



TERMS AND CONDITIONS

48 HOUR DELIVERY*

* Delivery time from Sormat Logistic Center in Trier for orders that are received into Sormat customer care by 10.00 CET.

For 48h deliveries orders must be placed by 10 am (CE-time). 48h deliveries are calculated with working days (national holidays in Finland and Germany are not working days) and apply to deliveries within Germany. The 48h order-to-delivery time is limited to the product range in the German warehouse in full outer cartons. The articles are marked on your price list. For the first order of a new customer the order-to-delivery time is longer due to the additional administrative work. An order shall be deemed accepted when Sormat accepts the order by issuing to the Buyer a written order confirmation. Sormat reserves right to decline an order. In case of Force Majeure or failure to deliver caused by the Schenker warehouse or the forwarder, Sormat cannot be held responsible.

Delivery time estimates: **48 hrs:** Germany, **72 hrs:** Austria, Benelux, France, UK (London & Manchester), Italy (Rome), Spain (Madrid), Poland (Warsaw), Czech Republic (Prague), Hungary (Budapest) , **96 hrs:** Portugal (Lisbon) .

48/72/96 hrs corresponds to working days after the ordering day .

SORMAT FOR SURE – MANUFACTURER'S GUARANTEE*

* Sormat guarantees all fixings produced in Finland will always be available in the minimum quantity of one outer carton.
If a customer has regular demand for a non-stock article, Sormat can consider adding it to the Sormat For Sure-range.



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110% SALES SUPPORT

* Launch events and promotional and point-of-sales material is subject to availability. Marketing events and campaigns are realized on a cost-share basis. Discuss the details with your Sormat account manager.

110% TECH SUPPORT

* We always train our customers' personnel when starting the business with Sormat. The training can be held at your premises or in Finland, in which case all travelling costs are carried by the customer. Trainings can be given in many European languages. Training session dates subject to the availability of Sormat training personnel. Technical advice by phone is limited to office hours Monday-Friday.



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GENERAL TERMS & CONDITIONS*

* Sormat Super Service services, related service guarantees and all incentives are for new European Sormat clients only and dependent on the clients' main market area. Market areas excluded are Finland, Sweden, Switzerland, Belgium, The Netherlands, Luxembourg and Russia, Benelux. Sormat reserves the right to cancel the offer based on subjective evaluation.