Sales Terms

Established 2025-06-30

Applicability

AB Tingstad Papper's (hereinafter referred to as Tingstad) sales terms are effective from 2025-06-30 and replace previously published sales terms by Tingstad. The sales terms apply to sales to corporate customers unless another agreement is signed.

1. General Terms

In our e-commerce, our prices are presented exclusive of VAT. We are happy to provide quotations for larger quantities. Prices are per unit. Our packages are not broken.

During promotional periods, prices cannot be combined with other offers, agreements, and/or discounts. Local deviations may occur. Tingstad reserves the right to adjust prices and fees due to changes in exchange rates. Prices in our e-commerce may differ from prices in our physical stores.

Tingstad applies the NPA fee to products falling under producer responsibility for packaging.

Tingstad reserves the right for typographical errors and incorrect information affected by technical and human errors.

2. Prices and payment

Tingstad applies a 30-day net payment term from the invoice date, and in case of payment after the due date, a late payment interest of 12% will be charged. An administrative fee of 50 SEK per paper invoice will be added.

Store: Corporate customers have the opportunity to shop and pay against invoice in the store. Customer cards with customer numbers and approved identification must be presented.

E–commerce: Web customers undergo a credit check upon customer registration, which determines the credit limit granted.

Credit check: Tingstad reserves the right to perform a credit check if needed.

Credit cards: You can always feel safe when using VISA or MasterCard cards on Tingstad's website. We collaborate with Dibs, offering proven and secure payment solutions for the internet.

When paying by card, you will be directed to a secure SSL-certified page at DIBS, where you can safely enter your card details and complete the payment. Once the payment is approved, you will be redirected to Tingstad's website, where you will receive confirmation of your purchase. For security reasons, we never store your card details at Tingstad.

3. Shipping

Tingstad charges shipping according to the current price list.

4. Deliveries

Tingstad ships goods throughout Sweden. The number of delivery days and the order deadline vary depending on the location of the delivery. Your order will be delivered according to our delivery schedule. The delivery time for items in stock is normally 1-2 working days for orders placed before 12:00. Please check your delivery information at checkout or under the "My Pages – My Account" menu in the Webshop or contact Customer Service for further details.

Delivery Inspection: Always check the delivery. If the packaging is damaged, please save the packaging and report the issue directly to Tingstad Customer Service. If the goods are damaged during delivery, report the issue directly to the carrier.

Carrying In: Delivery is made to the door at the delivery address. Carrying the goods to a designated location can be obtained as an additional service from Tingstad. The cost of the service will be charged according to the current price list.

Telephone Notification: If you wish to receive notification before the delivery of your order, the additional telephone notification service can be arranged. You provide the phone number where you want to be contacted, and the carrier will call before delivery. The cost of the service will be charged according to the current price list.

EUR-Pallet: Deliveries made on EUR pallets will be charged according to the current price list. The buyer is responsible for providing delivery and billing information to Tingstad.

5. Returns and exchange policy

Returns: Tingstad does not accept returns for ordered goods for business customers.

Complaints: Claims for incorrect deliveries or defective items must be made within 8 days of the arrival date. Transport damages must be reported immediately to Customer Service. Damages to the item should be reported without undue delay. Contact Customer Service for more information on the procedure.

Warranty: Warranties, if applicable, are provided by the manufacturers of the products. Tingstad does not extend any warranties beyond the manufacturer's warranty conditions.

Store: In-store purchases allow an 8-day return policy for goods in sellable condition, i.e., entirely flawless and in the original packaging upon presentation of the receipt. Exceptions include specially ordered items, which can only be returned by agreement at the time of ordering and only to the store where the agreement was made.

Private individual: If you have indicated that you are purchasing as a private consumer, you are classified as a consumer and therefore covered by consumer protection laws. This includes, among other things, the right to a 14-day withdrawal period for distance sales.

6. Fraud

Tingstad Papper reports attempted fraud to the police. We provide all information to the police to assist in investigations.

7. Retention of ownership

Products remain the property of Tingstad until fully paid for. The terms of purchase are considered accepted upon ordering. Disputes regarding the interpretation or application of these purchase terms and related legal matters shall be governed by Swedish law.

8. Profile products

Any costs for clichés and originals are additional for printing. Charges for graphic and cliché costs will occur upon cancellation of an order. We reserve the right to over-deliver or under-deliver by approximately 20% of the agreed quantity.

Copyright: Proposals, drafts, drawings, proofs, or other documents related to bids belong to Tingstad and, therefore, may not be shown to third parties.

See detailed rules in Appendix 2.

9. Force Majeure

In the event of Force Majeure, we are not liable for circumstances beyond our control, such as circumstances that we cannot influence. Examples of this include war, government actions, strikes, environmental disasters, or similar conditions.

