

AUMA Scandinavia AB – General business conditions 2025

Geographical business area

AUMA Scandinavia AB's business area includes Sweden, Denmark, Norway, Iceland and the Faroe Islands. Customers of AUMA Scandinavia AB must be registered in one of these countries.

Prices

We reserve the right to adjust the price in our gross price list annually. SEK, DKK and NOK prices are based on a fixed exchange rate that will be updated continuously if necessary.

Minimum order amount

Due to high handling cost a minimum of 50€ / 500SEK / 350DKK / 500NOK will be charged for any order, regardless of size.

General conditions

We apply the common general conditions for the Nordic countries. NL17 for product deliveries, NLM19 and NU15 for services.

Terms of payment

Terms of payment - 30 days net from the invoice date. Or possibly prepayment depending on the ability to pay.

Terms of delivery

For customers in, Sweden, Denmark, Iceland – Incoterms 2020 FCA Malmö, shipping and packaging costs are added.

For customers in Norway – Incoterms 2020 DAP Oslo +5% with a minimum shipping cost of €100 / NOK 1000.

Standard packaging is cardboard on pallet. Price for export packaging on request.

We only make deliveries to the country where the customer is registered.

All other transport arrangements are arranged by the customer from our warehouse in Malmö, this does not apply to Norwegian customers.

Currency

Available currencies are EUR, SEK, DKK, NOK.

Delivery time

Actual delivery time depends on whether equipment is delivered from our factory in Germany or our warehouse in Malmö and is stated in our quote. For deliveries from our warehouse in Malmö with the reservation that parts can be temporarily out of stock.

Warranty

Warranty product and repairs, 1 year from delivery date.

Claim

Claims must be notified in writing without undue delay according to the General Conditions.

Cancel of order

Cancellation and modification of orders will incur costs. Amounts 0 - 100% of the order value, depending on time amount prior delivery date.

Return of goods

Each return of goods must be preceded by an agreement. If no agreement exists, the return/complaint will not be accepted. If you want a credit note for your returned good, the goods must be in original condition. Products in special versions or with special surface treatment will not be accepted nor spare parts or components (parts of actuators).

Only a part of invoiced value will be credited due to costs for necessary control, testing and administrative work. Contact us for information on a possible preliminary credit amount.

Max age for return of goods is 1 years. Order amount < 5 000 SEK will not be credited. Return freight will be paid by the sender.

Form – Return of goods – www.auma.se/kontakt/retur-av-gods/