

TERMS AND CONDITIONS - CUSTOMER

Important information!

1. GENERAL

These terms and conditions apply to all orders and contracts for the sale of products by EnergiLeg ApS. Other conditions do not apply, unless agreed in writing.

2. ORDERS

Unless expressly agreed otherwise, any offer of EnergiLeg ApS has a validity of 30 days. Orders for customized work placed by purchaser are obligatory and always fully charged, even in case of cancellation. Orders for standard products are at least 50% charged if canceled.

3. PRICES AND PAYMENT

All prices are net prices in DKK kr. excluding VAT. The mentioned prices apply to one product. Transport/shipping and installation costs are excluded. Pictures and texts are for illustration, the actual products can deviate from the shown images. Prices and products are subject to change.

Payment terms: 50% on order and 50% on delivery, unless agreed otherwise.

4. DELIVERY

Unless agreed otherwise, standard products will be shipped within six weeks after the date of purchase/receiving payment. Shipping costs will be specified in advance. Parts and small items will be shipped by calculating the actual costs - the customer pays the shipping. Shipping to a POST Box is not possible.

5. GUARANTEE

EnergiLeg ApS offers a 3 years full maker's guarantee on its products. Moving parts or 'wear and tear' parts are excluded from the warranty.

Damage caused by improper use or vandalism is not covered by the guarantee. EnergiLeg ApS offers spare parts free of charge within the guarantee period, but only if the product had proper maintenance according to the specific EnergiLeg ApS [maintenance guidelines](#).

If a product is defect due to vandalism or improper use, the customer has to buy the reserve parts from EnergiLeg ApS. Defect parts should be returned to EnergiLeg ApS at the expense of the customer. The customer is liable for all costs related to faulty or inexpert installation of the product, unless the products have been placed by the assembly team of EnergiLeg ApS itself.

6. AFTER SALES SERVICE

The customer is responsible for all service, inspection, maintenance and repair of the product. The necessary parts are bought from EnergiLeg ApS, while the terms and condition of article 5 are still valid. EnergiLeg ApS will keep components of its standard products in stock in order to serve the customers of the distributor as soon as possible. Customers can purchase an EnergiLeg [Service and Support Agreement](#) at the latest upon delivery of the products.