

## **GENERAL TERMS AND CONDITIONS**

- PRICE:** Terms and conditions specified on valid Quotation or Annual Agreement, price excluding VAT.
- DELIVERY CONDITIONS:** FCA Impel warehouse Helsingborg (Incoterms 2020), cost of transport and packaging is added. (unless otherwise agreed)
- CUSTOM MADE PRODUCTS:** Products not stocked by Impel can be ordered as custom made products or customer unique products. These products, which are not normally stocked by Impel and were custom made for the order, cannot be cancelled or returned.
- RETURNS:** Returns are only accepted by agreement.  
Return deductions of at least 35% based on charged value will be applied.  
Returned product must be unused and with unbroken packaging. Returns are only accepted on products not older than 6 months and if product is still stocked by Impel.
- PAYMENT TERMS:** 30 days net.  
After invoice due date, interest is charged, rate +8%.
- DELIVERY TERMS:** ORGALIME S 2012