



BOVALLS

dörrbyggeri

Terms and conditions of purchase and warranty

Agreement

This purchase agreement takes preference over any other document. ABM 07 applies where this agreement does not regulate the relationship.

Web and prints

Bovalls reserves the right for final sales, image and typing errors, incorrect prices and technical errors that may occur in connection with order or checkout on the website.

Purchase

When ordering, the purchase agreement is first considered as entered into when Bovalls Dörrbyggeri, hereafter referred to as Bovalls, has received a signed drawing from the customer. Alternatively, received an email from the customer referring to the specific drawing number sent to the customer for approval. The signature applies as approval of order confirmation, drawing and these purchases and warranty conditions. We reserve the right to correct errors that occur in e.g. price, delivery times, etc. subsequently. Orders may only be submitted in Swedish or English. The order confirmation is considered approved by the customer if no written remarks are made within five (5) days.

Changes

Changes in orders received by Bovalls after approval of the drawings and order confirmation cause extra work and costs on our part. Because of this, an extra sum for revised orders based on the significance of the revision will be charged. Changes in orders may also lead to extension of previous delivery times.

Delivery times

The delivery time is confirmed on the order confirmation after Bovalls has received a signed drawing.

Delayed deliveries

If a delivery is delayed we will inform you. We will do everything possible to complete the order. However, circumstances may arise that make it impossible to complete an order, for example if a supplier cannot meet their obligations to us. We therefore reserve ourselves against all compensation to our customers in the case of delayed delivery. Bovalls is not responsible for any delays caused by the transport company.

Payment

All products that leave our factory must be paid for. The invoice will be sent to you well before delivery. This means that Bovalls does not grant any credit or any other form of payment that would involve the consignment of a door built by Bovalls until full payment is made.

Additional Order

Each product is unique because the material and craftsmanship is unique to each product. Due to this, product may differ slightly from the previous order.

Inspection of Goods and products at arrival

NOTE! INSPECTION OF THE PRODUCT AT ARRIVAL IS MANDATORY.

- 1. The number of packages must be inspected at arrival. Any deviation must immediately be reported to courier/chauffeur and be noted on the waybill.**
- 2. The package(s) need to be carefully inspected at arrival. . Any damages must immediately be reported to courier/chauffeur and be noted on the waybill.**
- 3. The product(s) itself needs to be carefully inspected at arrival. Even if the packaging looks unscathed and intact, it must be opened and the product itself inspected. If for example the package has tipped over during transport it may not always be visible on the exterior but the product itself can be damaged. Any damages noticed on the product must be reported to courier/chauffeur immediately or to the shipping company within 7 days of the delivery. Note that neither Bovalls or the shipping company will be able to stand for any cost of reparation if damages are reported after the 7th day has passed.**

We use Schenker as a carrier. Their task is to deliver the goods at the plot boundary if a pallet trucks is available. Delivery to garages or the like is not part of their mission.

Warranty

Bovalls provides a two (2) year warranty against manufacturing faults on all of its products. We provide a ten (10) year warranty against warpage on all of our insulated front doors (not solid wooden products), as well as five (5) years warranty against condensation between insulated glass cassettes. We follow the guide lines of the Swedish glass manufacturers' association, Svensk Planglasförening, (www.svenskplanglas.se) in the case of warranty claims.

Warranty conditions

The warranty applies for products manufactured under the name of Bovalls Dörrbyggeri, and applies to deliveries within Europe. Bovalls provides no warranty for products that are fitted, or are intended for use or fitting, outside Europe.

The warranty period is calculated from the time that the product is delivered to the customer. All products are supplied with installation and maintenance instructions. The above warranty applies only to products that have been installed in a professional manner and maintained in accordance with the maintenance instructions we provide for the various types of timber and surface treatment. These instructions are supplied with our products and can also be found on our website, www.bovalls.com. Customers are responsible for proving that they have observed our current installation and maintenance instructions.

Warranty claims and claims for visible faults and defects will not be accepted if Bovalls is notified after the product has been installed.

The warranty only applies to original faults, i.e. faults or deficiencies that were present in the product on delivery. If this applies to e.g. handling faults or incorrectly installed and/or deficiently maintained product, the customer will be charged for processing costs. This also applies in cases where Bovalls cannot find faults in the product, or where the customer or another party has caused the damage through external action or other negligence.

