

## Terms for your order



### Payment terms:

- Invoice 20 days net after customary credit assessment.
- Remarks on invoice shall be done within 8 days.
- Invoice fee 5€
- Interest on overdue payment is 10% of the total amount. If the invoice remains unpaid 3 days after a reminder has been sent an additional 10% will be added every day until the invoice is paid.
- Freight is not included in the price.
- All prices are stated ex works, in € and without VAT included.
- We reserve the right to exchange rate fluctuations.
- Over/under production of 10% can occur.

### FSC-marked boxes add 5% to the total price

- **Delivery time matches, lighters and wellness:**
- **Call off products are free of charge in storage for one year from the day they are order. It's not possible to cancel.**
- Normal delivery time is 5-6 weeks, ex. works.
- The factory closes 3 weeks during the summer and Christmas, which leads to 6-8 weeks delivery time ex. works. During Easter the factory closes one week, so please consider one more week in your calculation.
- We reserve ourselves against the possibility of delays on expeditors behalf due to unforeseen circumstances. We can only guarantee delivery from the factory within the designated time frame. Normal time for deliveries from the expeditors are usually between 7-10 days. Since we do not have control over deliveries you need to keep track of it when you received the tracking number for your delivery.  
**Should it exceed 10 days please contact:**

**DHL +4677 1345345**

**GSL+ 47858510400**

### Complaints:

- **NOTE! Always control delivered goods before you sign the freight bill,** otherwise we cannot reclaim the delivery. Damaged goods shall be reported directly to the expeditor that take care of the delivery. The damaged goods shall be photographed and the picture/pictures shall be sent to us. Declare the amount of damaged goods.
- If a claim, contact us within five working days.
- Guarantee for match products for two years when **stored dry and cool.**

### Missing goods:

- Missing goods shall be reported to [info@advspace.se](mailto:info@advspace.se), write MISSING GOODS at the subject line. A copy of the order must be attached to us.

### Layout etc:

#### **We do not take responsibility for content (picture and text) of the printing!**

If you choose to make the template yourself it's your responsibility to make sure that it is done correctly. We cannot see if it is correct or not. If you want this to be checked before the template is sent for printing this will cost 10 € each time. Possible errors aren't detected until production begins in the factory, still it's not their responsibility to correct the error. It's still up to you to correct it. This can lead to a delayed production start and a later delivery date for you.

- Cost of artwork/original: Print ready file included proof sheet from 50 €/motive.
- We reserve the right to minor deviations of the printing process.
- Submitted material shall be minimum 360 DPI, to ensure the quality of the picture.
- A four-colour print (CMYK) correspond never a PMS-colour to 100%.
- At print on a Care Card box, some colours cannot be reproduced at 100%.

- At repeat order of small quantities (<1000 pieces) we cannot guarantee 100 % colour matching with earlier order/orders.
- Ganged print is only available for CMYK in Ganged Version.
- Metallic colours i.e. gold and silver count as two colours.
- EAN code must be provided by the customer.
- **The classification and labelling of matches shall be as follows:**
  - a) The country where the Matchboxes are produced, "Made in European Union" Or "Made in EU"
  - b) Contact details of the responsible importer of the goods
  - c) Safety Matches: "EN 1783:1997:SAF".
  - d) The approximate number of sticks.
  - e) The warning "Keep away from children" or approved warning symbol.
  - f) Matches strike away from body!

**Storage: keep in a dry and cold place**

**Thank you for taking time to read our terms, this will favour our relation and our motto is to always have happy and regular costumers!**

## **Advertising Space Sweden AB**

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