

1. Terms of Agreement

This document constitutes Infrontit Partner AB's (corporate identity number 556691-3942, hereinafter referred to as Infront) general terms of sale and covers all sales, unless otherwise specifically agreed between the Customer and Infront. Orders/purchases of products and services from Infront also mean acceptance of our general terms of sale and are valid as a contractual basis for all Infront's deliveries of products and services to the Customer and include all of the terms agreed upon, unless otherwise specifically agreed in writing between the Customer and Infront.

The terms in effect at any given time are available from webshop.infrontitpartner.se. If there is no access to the Internet a copy of the applicable terms is available from Infront. Infront makes reservations against any inaccuracies and price changes in the webshop and in other media. Infront is not responsible for any inaccuracies in the available product specifications. The Customer is responsible for his own choice and use of products.

2. Orders of Products and Services

Customers can order products and services by telephone, e-mail or via our web shop. The current contact details can be found on www.infrontitpartner.se. For an order to be valid and be considered complete it must contain the customer number, part number, quantity, delivery address and order reference. If the order information is incomplete or incorrect, the processing as well as delivery will be delayed.

3. Prices

The industry's prices are continuously subject to changes and adjustments. Our current sales prices are available in real time in our webshop (webshop.infrontitpartner.se) or from our sales department. All prices are exclusive of value added tax and, occasionally for certain product groups, also chemical tax, please refer to the Swedish Tax Agency's website. In the event of any inaccuracies emerging, Infront reserves the right to retroactively invoice or alternatively credit the correct amount.

4. Terms of Payment

The terms of payment are twenty (20) days from the invoice date. In the event of late payment, penalty interest will be charged in accordance with the Interest Act. The credit limit will be determined after a customary credit rating evaluation. Payments should be received by Infront no later than the date specified on the invoice.

5. Interruption of Delivery

If the Customer has exceeded the current credit limit or is in arrears of payment, Infront has the right to withhold/cancel pending orders or alternatively demand prepayment of future orders.

6. Terms of Delivery

Delivery will be made to the delivery address specified by the Customer: ex Infront's warehouse. For normal freight within Sweden SEK 135 will be

charged. For express delivery within Metropolitan Stockholm within four (4) hours, SEK 500 per courier will be minimum charged. For express delivery outside Metropolitan Stockholm there will be an extra freight charge. Delivery will normally take place during the hours between 8 a.m. and 5 p.m. on ordinary business days. Deliveries of products outside the borders of Sweden are subject to special conditions. Infront does not charge a service charge for deliveries.

7. Force Majeure

Infront is not liable for any loss or delay due to legal enactment, official action, mobilisation, war incident, confiscation, currency restriction, system failure, errors or restrictions on deliveries from subcontractors, strike, lockout, boycott or other similar circumstances that either prevent and/or complicate Infront's fulfilment to such an extent that it cannot be done except at an abnormally high cost.

8. Disputes

If one or more of the provisions in Infront's general terms of sale are deemed to be invalid, illegal or impossible to implement, none of the other provisions' validity, legality or implementation shall be affected or diminished by that. Any dispute relating to the interpretation or application of these terms and thereto related matters shall be settled by arbitration in accordance with the Act (1999:116) on Arbitration. The arbitration shall take place in Stockholm. A party may, however, bring an action in a general court in order to settle an indisputable claim. By so doing, a disputable counter claim may not be offset against it, but instead any counter claim shall be tried by arbitration.

9. Reservation of Property

Infront reserves the right to recover the products sold until all obligations of the purchaser under this Agreement have been fulfilled in full. In the event that the purchaser is in arrears of its payment to Infront, Infront reserves the right, as long as the delay lasts, to at any time cancel the purchase and recover the products.

10. Promotions & Winnings

Any winnings paid in relation to sales contests and promotions will always go to the winning company. Any winnings tax will be paid by the recipient, i.e. the company.

