

Tingstad Terms of sale

Established 2020-04-08

Applicability

AB Tingstad Pappers (hereinafter referred to as Tingstad) terms of sale apply from 29-01-2016 and replaces previously of Tingstad's published terms of sale. The terms of sale apply to sales to corporate customers if no other agreement has been signed.

1. Terms and Conditions

In our e-commerce store, our prices are presented excluding VAT. We are happy to offer for larger quantities.

Prices refers to per unit. Our packaging is not broken.

On promotional occasions, prices cannot be combined with other offers, agreements and / or discounts. Local deviations may occur.

Tingstad reserves the right to changes in exchange rates and reserves the right to adjust prices and fees. The prices in our e-commerce store may differ from the prices in our physical stores.

Tingstad applies REPA / FTI fee to the products that fall under producer responsibility for packaging.

Tingstad reserves the right to make printing errors and incorrect information affected by technical and human errors.

2. Prices and Payment

When invoicing, Tingstad applies net 30 from the invoice date, and if payment is made after the due date, default interest of 12% will be charged. Administrative fee will be added of SEK 50 per paper invoice.

Store: In store, corporate customers are given the opportunity to shop with invoice. A customer card with customer number and approved identification must be presented.

E-commerce: Web customers undergo credit report in connection with customer registration and it forms the basis for the credit limit received.

Credit information: Tingstad reserves the right to carry out credit report if necessary.

Credit cards: You can always feel confident when shopping with cards issued by VISA or MasterCard on Tingstad's website. We cooperate with Dibs. Dibs meets the market's, as well as our own conditions for secure internet payments by offering proven and secure payment solutions for the Internet.

When you pay by card, you are forwarded to a secure page with SSL certificates at DIBS, where you safely fill in your card details and complete the payment. Once the payment has been approved, you will be sent back to Tingstad's website where you will receive a confirmation that your purchase has been completed. For safety reasons, we never save your card details at Tingstad.

3. Shipping

Tingstad charges shipping according to the current price list.

4. Deliveries

Tingstad sends goods all over Sweden. The number of delivery days and the deadline for ordering vary depending on where in the country the delivery is to take place. Delivery of your order takes place according to our tour register.

The delivery time for stocked goods is normally 1-2 working days for orders before 12.00. Please see your delivery information at checkout or under the menu My pages - My account in our e-commerce store or contact Customer Service for further information.

Delivery check: Always check the delivery. If the packaging is damaged, we ask you to save the packaging and report the matter directly to Tingstad's Customer Service. If the goods are damaged during delivery, the matter is reported directly to the haulage company.

Delivery: Deliveries at your door at the delivery address. Delivery of goods to a designated place can be obtained as an extra service from Tingstad. The cost of the service is charged according to the current price list.

Telephone notification: If notification is desired before delivery of the order, the additional service telephone notification can be ordered. You enter the telephone number you want to be contacted on, and the carrier will call before delivery. The cost of the service is charged according to the current price list.

EUR-Pallet: Deliveries made on EUR-pallets are charged according to the current price list. The buyer is responsible for ensuring that delivery and invoicing information is communicated to Tingstad.

5. Return and Exchange

Returns: For you as a company, Tingstad does not take ordered goods in return.

Complaints: Complaints about incorrect deliveries or incorrect goods must be made within 8 days from the day of arrival. Transport damage is reported immediately to Customer Service. Damage to the product must be reported without unreasonable delay. Contact Customer Service for more information on procedures.

Warranty: Warranties are provided, where applicable, by the manufacturer of the products. Tingstad does not provide anything beyond the manufacturer's warranty terms.

Store: In the store, open purchase is valid for 8 days for goods that are in salable condition, ie. completely faultless and in original packaging upon presentation of a receipt. Exceptions are specially ordered goods that may only be returned by agreement in connection with ordering and only in the store where the agreement was entered into.

External Warehouse: Items from external warehouse cannot be returned.

Private person: If you have stated to shop as a private person, you are classified as a private person and are thus covered by the Consumer Protection Act. It includes, among other things, the right to a 14-day right of withdrawal on distance selling.

6. Fraud

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

7. Reservation of Ownership

The products remain the property of Tingstad until they have been fully paid. The terms of purchase are considered accepted when ordering. Disputes regarding interpretations or application of these terms of purchase and related legal matters shall be settled in accordance with Swedish law.

8. Profile Products

Any costs for clichés and originals will be added upon printing. We reserve the right to over- and under-delivery with approximately 20% of the agreed quantity.

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

See detailed rules in Appendix 2.

9. Force Majeure

In the event of Force Majeure, we are not held responsible for circumstances that are out of control and caused by circumstances beyond our control. Examples of this are war, government action, strike, environmental disasters or similar conditions.

Tingstad Data Protection Policy

This is how we handle your personal information

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

This privacy policy explains how we collect and use your personal information. It also describes your rights and how you can assert your rights.

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 can directly or indirectly provide us with information about yourself and your company in a number of different ways, such as when you order our products or services or when you contact us on our website, by e-mail, letter or telephone, when you sign up for newsletters or interact with us on our social media channels.

This information can be:

Personal and contact information - Company name, organization number, address information, name, e-mail address, mobile phone number.

Payment information - Invoice address, delivery information, reference person, other invoicing information.

