



Terms and Conditions of Sale and Delivery (B2B)

Hettich Labinstrument ApS

These terms and conditions apply to all purchases made from Hettich Labinstrument ApS ("Hettich") and exclusively concern business customers (B2B). Hettich does not trade with private customers. Any deviations from these terms, including the customer's own terms, shall be invalid unless explicitly agreed to in writing by Hettich.

1. Offers and Orders

- Offers from Hettich are valid for 14 days from the date of the offer, unless otherwise specified. The offer automatically expires after this date or upon interim sale.
- An order becomes binding for Hettich only when the customer has received a written order confirmation from Hettich. Any objections to the order confirmation must be submitted in writing within 3 days of receipt; otherwise, the order confirmation is binding.

2. Delivery and Shipping

- A handling fee of DKK 500.00 is charged for orders that do not meet the minimum requirement for a full carton.
- Orders under DKK 1,000.00 excl. VAT will incur an administration fee and shipping charge of DKK 500.00.
- Delivery times are indicative and depend on stock availability and suppliers. Hettich Labinstrument ApS accepts no liability for delays in delivery, regardless of the cause, and the customer is not entitled to compensation, cancellation, or price reduction.
- Delivery will be according to the order confirmation or separate agreement.
- Shipping prices are variable and may change without notice due to external cost changes.
- Hettich is entitled to make partial deliveries unless otherwise stated in the order confirmation.
- Upon receipt, the customer must inspect the goods for any defects or damages. Any transport damages must be reported immediately to the carrier and noted on the delivery note.
- Packaging is only taken back after separate agreement.

3. Payment Terms

- Payment terms are determined individually based on credit assessment. Payment deadlines and conditions will be stated in writing in the order confirmation or offer.
- In case of late payment, an EU compensation fee of DKK 310.00 and a reminder fee of DKK 100.00 per reminder will be charged, along with interest corresponding to the National Bank's discount rate +4.5% per annum.
- Failure to pay will, without further notice, result in the transfer to debt collection, with all related costs charged to the customer.
- Hettich reserves the right to change payment terms if the customer's creditworthiness weakens after the agreement is made.

4. Returns

- Procured items, spare parts, custom-made products, and sterile items cannot be returned.
- Returns are only accepted upon prior written agreement, and the customer must request returns within 8 days of receipt.
- Accepted returned goods must be unused and in their original, unopened packaging.
- Returns are at the customer's expense and risk unless otherwise agreed. Credits will exclude original shipping costs.



- Goods returned without prior agreement will be rejected and returned at the customer's expense.

5. Warranty

- Hettich provides a voluntary one (1) year warranty on products sold and delivered in Denmark. The warranty exclusively covers manufacturing and material defects.
- The warranty does not cover defects due to improper use, lack of maintenance, unauthorized modifications, or normal wear and tear.
- Upon receipt, the customer must immediately verify goods and quantities. Visible defects must be reported immediately to Hettich with photo documentation. Hidden defects must be reported immediately after discovery, but no later than 8 days thereafter.
- Hettich may choose to repair, replace, or credit the product. The warranty does not apply to products delivered outside Denmark.
- Hettich's liability is limited to the invoiced value of the product.

6. Retention of Title

Ownership of the goods remains with Hettich until full payment has been received. The customer may not resell or otherwise dispose of the goods until payment is completed.

7. Limitation of Liability and Product Liability

- Hettich disclaims any liability for indirect losses, including operational losses, lost profits, loss of data, or consequential damages.
- Hettich is only liable for product damages resulting from gross negligence or intentional acts by Hettich. The customer shall indemnify Hettich against any third-party claims.

8. Force Majeure

Hettich shall not be liable for non-fulfillment of the agreement due to force majeure, including pandemics, natural disasters, war, strikes, fire, supplier failures, or similar events. In cases of force majeure, Hettich may choose to cancel or postpone delivery.

9. Banking Information

Bank: Danske Bank

Reg. no.: 3163 Account: 0011258581

IBAN: DK81 3000 0011 258581

BIC/SWIFT: DABADKKK

10. Privacy Policy and Cookies

By purchasing from Hettich, the customer accepts the processing of necessary personal data. By using the website, the customer accepts Hettich's cookie and privacy policy.

11. Intellectual Property Rights

All materials on Hettich's website and webshop are protected by copyright. Use of the material requires written permission from Hettich.

12. Company and Contact Information

Hettich Labinstrument ApS

SE/CVR no.: 2618444

Website: www.hettich.dk

Phone: +45 36 77 55 55

E-mail: info@hettich.dk

13. Disputes and Governing Law

All disputes shall be governed by Danish law, with the Court of Copenhagen as the exclusive venue.