

# Conditions for return of products to Sanistål

As a Customer of Sanistål it is possible to return purchased Products if the conditions below have been fulfilled and under the applicable conditions for returns

## 1 Qualifications

- > The Product must be purchased from Sanistål
- > The packaging must be original and undamaged
- > The Product must be marketable, undamaged and complete
- > Return of Products is subject to prior agreement with Sanistål
- > Invoice or order number and any reference number must always be stated
- > The return shipment must state the return number provided by Sanistål
- > The return shipment must always be specified and must be sorted in relation to product type or product number

## 2 Conditions for Returns

The following conditions and payments apply to return of Products to Sanistål such as Stock Goods (meaning Products which are physically stocked at Sanistål's warehouse in Billund or Taulov or at an external warehouse with a third party), Special Order Items (meaning Products that Sanistål does not stock but which Sanistål may deliver to the Customer by agreement) and Stock Goods in Shops (meaning Products purchased in Sanistål's shops):

	Steel, stainless steel, aluminium, metals etc (Steel and Metals)	Other products	
Return	0-30 days from the time of delivery	0-14 days from the time of delivery	15-90 days from the time of delivery
Stock Goods	20 % of the purchase price but minimum DKK 300.00 per return (minimum payment for returns)	5 % of the purchase price but minimum DKK 155.00 per return (minimum payment for returns)	20 % of the purchase price but minimum DKK 155.00 per return (minimum payment for returns)
Special Order Items – which Sanistål's suppliers accept for return	20 % of the purchase price but minimum DKK 300.00 per return (minimum payment for returns) plus charge of any fee determined by the supplier to be deducted in the purchase price and freight	20 % of the purchase price but minimum DKK 155.00 per return (minimum payment for returns) plus charge of any fee determined by the supplier to be deducted in the purchase price and freight	20 % of the purchase price but minimum DKK 155.00 per return (minimum payment for returns) plus charge of any fee determined by the supplier to be deducted in the purchase price and freight
Stock Goods in Shops - Return to Sanistål's shops		5 % of the purchase price, but right to free return for up to two business days from the time of delivery	20 % of the purchase price

The above conditions and payments for returns also apply to Direct Deliveries (meaning delivery of Products directly from Sanistål's supplier to the Customer). Stock Goods in case of which the total purchase price is less the minimum payment for returns are not returnable.

Fixed Measure Products (meaning the Customer's purchase of a Product of/with a customer-defined measure) and Products classified as dangerous goods are not returnable.

Sanistål will only collect Products to be returned at the Customer as agreed and against payment of a fixed amount for the return freight.

## 3 Handling of the Products returned

Within 15 days from the receipt of returned Stock Goods Sanistål will send a credit note to the Customer equal to the originally invoiced amount less the payment for the return as fixed above.

Within 30 days from the receipt of returned Special Order Items Sanistål will send a credit note to the Customer equal to the originally invoiced amount less the payment for the return as fixed above. This period may be extended as a consequence of long procedure times with Sanistål's suppliers.