The warranty does not apply to surface treatment on our oiled or painted products. We manufacture wooden doors and windows and wood products are made of living materials that moves. Wooden products need to be treated with oil or paint after a period of time, the intervals being determined by the outdoor conditions. A wood product requires continual maintenance and surface treatment will always be needed. Nor does the warranty apply to faults or deficiencies that occur on, or after, customers' changes to a products function and appearance, such as rehabilitation or other changes to products without written approval from Bovalls.

The warranty does not apply if foam is used when installing the door or window. If foam is used, you can not adjust the frame with frame screws, adjust any mistakes during installation or adjust any manufacturing defects.

Cylinders and handles

Cylinders and handles must be fitted when the product is installed, because otherwise there may be water ingress into the construction, causing swelling, cracks or discolouration.

Painted or oiled front doors

If the warranty is to remain in force, the door has to be installed in a facade with a protecting superstructure of at least one meter. The warranty against warpage only applies to doors painted or oiled by Bovalls. If paint damage is found on a painted door, it is the responsibility of the customer to immediately repair the damage in order to prevent water ingress. If this is not done, water ingress may cause swelling and cracks.

Please note that a black door, or a dark painted door sitting in the sun can be up to 80 degrees celcius hot. This can cause movements in the wood making the door leaf bend. We can not guarantee that a black, or dark painted door stays in shape.

Solid interior doors, exterior doors and windows

Solid wooden doors and windows are made of a living material and it will lead to movements in the wood. Doors tend to swell, for example when a hot summer changes into a humid late summer/autumn. This is quite natural and it is not a cause for any warranty claim. Do you need advice on any door scratching the frame because it has swollen, give us a call and we will help you!

Installation of interior doors

Interior doors must not be installed until the moisture from the building period has been eliminated. Wood is a natural material that will move during changes in humidity and temperature. For this reason, small cracks may occur in frames, panels and veneers.

Doors in pine & spruce

Doors in pine and spruce are delivered with an untreated surface from our factory. Pine and spruce doors must be coated before installation.

Inward opening external doors

Please note that we can not guarantee that our inward opening doors are 100% protected from leakage of water, wind or light. Here is why: Water can be pressed in by strong winds and flow down along the frame or door leaf. The water has to go down and out through the threshold so no water gets inside. An inward opening door is never entirely sealed at the threshold. If water gets in between the frame and door leaf, it has to flow out, on the outside.

Warranty commitments

Bovalls corrects errors on products that are covered by the warranty and the cost of materials and work required to correct the error. Errors are remedied by repairing the existing product, parts of the product or the entire product. Bovalls determine the type of change to be made. The warranty does not cover the cost of scaffolding, lifting or the like required to repair the product. When replacing details that do not require expert knowledge such as lever handles, hinges, lock case, cylinders, etc., no expense is paid for the work of a professional craftsman.

In case of a warranty complaint

Errors noticed or should have been noticed when the goods were handed over to the buyer, must be complained within one week and before the products are installed. If the fault can be assumed to have arisen during transport, the fault must also be immediately notified to the carrier.

Return of stock items

According to the Distance Contracts Act, you as a Swedish customer have the right in certain cases to cancel your purchase within fourteen (14) days after you have received the item and without any particular reason. Bovalls applies the Distance Contracts Act. However, this law does not apply to products built to order, customized products or painted products. Right of returns does not apply to companies.

When invoking the right of withdrawal, the following must be taken into account:

Notify Bovalls and return the order within 14 days of receiving the goods. The item must be in unchanged condition, i.e. unused, not destroyed or damaged. Return the item in the same packaging as it was sent. The item must be complete. This means that all accessories such as handles etc. shall must be included in the return. Shipping and a return cost of 10% of the door's net price will be charged.

Bovalls reserves the right, in cases where the return is not complete or if the product is damaged, to charge the cost price for the missing parts and/or damage/deficiencies to the product. Bovalls will not redeem packages against cash on delivery or the like.

GDPR

When you buy any of Bovalls Dörrbyggeri, you enter into an agreement with us. In order for us to manage your purchases and to fulfill our commitments to you as a customer, it is necessary for us to process the personal information you provide or have given us.

The personal data we collect and process may, depending on the context, can include:

Name and contact information incl. address, social security number, mobile number and e-mail address, order history with our company, and other information you provide when purchasing or delivering a product or service.

This data are used primarily to be able to manufacture as well as deliver products to you as a customer, but may also be used to provide additional service.

In addition to the information you provide to us in connection with the purchase, your personal information may also be collected from the following sources:

- Shippers
- System vendor

You can request your information to be deleted at any time by notifying us.

General purchase enduser
221005

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