

TERMS AND CONDITIONS:

PRICES

The prices offered by Teknolösungen Sistemas S.L. directly, or through our sales network, are understood for the products placed at our warehouses and without taxes (VAT).

MINIMUM ORDER

The minimum order value will be 100€.

Teknolösungen Sistemas SL reserves the right to cancel orders with total value below the mentioned amount.

SHIPMENT

FREIGHT PREPAID. For orders with total value higher than 300 € (net, without taxes) and for deliveries within the Iberian peninsula.

For orders higher than 500€ net, without taxes for other destinations of Spain and Portugal.

FREIGHT COLLECT. For all orders that do not exceed the amounts above, customers must indicate the transport agency of their preference. If the customer does not indicate, Teknolösungen Sistemas SL reserves the right to send the articles by our shipping transportation company, charging the cost of the freight on the invoice sent with the material.

RECEPTION OF DAMAGED PRODUCTS

In the case of reception of damaged or incomplete products, the customer must sign the delivery note of the transport agency, indicating the damages in the merchandise, and then contacting with Teknolösungen Sistemas S.L. via fax/mail sending a copy of the delivery note of the transport agency, thus making the corresponding complaint.

We will not accept claims beyond 15 days from the delivery date.

PAYMENT CONDITIONS

The payment conditions shall be in accordance with the applicable Law 15/2010 of 5 July 2010.

Teknolösungen Sistemas SL reserves the right to change the payment method of any customer, in case of non-payment or delay in the payment obligations.

As general rule, if you are a new customer, the first order payment is in advance.

TECHNICAL INFORMATION

Teknolösungen Sistemas SL offers to our customers, if requested, the technical information of the products in electronic format.

This information will be available for all our customers at our web: www.teknolosungen.com

RETURN

In no event we will accept returns of material for reasons not attributable to Teknolösungen Sistemas SL.

TECHNICAL OR QUALITY CLAIMS

Our responsibility is limited, in all cases, to the material's replacement when the return is accepted and in the quantity effectively returned to our facilities.

For any technical or quality claim, it must be formulated in writing to the applicable Teknolösungen representative.

QUALITY

Teknolösungen Sistemas SL fulfills the corresponding certification UNE-EN ISO 9001-2008.

REPORTS AND QUALITY CERTIFICATES

The COC (Certificate Of Conformity) are subject to separately purchase bids of the pieces object of the mentioned inform.

WEIGHT-QUANTITY

Due to the automated process of product packaging, the tolerance shall be permissible with an error $\pm 3\%$. No claim on quantity will be accepted for lack or excess product within the limits of this tolerance outlined.

TOOL WARRANTY

The warranty of the FASTTEK[®] tools fulfill to the EC Normative and the warranty starts from the invoice date. The warranty does not cover damages caused for improper use of the tool.

All the tools sent to our Technical Service for repair will be “freight prepaid” by the customer, and no one will be accepted in the case of the reception in our facilities with freight charged to Teknolösungen Sistemas SL.

TRADEMARK

FASTTEK[®] is a trademark registered and owned by Teknolösungen Sistemas SL.

This conditions are subject to changes, as consequence of the product improvement thus as derivative of legislation changes.

Teknolösungen Sistemas SL reserves their right to modify prices, packaging, as well as technical information of our products derived from an improvement from them.