

Conditions for your order:



Payment:

Invoice due within 10 days after customary credit assessment.

Any remarks on the invoice must be made within 8 days.

An invoice fee of 50 SEK will be added.

In case of payment after the due date, a penalty interest of 10% of the amount plus 240 SEK for the reminder will be charged. If the invoice remains unpaid within 3 days after the reminder has been sent, an additional 10% will be added for each subsequent reminder if the invoice remains unpaid.

Shipping:

Shipping is included.

For deliveries outside the expeditor's area, an additional cost of 4.00 SEK/kg, minimum 200 SEK, will be charged.

Production and delivery times:

Manufacturing time from the factory varies depending on the period.

During the summer and Christmas closures, manufacturing time may be longer.

During Easter closure and public holidays, extended time frames may also occur.

We reserve the right to possible delays from the expeditor's side due to unforeseen circumstances.

Normal delivery time from the expeditors is between 7-10 days.

FSC labeling:

For FSC-labeled boxes, 5% will be added to the total price.

Layout and printing:

- We do not take responsibility for image and text content on the print.
- The customer is responsible for correctly filling in the template if they choose to do so themselves.
- Possible errors are not noticed until production starts at the factory, and it is the customer's responsibility to correct the error.
- Original cost for print-ready file including proofreading can you find in the price list.
- We reserve the right to minor deviations for printing technical reasons.
- Minimum 360 DPI on submitted material to maintain image quality.
- Four-color CMYK printing does not always match a PMS color 100%.
- Certain colors may not be reproduced accurately to 100% when printing on a Care Card-box.
- For repeat orders of small quantities (<1,000 units), we cannot guarantee 100% color matching with previous orders.
- Overprinting applies only to four-color CMYK printing.
- Metallic colors such as gold and silver count as two colors.
- EAN code must be provided by the customer.

Classification and labeling of matchboxes:

- The country where the matchboxes are produced, "Made in Europe" or "Made in EU".
- Contact information for the responsible importer of the goods.
- Safety matches: "EN 1783:1997: SAF".
- The approximate number of matches.
- Warning "Keep away from children" or approved warning symbol.
- The match is lit from the body and outward.

Complaints:

Always check the delivered goods before signing the delivery note; otherwise, we cannot complain about the delivery. In case of damaged goods, report directly to the expeditor delivering the goods, and the damage should be photographed, with the image(s) sent to us along with the number of damaged boxes.

For any complaints, contact us within three working days.

Guarantee applies to match products for two years under dry and cool storage conditions.

Missing goods:

Missing goods should be reported to cristina@lydscandinavia.com, with "missing goods" written in the subject line.

A copy of the order must be attached to us.

Thank you for taking the time to read through our terms, this will facilitate our relationship in the future, and our motto is to have recurring satisfied customers!

Phone: +46 (0)707381215

Bank: Handelsbanken

Swift address: handsess

IBAN: SE83 6000 0000 0005 0647 0482

VAT Reg. No: SE556699264901

E-mail: cristina@lydscandinavia.com

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Scandinavia

Keep your home alive!