



Delivery Terms

Transport

- Delivery is carried out during normal working days in each destination country, weekdays.
- Delivery is done by tail lift in Sweden (max 7 load meters) and by trailer/container to all other countries in the world.
- Extra costs may occur in the case that the consignee is not able/in place to unload the material within 1 hour after arrival of the vehicle. The same applies in the case that the destination cannot be reached with standard vehicles (low bridges, environment zones etc).
- Delivery is normally carried out with delivery term DDU Incoterms 2000 *1 Delivered Duty Unpaid (delivered a place of destination, excluding import declarations, VAT, customs fees and any local taxes). In the occasion of a collect freight we offer the delivery term FCA Incoterms 2000 - Free Carrier (Including loading on the arriving vehicle).
- Other Incoterms may be applicable upon acceptance from Troax logistics department
- DDP is not accepted

Damages

- Visible damages must be noted on the freight note supplied by the forwarder before signing the material.
- Hidden damages must be reported within seven calendar days after receiving the material, later claims will not be accepted
- Damaged material claimed must be retained at customer site/and or return shipped for inspection. Please advice with your local Troax contact on how to proceed in the event of damage.

General

- Note any missing collies/bundles on the freight note supplied by the forwarder. No later claims can be done without any written comments. Missing material, delays and damages are regulated through NSAB2000 for the Nordics and the CMR convention for the rest of the world.
- Unloading the goods and risk of damages when unloading is the customer's responsibility within our stated delivery terms.

*1 DDU incoterms 2000 will be replaced by DAP Incoterms 2010, FCA remains