Appendix 1

Data protection policy.

How we handle your personal data

Tingstad cares about your personal privacy. In order to provide our products and services, we need to process your personal data. We value your privacy and do not collect more information than is necessary. Furthermore, we do not sell your information to third parties.

This data protection policy explains how we collect and use your personal data. It also describes your rights and how you can enforce them.

By ordering or using Tingstad's products or services, you accept our data protection policy and our processing of your personal data. You also agree that Tingstad uses electronic communication channels to communicate and send information to you.

It is important that you read and understand our data protection policy before ordering or using our services and products. If you have any questions about our data protection policy, you can always contact us at dataskydd@tingstad.se.

COLLECTION AND USE OF DATA

What information do we collect?

Information you provide to us

You may directly or indirectly provide us with information about yourself and your company in several ways, such as when you order our products or services or when you contact us on our website, by email, letter, or phone, when you subscribe to newsletters, or interact on our social media.

This information may include:

- Personal – and contact information - Company name, organization number, address details, name, email address, mobile phone number.
- Payment information – Invoice address, delivery information, reference person, other billing information.

Information we collect about you
When you interact with us, we may collect information such as:

Personal and contact information - Company name, organization number, invoice and delivery address, name, email address, mobile phone number.

Information about products/services - Details about the products/services you have purchased.

Financial information - Creditworthiness.

Historical information - Previous purchases, payment and credit history.

Information on how you interact with Tingstad - How you use our products and services, including page response times, download errors, how you accessed and left the service, as well as order confirmations when we contact you.

Device information - e.g., IP address, language settings, browser settings, time zone, geographical information, operating system, platform, and screen resolution.

Geographical information - Your geographical location.

Information provided by you, as well as financial and historical information, is necessary to enter into a contractual relationship with us or for other purposes. For example, to improve our information to you as well as our products and services.

What do we do with the information?

Providing, performing, and enhancing our products/services

All data is used to provide, perform, and enhance Tingstad's products and services for our customers. Tingstad processes personal data for the following purposes based on the following legal grounds.

When you order products, services, and enter into agreements with us

Category of information	Personal data
Corporate information	Company/organization Registration number (or Corporate ID) Address details (delivery & billing) Billing information
Contact information	Name Email Phone number
Service and product information	Productinformation Serviceinformation

Legal basis: Fulfilling our contractual obligations towards you.

When you contact us via web forms

Category of information	Personal data
Contact information	Name Email Phone number
Corporate information	Company/organization
Case information	Message

Legal basis: Fulfilling our contractual obligations towards you and legitimate interest.

When you contact us via email or telephone

Category of information	Personal data
Contact information	Name Email Phone number
Corporate information	Company/organization

Category of information	Personal data
Case information	Message

Legal basis: Fulfilling our contractual obligations towards you and legitimate interest.

When you receive information or offers from us via newsletters

Category of information	Personal data
Contact information	Name Email Industry affiliation

Legal basis: Legitimate interest and consent.

When you are identifiable in pictures and videos that we publish

Category of information	Personal data
Photo/Video	Photographs Event pictures Video recordings

Legal basis: To fulfill our contractual obligations towards you or legitimate interest or consent.

When you participate in our quality follow-ups and customer satisfaction surveys

Category of information	Personal data
Contact information	Name Email
Corporate information	Company/organization
Case information	Responses and feedback Answer to open-ended questions

Legal basis: Legitimate interest and consent.

Will we share you information?

We will never resell your personal data to third parties without your permission

We may share your personal data with suppliers or subcontractors in order to fulfill our obligations towards you. We comply with legal, technical and organizational requirements to ensure that your information is handled securely.

Suppliers and subcontractors such as companies within Tingstad Group - Tingstad may share your personal data with suppliers or subcontractors for the performance of our contractual obligations towards you and for other purposes that appear in this Data Protection Policy.

Credit reporting companies and similar providers - Your personal data may be shared with credit reporting companies and providers of similar services for the purpose of assessing your creditworthiness

Authorities - Tingstad may provide necessary information to authorities such as the police, the tax office or other authorities if we are required to do so by law or if you have consented to us doing so. An example of a legal obligation to provide information is for measures against money laundering and terrorist financing.

Other – Logistics and transport companies that deliver your goods.

Disposal - Tingstad may share your information with third parties:

In the event that Tingstad sells or buys operations or assets, Tingstad may provide your personal data to a potential seller or buyer of such operations or such assets.

If Tingstad or a significant part of Tingstad's assets is acquired by a third party, personal data about Tingstad's customers may be shared.

Where do we process your personal data?

