

GENERAL CONDITIONS OF SALE

- Examine the packaging carefully. Remarks made after 8 days of reception will not be considered.
- Freight and packaging will be added to the price.
- Payment terms, 20 days net.
- For other terms of sales, see below.

TERMS OF DELIVERY

Updated information on our web site, through mail or other information, always overrules older confirmed prices.

WARRANTY OF FORESTRY TYRES AND CHAINS

- The product warranty is normally valid for 1 year (6 months for forestry chains) from the date of delivery from our warehouse. Wear and use decreases the value of replacement.
- Unusually tough wear, misuse, faulty storage or faulty mount, means that the warranty does not apply.

STEPS TO CLAIM A WARRANTY

- Immediately get in touch with Koppom Maskin, to receive a Field Report Form. Detailed pictures of the damage must be enclosed and sent together with the Field Report, to Koppom Maskin.
- The Field Report and the enclosed pictures will be sent to the producer for judging, and thereafter the compensation will be decided. (In certain matters a settlement can be by phone directly.)
- An approved claim, will be compensated by an equivalent product from Koppom Maskin.
- FORESTRY TYRES: The serial No. of the tyre (four letters and four digits) shall always be documented by the buyer before mounting.
- The buyer shall always carefully examine all products visually before installing/mounting.
- Compensation besides an equivalent product (such as freight, downtime, etc) will not be granted.

IF THE BUYER MADE THE WRONG ORDER, THIS IS THE RETURN POLICY:

- A product from stock will be credited by 90% of its' net price.
- Special products will not be replaced.
- Return shall be made within 10 days from receiving the goods.
- A copy of the invoice for the goods to be returned, shall accompany the merchandise.
- If the BUYER returns a product, the reason for the return must be given.
- Transport damages shall always be reported to the driver of the transport company.
- Contact Koppom Maskin before taking the product into use.