries from subcontractors, lack of manpower, fuel, power, or any other cause that is beyond the control of SOLAR and which may delay or prevent manufacture and delivery of the goods sold.

In the event of perfect or punctual delivery being temporarily prevented by one or several of the above circumstances, delivery is postponed for a period corresponding to the duration of the prevention plus a reasonable period under the circumstances for normalisation of the situation. Delivery at the time thus postponed is considered punctual in every respect. If the prevention of delivery is expected to last for a period longer than 8 weeks, both SOLAR and the buyer will be entitled to terminate the contract without this termination being considered a breach of contract.

15. Applicable law and venue

Any dispute between the parties which cannot be settled out of court will be settled in accordance with Danish law and by either arbitration or the ordinary courts (Kolding district court) at SOLAR's option.

In cases where SOLAR chooses to settle a dispute by arbitration, this must take place at the Danish Institute of Arbitration under the rules stipulated by the institute on this, applicable at the opening of the arbitration case, however so that the arbitral tribunal at SOLAR's discretion must be made up of one or three members all appointed by the Danish Institute of Arbitration.

Thus, if the arbitral tribunal is made up of three member, the chairman must be qualified as a lawyer, whereas the other two members must have professional skills relating to the matter of dispute.