



Valid from: 2025-08-01

## General Sales Terms- SMP Parts AB

This document is an overview of the terms and conditions SMP Parts AB applies when selling its products. The terms in this document are an extract from the contractual terms that SMP Parts AB applies in relation to its distributors and customers, respectively. The terms and conditions in this document do not apply independently and are subject to the parties having entered into a separate agreement for the supply of products.

In the event of any conflict between these general terms and conditions of sale and an agreement concluded between SMP Parts AB and the distributor or customer (as applicable), the provisions of the agreement shall prevail.

## Standard Warranty Periods

| Product Group               | Warranty Period  |
|-----------------------------|--|
| Buckets                     | 12 months from delivery date from factory or 1500 hours, whichever occurs first applies  |
| Quick Couplers including FC | 12 months from delivery date from factory or 1500 hours, whichever occurs first applies  |
| Tiltrotators                | 24 months from delivery date from factory or 3000 hours, whichever occurs first applies  |
| Other products              | 12 months from delivery date from factory or 1500 hours, whichever occurs first applies  |
| Spare Parts                 | The earlier of 6 months or a max. of 750 hours from the date of replacement of the spare part. However, the warranty period for spare parts can never exceed the original warranty period as stated above, plus 6 months or 750 hours (as applicable). A prerequisite for this warranty to be valid is that notice of the defect has been given within the original warranty period. This warranty does not apply to repaired parts. |

The warranty periods stated above specify how long SMP Parts AB is liable for defects in each product group. The warranty periods do not apply to wear parts and normal wear and tear. For the above-mentioned warranty periods, the warranty conditions and limitations of liability, as stated in the agreement between SMP Parts AB and the distributor or customer (as applicable), shall apply.

## Extended Warranty

If there is a desire to stock products from SMP Parts AB, it is possible to extend the standard warranty so that the warranty starts upon installation at the end customer's site. The extended warranty applies provided that the equipment is stored in a way that does not damage the units. Tiltrotators and couplers must be stored indoors. To utilize the extended warranty, SMP Parts requires documentation of installation at the end customer's site as follows:

**SMP PARTS AB**  
Bergsjövägen 3  
829 91 Ilsbo  
Sverige

**Tel. (Växel)**  
+46 (0) 650 35650  
**Fax.**  
+46 (0) 650 35660

**Internet**  
<https://www.smpparts.com>  
**E-mail**  
[info@smpparts.com](mailto:info@smpparts.com)

**Org. Nr**  
556242-5610  
**VAT Nr**  
SE556242561001

**Bankgiro**  
5343-8073  
**Säte**  
Hudiksvall



## Installation Documentation

To ensure the extended warranty applies to buckets, quick couplers, tiltrotators, and other products, the installation must be promptly registered on <https://www.smpparts.com/en/support-service/installation-card-extended-warranty/> along with photos clearly showing the installation. If this documentation is not registered at the time of installation, the warranty begins upon factory delivery according to the "Standard Warranty Periods."

## Warranty Periods Extended Warranty

| Product Group               | Warranty Period  |
|-----------------------------|--|
| Buckets                     | 12 months from the installation date or 1,500 hours, max 36 months from factory delivery date. Whichever occurs first applies.   |
| Quick Couplers including FC | 12 months from the installation date or 1,500 hours, max 36 months from factory delivery date. Whichever occurs first applies.   |
| Tiltrotators                | 24 months from the installation date or 3,000 hours, max 36 months from factory delivery date. Whichever occurs first applies.   |
| Other products              | 12 months from the installation date or 1,500 hours, max 36 months from factory delivery date. Whichever occurs first applies.   |
| Spare Parts                 | The earlier of 6 months or a max. of 750 hours from the date of replacement of the spare part. However, the warranty period for spare parts can never exceed the original warranty period as stated above, plus 6 months or 750 hours (as applicable). A prerequisite for this warranty to be valid is that notice of the defect has been given within the original warranty period. This warranty does not apply to repaired parts. |

## Delivery Terms, etc.

The agreed prices do not include shipping and packaging costs. Shipping and packaging costs will be charged in addition to any agreed prices.

We reserve the right to postpone delivery in the event of a component or material shortage at any of our sub-contractors, or because of any other cause beyond our control; and we shall not be liable for any damage, costs or losses incurred in connection with any such postponed delivery or delay in delivery. We also reserve the right to adjust any prices in quotations submitted to You, as well as any agreed prices (including prices in submitted orders) because of increases in labor, transport or material costs, taxes, charges and/or currency fluctuations.

## Conditions for Claims

For a claim to be approved by SMP Parts AB:

- The distributor/reseller must register complete information in the SMP Parts claims portal according to "Warranty Case Documentation" (Appendix 1). If SMP Parts requests the





Valid from: 2025-08-01

customer to supplement the case with additional documentation, this must be done promptly, but no later than two months from the date of damage.

- Claims must be registered no later than two months after the date of damage.
- Defective parts must be returned to the factory promptly, but no later than two months from the registry of the claim. The return shipping cost is covered by SMP Parts.
- SMP original parts must be used.
- The product must be in its original condition; the customer must not modify the product in any way.
- SMP Parts does not compensate for down time
- FC products delivered by SMP are manufactured according to the Open-S standard. Since the tolerances for Open-S are tighter than the S-standard, SMP can only guarantee the performance, and warranty the quality of the SMP products if both the coupler and the attachments are manufactured in alignment with the Open- S standard.
- Returns due to canceled or regretted purchases are not considered claims.

## Exclusions from Warranty

What is excluded from the warranty by SMP Parts AB is defined in Appendix 2 "Warranty Exclusions."

## Other Terms and Conditions

In addition to the terms set out herein, the terms and conditions in SMP Parts AB's framework agreement for sales to distributors or customers (as applicable) shall apply. To the extent that the transaction in question is a one-off transaction, the terms of Maskin 21 shall apply together with SMP Parts AB's deviation list to Maskin 21. In the event of any conflict between the deviation list and Maskin 21, the terms and conditions of the deviation list shall apply. The deviation list can be found at: "2023 Deviation List\_SMP Parts\_Maskin 21"

---

**SMP PARTS AB**  
Bergsjövägen 3  
829 91 Ilsbo  
Sverige

**Tel. (Växel)**  
+46 (0) 650 35650  
**Fax.**  
+46 (0) 650 35660

**Internet**  
<https://www.smpparts.com>  
**E-mail**  
[info@smpparts.com](mailto:info@smpparts.com)

**Org. Nr**  
556242-5610  
**VAT Nr**  
SE556242561001

**Bankgiro**  
5343-8073  
**Säte**  
Hudiksvall