



## GENERAL TERMS OF SALE

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Hot Screen AB only sells to resellers. In order to become a Hot Screen AB reseller, you must be in the retail garment sector or an industry deemed equivalent by Hot Screen AB. You can apply to become a retailer by clicking on the link "account application" on Hot Screen AB's website or by contacting Hot Screen AB. Current contact information can be found on Hot Screen AB's website, [www.hotscreen.se](http://www.hotscreen.se)

### PRICES

Hot Screen AB's prices are based on the current price list. Hot Screen AB's price list is valid for a calendar year. All Hot Screen AB's prices are exclusive of VAT and shipping. Hot Screen AB does not assume liability for price revisions caused by factors beyond Hot Screen AB's control and influence.

### PAYMENT TERMS

The credit period is 30 days. Hot Screen AB invoices twice per month, on the 1st and the 15th of each month. In the event of late payment, Hot Screen AB has the right to charge late payment interest (8%). The products remain the property of Hot Screen AB, until they have been paid for in full. If there is reasonable doubt as regards the customer's solvency, Hot Screen AB is entitled to reduce the credit period, demand advance payment or other security for future deliveries.

### DELIVERY

Delivery is carried out within & outside Sweden by carriers engaged by Hot Screen AB or a courier service with ex works delivery terms. The risk of delivery is transferred to the customer once Hot Screen AB hands the product over to the carrier in accordance with Incoterms 2010 EXW-Ex Works.

### SHIPPING

Shipping is charged according to the current price list.

### FORCE MAJEURE

Without liability for damages, Hot Screen AB is entitled to cancel, limit or postpone deliveries to the extent performance is made impossible or materially hindered or made significantly more expensive due to circumstances beyond Hot Screen AB's control, e.g. war-like events, riots or revolts, disruptions in public communications, import or export restrictions, changes in laws and regulations or other decree by authorities in Sweden or abroad, strike, lock-out, blockade or other labour disturbances, fire, explosions or other accidents, or for defects or delays in services performed by sub-contractors due to the above mentioned circumstances.

### RETURNS & COMPLAINTS

Information about our returns and complaints procedures is available on our website, [www.hotscreen.se](http://www.hotscreen.se). You are also welcome to contact our customer service team for help. Our opening hours are available at [www.hotscreen.se](http://www.hotscreen.se)

### CHANGE OF TERMS

*Information and prices are provided with reservation for misprints and typing-errors. Hot Screen AB reserves the right to amend these General Terms of Sale at any time.*

*This document is revised digitally in our Management System. Check that this is the latest version on the online management system before use.*



## HEAT TRANSFER TERMS OF SALE

### DELIVERY OPTIONS

**Regular delivery:** A maximum production time of 5 business days after approved proofing/order. (4 days' production time when ordering via web shop)

**Express delivery:** Max. production time of 3 business days from approved proofing/order.

**Next day express (DEX):** Production time of 1 business day from approved proofing/order.

Your goods will ship no later than the day after order placement. DEX orders must be placed before 2pm for Hot Screen AB to guarantee next-day shipping of your goods.

### ORDER CONFIRMATION

Within 12 regular business hours from ordering, a digital order confirmation will be sent with a planned delivery date. The order confirmation is sent via e-mail to the resellers chosen contact e-mail. For orders placed via the web shop, the order confirmation is sent automatically on approval of the order.

### CHANGES AFTER ORDER CONFIRMATION

When the order confirmation has been sent by Hot Screen AB, no changes to the order are accepted.

### DELIVERY ORDER

On the day the order is transferred from Hot Screen AB, a digital delivery order is sent via e-mail to the reseller's chosen contact e-mail, along with a link for tracing the order. The link goes to the carrier's digital tracking system for tracking the parcel, and allows tracking of the shipment.

### DELIVERY DELAY

If a complication arises which delays the delivery, a notification with the cause for the delay and a new delivery date is sent via e-mail to the reseller's chosen contact e-mail.

### WARRANTY

Hot Screen AB guarantees that the delivered product matches the proof, in accordance with the order or the accompanying graphic material. In the event of any anomalies, Hot Screen will produce new heat transfers free of charge.

### LIMITATION OF LIABILITY

Hot Screen AB is not liable for the reseller's lost profits, transport costs, production loss or other financial losses. Nor is Hot Screen AB liable for damages which arise from the erroneous use or application of heat transfers on materials which have not been verified as suitable for the heat transfer products.

### HEAT TRANSFERS FUNCTIONALITY - RESELLER'S LIABILITY

The reseller is liable for ensuring the heat transfer's suitability and function for the product it is applied to. On request, Hot Screen AB will send product samples for functionality verification free of charge. In case of uncertainty regarding the suitability of the chosen material, Hot Screen AB will perform verification free of charge.

### RESERVATIONS FOR MATERIAL FOR PRINTING

Hot Screen AB does not accept liability for submitted material, neither for its contents or its form. Submitted material is stored and made available for re-ordering by the orderer in a digital archive, and anyone who submits digital material to Hot Screen AB is considered to have accepted such storage. Reservations in this regard are not accepted.

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## HEAT PRESSES TERMS OF SALE

### DELIVERY HOT 2000 HEAT PRESS

Regular delivery: A maximum of 5 working days from placing an order for a Hot 2000 heat press. When ordering more than 5 Hot 2000 at the same time, the delivery time must be agreed at the time of ordering, depending on the size of the order. Contact customer services or a sales associate for delivery times.

### DELIVERY OF OTHER HEAT PRESS OR CUSTOM PRODUCT

When ordering a heat press other than Hot 2000, or a custom product, the delivery time will be confirmed at the time of ordering depending on the size and nature of the order.

### ORDER CONFIRMATION

Within 12 business hours from ordering, a digital order confirmation will be sent with a planned delivery date.

The order confirmation is sent via e-mail to the resellers chosen contact e-mail. For orders placed via the web shop, the order confirmation is sent automatically on approval of the order.

### CHANGES AFTER ORDER CONFIRMATION

When the order confirmation has been sent by Hot Screen AB, no changes to the order are accepted, even in cases when it is not yet in the hands of the delivery company. This does not apply to heat presses of other makes or custom products.

### DELIVERY ORDER

On the day the order is transferred from Hot Screen AB, a digital delivery confirmation is sent via e-mail to the reseller's chosen contact e-mail, along with a link for tracing the order. The link goes to the carrier's digital tracking system for tracking the parcel, and allows tracking of the shipment.

### DELIVERY DELAY

If a complication arises which delays the delivery, a notification with the cause for the delay and a new delivery date is sent via e-mail to the reseller's chosen contact e-mail.

### WARRANTY

The warranty period for Hot 2000 heat press is valid for one (1) year from the date of sale. Product warranty terms can be found in the Hot 2000 heat press manual.

### LIMITATION OF LIABILITY

Hot Screen AB is not liable for the reseller's lost profits, transport costs, production loss or other financial losses. Hot Screen AB is also not liable for damage caused by incorrect use of the heat press.

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