

General sales conditions

Prices

Please refer to our current Export Price List for product line and up to date prices. All prices are exclusive of any value added tax or other tax, and are subject to change without prior information.

The price list is normally updated twice per year and e-mailed no less than 30 days prior to effect.

Order information

Orders may be placed by e-mail, fax or phone.

E-mail: order@edin.se

Fax: +46 8 767 18 20

Phone: +46 8 767 18 18

Written orders and use of our 6 digit part numbers are preferred to avoid misunderstandings.

Complete buyer information is needed as follows:

- **Full buyer/company name**
- **Full invoice address including mail address, zip/postal code, city and country**
- **Full shipping address including street address, zip/postal code, city and country**
- **Phone number and/or e-mail address**
- **VAT number**

Please state any order numbers or references you want us to include.

The delivery date is shown in the order confirmation. Please always check that the order confirmation corresponds to your order. If the order contains any back orders the scheduled delivery time for these items is noted. If the complete delivery shall be stalled until all back ordered items can be delivered, written instructions to do so have to be communicated at the reception of the order confirmation.

Shipping

Shipping of any order is normally executed within five (5) days after reception of the order. During inventory (Aug 31th - Sep 2nd) and Christmas and New Year celebrations (Dec 24th - 2 Jan) there is a risk of extended delivery time.

If any ordered product is completely/partially out of stock a back order is generated. The back order will automatically be delivered as soon as the product is back in stock.

Deliveries are FCA Lidingö (Incoterms 2010). Shipping costs are paid by Bo Edin AB only after special agreement.

Our international carrier is UPS. Use of any other carrier may induce extra costs to be paid by the customer.

Any damaged goods are to be reported to Bo Edin AB immediately upon receipt or latest within 14 days after the goods left our warehouse. After this period no claims can be made for any damage or loss.

Payments

Shipping of orders is normally executed after full prepayment. Other payment conditions may be applicable after customary test of credit standing and special agreement.

Please make your payments via SWIFT through SEB – Skandinaviska Enskilda Banken, Stockholm, Sweden (SWIFT address: ESSESESS), to account number stated on the invoice. Any costs induced by the payment of an invoice shall be paid by the customer.

Warranties

Univox® amplifiers for professional use (Univox® PLS and SLS series) are supported by a five (5) year warranty.

All other Univox® and Okayo products have a two (2) year warranty. The warranty period starts from the date of receipt of the product by the customer. For consumer products other warranty periods may apply.

The warranty covers faults in manufacturing and material. The warranty does not cover faults resulting from tampering with or opening the product nor faults resulting from careless handling, incorrect installation or lightning.

If a fault is approved to be covered by warranty, repair or replacement (choice made by Bo Edin AB) will be executed without any cost for the customer. In case we receive products that are not defective, we will charge a troubleshooting fee according to current price list and charge the cost of return shipping. (see Returns below)

Returns

Before return of any product, please download, complete and submit a service form which you will find at www.univox.eu under Support and [General Sales Conditions](#).

No returns will be accepted without prior consent. In the service form, always state date of purchase, invoice number and the reason for the return of the goods.

Warranty returns

Shipping costs from customer to Bo Edin AB are paid by the customer. Costs for return shipment to the customer are paid by Bo Edin AB. Return of non faulty products are paid by the customer.

Repair returns outside warranty period

All shipping costs are paid by the customer.

Other returns

All shipping costs are paid by the customer. Unused products in unchanged condition including original packaging and documents may be returned within a period of 30 days after receipt of product.