

Order processing

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 or phone.

E-mail: order@edin.se

Phone: +46 8 767 18 18

Written orders and use of our 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 31 - Sep 2) and Christmas and New Year (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.

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

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.

Returns

Before return of any product, please download, complete and submit a service form which you will find at www.univox.eu under Support.

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.

Return of unused products

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. A return fee may be invoiced.