11. Confidentiality

The Customer undertakes to not without the consent of Infront disclose information about Infront's activities or products to third parties that could be considered business or trade secrets or information that is subject to confidentiality by law.

12. Deliveries

The order date is day 0. Orders submitted prior to 2 p.m. on day 0 are normally dispatched within two days with a Postal Business Package and is delivered to the Customer on day 2 (applies within Sweden south of Sundsvall, excluding Gotland where delivery will take place on day 3). The

specified delivery time applies to products that are kept in stock. Infront does not, however, guarantee any delivery times or delivery dates.

The Customer is not entitled to compensation, neither for direct nor indirect loss, which may have been caused by Infront delivering the product later than the time specified. For deliveries that are returned to Infront because the recipient was not present at the time of delivery, refused to receive the products, gave the wrong address will be charged a fee of SEK 350 excluding VAT per package.

13. Labelling of Products

The products must be packaged in such a way that they are protected from damage until they reach their final destination. A delivery note with the Customer's order number will be attached, clearly visible, to the outside of the transport packaging. The cost of the product packaging and any required transport packaging is included in the prices of the products.

14. Guarantee Conditions

The guarantee conditions of the respective manufacturers apply. The guarantee period is in effect from the date of the invoice unless otherwise specified.

15. Guarantee Matters

For returns and complaints the customer should use the form for return requests that can be found on our website for webshop (webshop.infrontitpartner.se) or alternatively send an e-mail to customer service (rma@infrontitpartner.se).

Please note that receiving a return number does not mean that the return/complaint has been accepted. The return number is valid for 10 days during which time the product must have been received by Infront. When returning products a declaration with the valid return number as well as a description of the defect, preferably a detailed one, should accompany the product.

Returns shall be sent back in the intact original package and be well packaged in packaging approved by the Post Office (for example brown corrugated cardboard). In the event of transport damage as a result of inadequate packaging, the return will not be accepted. Infront reserves the right to inspect the products.

16. Misordered Products

Before the return of the products the Customer should contact Infront for approval. In general, you have 10 days full right to return the ordered products provided that the product is in an intact and undamaged original package, more information can be found on webshop.infrontitpartner.se. Infront charges a minimum of SEK 400 plus VAT as a return fee for misordered products. If Infront has demonstrably delivered the wrong products, Infront will pay for the cost of the return.

17. Complaints

In order to claim a defective product, the customer

shall promptly complain to Infront no later than 10 days from the date of delivery. The Customer should check all products upon arrival in order to verify that the products are clear of defects. If a complaint is received after 10 days from the date of delivery, Infront reserves the right to determine whether or not the defect should be repaired.

18. Guarantee Repair/Replacement

Returned products that has been notified defected will be function tested according to the customer's defect description. If the product is defect it will be repaired or replaced. If the product is no longer included in the product range, it will be replaced with a product of the equivalent value. If the product is found to be free of defects, it will be returned to the customer. Infront reserves the right to charge a fee of SEK 250 plus VAT to cover freight and processing costs. No return fee will be charged for a defective product.

19. Returns

Returns should be sent to: Infront IT-Partner, Hammarby Allé 93 C, 120 63 Stockholm, Sweden.

Please note that you may not stick or write anything on the original package.

Please note that transport damage should be reported to Infront on the arrival date of the delivery by telephone 08-410 690 30 or by sending an e-mail to rma@infrontitpartner.se

20. Support

For support Infront primarily refers to the support service provided by the respective manufacturers. They almost without exception have their own service and support organisations that handle defect products, installation support and the like. Under the tab "Returinfo" on webshop.infrontitpartner.se you will find a summary of support numbers to the major manufacturers.

DOA (dead on arrival) means that the product does not work when delivered. Different manufacturers have different rules for how these are handled. In some cases the product will be replaced with another one and in some cases it will be repaired. If, for example, it states "DOA: 30 days" this means that if you send a notification about the defect product within this period it will be replaced, it will not be repaired.