Information we collect about you

When you get in touch with us, we can collect information about:

Personal and contact information - Company name, organization number, invoice and delivery address, name, e-mail 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 about how you interact with Tingstad - How you use our products and services, including response time for pages, download errors, how you reached and left the service, as well as order confirmation when we contact you.

Device information - Eg. IP address, language settings, browser settings, time zone, geographic information, operating system, platform and screen resolution.

Geographical information - Your geographical location.

Information that you give us, as well as e.g. financial and historical information is necessary to enter into a contractual relationship with us, or for other purposes. This may, for example, be so that we can improve our information to you but also our products and services.

What we do with the information

Provide, constitute and improve our products / services

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

When you order products, services and sign agreements with us

Category of data

Personal information

Business information

Company / organization

Organization number

Address details (delivery and invoice)

Billing information

Contact information

Name

E-mail

Phone number

Service and product information

Product information

Service information

Legal basis: Perform our contractual obligations to you.

When you contact us via web form

Category of data	Personal information
Contact information	Name
	E-mail
	Phone number
Business information	Company / organization
Case information	Message

Legal basis: Perform our contractual obligations to you and legitimate interest

When you contact us by e-mail or telephone

Category of data	Personal information
Contact information	Name
	E-mail
	Phone number
Business information	Company / organization
Case information	Message

Legal basis: Perform our contractual obligations to you and legitimate interest.

When you receive information or offers from us via newsletters

Category of data	Personal information
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Contact information	Name
	E-mail
	Industry affiliation

Legal basis: Legitimate interest and consent.

When you are identifiable in photos and films that we publish

Category of data	Personal information
Photo / video	Photographs
	Mingle pictures
	Videos

Legal basis: Perform our contractual obligations to you or legitimate interest or consent.

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

Category of data	Personal information
Contact information	Name
	E-mail
Business information	Company / organization
Case information	Answers and reviews
	Answers to questions in running text

Legal basis: Legitimate interest and consent.

Will we share your information further?

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

We may share your personal information with suppliers or subcontractors in order to carry out our obligations to you. We follow 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 information with suppliers or subcontractors for the performance of our contractual obligations to you and for other purposes stated in this Data Protection Policy.

Credit reporting companies and similar providers - Your personal information may be shared with credit reporting companies and providers of similar services in order to assess your creditworthiness.

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

Other - Logistics and transport companies which deliver your goods.

Divestment - Tingstad may share your information with third parties:

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

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

Where do we process your personal data?

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

How long do we store your personal information?

We store data for as long as is necessary to carry out our contractual obligations to you and for as long as required by statutory storage times.

YOUR RIGHTS

Right to get access to your data

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

Right to rectification

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

Right to be erased ("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.

Change of data protection policy

We may update this data protection policy, we will in the event of an update announce the change at www.tingstad.se.

Contact Us

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

The person responsible for personal data is AB Tingstad Papper with organization number: 556117-1199,

Address: Box 13013, 402 51 Gothenburg.

Appendix 2

Important to keep in mind regarding printed products

Cliché

To depict an image or a text into a print, you have to make a cliché 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 service life and can be worn down or decay by e.g. rust.

Placing of the Print

When the correct proof is approved and the printing process is to begin, it is important to know that the placing and size of the print can vary by +/- 5%. This is because the pressure always moves in height and sideways. At 100% printing surface, there is usually an unprinted surface about 2-5mm in on the sides of the bag, for example, which can be perceived as a white stripe. The bottom crease can also be white, but we always strive for as large a printing surface as possible.

Colors

To get the color you want on your print, we use a color scale called the Pantone scale. It is important to know that Pantone does not produce the color used in printing but is only a reference from which color deviation can 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 allow the color hue to vary within the same batch and within different productions. A color that is printed on an uncoated material (eg paper) and a coated material (eg plastic) is 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".

Material 2nd 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 material that has been on the market and used and which has then been handed in at a recycling center for reuse. The material is cleaned and thinned out to see what can be used for the different products. This process and the fact that the material has been used before means that it will not have the same luster as raw material and thus the color of the print may be affected.

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

Original Print

Logos or images must be in the file format vectorized ai, eps or pdf format with specified pantone colors (PMS colors). The resolution should be (Rgb / CMYK) 300 dpi or higher. Solid-colored tiles and Bitmap, min. 800 dpi. Photoshop: documents saved in TIF, EPS, PSD, JPG. If possible in both CMYK and RGB with retained layers.

Links, images and fonts on the original must be attached (or vectorized / made into tracks), even if the images are embedded, we want to include them separately. Do not forget to check that the links are intact.

Quantity Deviation

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

Quality Deviation

During production, there may be some deviation in the size, thickness and weight of the products. What is considered within the framework of approved production is a difference of up to 10% in terms of weight and thickness. The size of the product can vary by up to 2-3% both in width and 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

Delivery time means the time from approved proof until the goods arrive at the customer. Holidays or deviations are not counted during the delivery time. It is not possible to cancel an order because there have been deviations on a partial delivery of a larger order.

Copyright

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

Graphic Costs

When the customer has accepted the offer, Tingstads Grafiker begins to produce a proof. If the customer wants to cancel the deal after the proof has been produced, costs for the graphic work are still paid with a start-up cost of SEK 500, and thereafter SEK 600 per hour worked.