



These terms apply in addition to the general terms according to *Maskin 21* and *Reparation 11*. In the event of any conflict, these terms shall prevail. SMP has the following additions:

Cancellation / change of order

Cancellation or change of order must be made within 24 hours after order confirmation has been sent from SMP Parts AB.

Cancellations or amendments made **after this period** may be accepted only upon approval by SMP Parts AB and will be subject to a **cancellation fee of 25% of the order value plus any costs already incurred**, including but not limited to production, procurement, administration, or logistics costs.

Orders for **manufactured or specially sourced goods cannot be cancelled or amended once production or procurement has commenced.**

All cancellations or changes must be submitted in writing to SMP Parts AB:
order@smpparts.com.

Delivery terms

- Delivery is made **Ex Works (EXW) IIsbo, Sweden, according to Incoterms® 2020**, unless otherwise agreed in writing.
- Delivery times are estimates unless explicitly agreed otherwise. SMP Parts AB reserves the right to **postpone delivery in the event of delays caused by suppliers, material shortages, transport disruptions, or other circumstances beyond our control.**
- Orders placed **before 12:00 CET for items available in stock are normally dispatched on the same business day.**

Return terms

- Items from the **regular product range may be returned within 30 days** from the delivery date.
- Returns require **prior approval from SMP Parts AB** and products must be returned **unused, in unchanged condition, and in the original packaging.**
- Manufactured or specially ordered goods are non-returnable.
- Shipping, packaging and handling costs are non-refundable.
- Approved returns will be credited **with a deduction of 10% of the product value as a restocking fee.**
- The customer is responsible for **return shipping costs and transport risk until the goods are received by SMP Parts AB.**