We always aim to process your data within the EU/EEA. However, data may in certain situations be transferred to, and processed in, countries outside the EU/EEA. For example, by a company within Tingstad's group or by another supplier or subcontractor. We will always take all reasonable legal, technical and organizational measures for your information to be handled at the same level as the protection offered within the EU/EEA.

How long do we store your personal data?

We save data for as long as necessary to fulfill our contractual obligations to you and as long as required by statutory retention periods.

Your Rights

Right to access your data

> You can request a copy of the information you would like to know and verify the information we hold about you.

Right to rectification

> You have the right to correct incorrect or incomplete information about yourself.

Right to be deleted ("the right to be forgotten")

> You have the right to request deletion of your personal data in cases where the data is no longer necessary for the purpose for which it was collected. However, there may be legal obligations for Tingstad, which prevent us from immediately deleting parts of your data. These obligations come from, among other things, accounting and tax legislation, banking and money laundering legislation.

Amendment of the data protection policy

We may update this data protection policy, in the event that there is an update, we will announce the change at http://www.tingstad.com/.

Contact us

If you have questions about the data protection policy, please contact us at dataskydd@tingstad.se.

The personal data controller is AB Tingstad Paper with organization number: 556117-1199,

Address: Box 13013, 402 51 Gothenburg.

Appendix 2

Important things to consider when printing products

Cliché

To depict an image or a text for a print, a cliché must be produced on a plate, sleeve or roller. This is a costly process that is partially subsidized by the factory. The production of a cliché is a one-time cost and the same cliché can be used several times. The plate, sleeve or roller has a limited lifespan and can be worn down or destroyed by wear and tear and a long delay between uses, e.g. rust.

Location of print

When correct proofing is approved and the printing process is to begin, it is important to know that the placement and size of the print can vary by +/- 5%. This is because the print always moves vertically and laterally. At 100% printing area, there is usually an unprinted area approx. 2-5mm into the sides of the bag, for example, which can be perceived as a white stripe. Even the bottom fold can become white, but we always try to aim for as large a print surface as possible.

Colors

To get the color you want on your print, we use a color scale called the Pantone scale. Important to know is that Pantone does not produce the color used in printing but is only a reference from which color deviations may occur.

When printing on plastic, there are also a number of other factors that affect the color such as temperature, humidity and viscosity. These are factors that change throughout the printing process and mean that the color shade can vary within the same lot and within different productions. A color printed on an uncoated material (e.g. paper) and a coated material (e.g. plastic) are experienced differently because the material absorbs different amounts of color. It is therefore important to specify the color based on the correct Pantone scale; "Uncoated" or "Coated".

Materials 2:nd edition

The second edition is produced in the same way as the first and usually looks the same, but there may be some deviation in the color shade, thickness and transparency. This is because the raw material may have a different luster or shade, etc.

Recycled material

Recycled material is such material that has been on the market and used and that has then been handed in to a recycling center to be used again. The material is cleaned and thinned out to see what can be used for the various products. This process and the fact that the material has been used before means that it will not have the same luster as the raw material and thus the color of the print may be affected.

The material undergoes an extensive cleaning process that "wears" the surface and causes it to become a little rough, which means that you can experience white dots in the print. With a recycled material, you cannot get as perfect bags as with new raw materials, but you make a better choice from an environmental perspective.

Printing original

Logos or images must be in the file format vectorized ai, eps or pdf format with specified pantone colors (PMS colors). The resolution must be (Rgb/CMYK) 300 dpi or higher. Single color plates and Bitmap, min. 800 dpi. Photoshop: document saved in TIF, EPS, PSD, JPG. If possible both in CMYK and RGB with maintained layers.

Links, images and fonts to the original must be attached (or vectorized/made into paths), even if the images are embedded, we want them included separately. Don't forget to check that the links are intact.

Quantity variance

There may be quantity deviations in the number of products ordered. Over- and under-deliveries of up to 20% may occur and are considered accepted.

Quantity deviation

During production, there may be some deviation in the size, thickness and weight of the products. What is considered to be within the scope of approved production is a difference of up to 10% regarding weight and thickness. The size of the product can

vary by up to 2-3% both in width and in height from the original size. An order of profile products where at least 2% is misprinted or of an incorrect material is considered defective.

Delivery

By delivery time is meant the time from approved proofreading until the goods arrive at the customer. The delivery time does not include holidays or deviations. It is not possible to cancel an order because there were deviations on a partial delivery of a larger order.

Copyright

Proposals, drafts, drawings, proofreading or other documents linked to tenders belong to Tingstad and may therefore not be shown to third parties.

Graphic costs

When the customer approves the quote, Tingstad's Graphic Designer starts preparing a proof. If the customer wants to cancel the deal after the proofreading has been produced, costs for the graphic work will still be charged with an initial cost of SEK 750, and thereafter SEK 1095 per hour worked.