



Terms and Conditions for Delivery, Returns, Warranty, and Claims for SMP Parts AB Products

PRODUCT FAMILY	WARRANTY PERIOD	OBSERVATION
EXCAVATOR BUCKETS	12 months from installation date or 1,500 hours, max. 18 months from delivery date. Whichever is the earlier shall apply.	Does not apply to wear parts and normal wear
QUICK COUPLER FOC	12 months from installation date or 1,500 hours, max. 18 months from delivery date. Whichever is the earlier shall apply.	Does not apply to wear parts and normal wear
ST TILTROTATOR	24 months from installation date or 3,000 hours, max. 30 months from delivery date. Whichever is the earlier shall apply.	Does not apply to wear parts and normal wear
OTHER PRODUCTS	12 months from installation date or 1,500 hours, max. 18 months from delivery date. Whichever is the earlier shall apply.	Does not apply to wear parts and normal wear
REPAIRS AFTER THE WARRANTY PERIOD	6 months or 750 hours, max. 12 months from the replacement date on replaced parts. Whichever is the earlier shall apply.	Does not apply to wear parts and normal wear

Cancellations/changes to the order

Cancellations or changes to the order must be made within 24 hours of receiving the order acknowledgement. If a cancellation/change is made at a later date, then the customer will be charged 25% of the order sum plus any accrued expenses. Cancellations/changes must be made in writing and sent via email to SMP Parts AB at order@smpparts.com

Delivery terms

- Sales take place "Ex IIsbo"
- Shipping will be added (shipping is free of charge on orders over SEK 5,000, does not apply to express shipping)
- Wrapping and packaging will be added
- We reserve the right to delay delivery in the event of a component or material shortage at any of our sub suppliers or for other reasons that are beyond our control. We will not be liable for any damage that occurs in connection with the delayed delivery.
- For articles that are in stock, orders received before noon will be sent the same day.
- Price adjustments may occur on orders already received due to increased labor, transport or material costs, taxes, fees or currency exchange differences.

Terms and conditions for returns

- 30-day full return right on articles from our standard product range
- The item must be returned in an unaltered condition and in the original packaging
- Custom manufactured and adapted products may not be returned
- Wrapping and packaging costs will not be refunded

Claims

- Claims must be submitted by email to claim@smpparts.com

The following standards from the Swedish Trade Association for Suppliers of Mobile Machines (Maskin Leverantörerna-ML) Machine 21, Repairs 11 and RESUT 05 (Supply and Warranty Terms for Spare Parts, Exchange Components and Repairs) shall otherwise apply. If Machine 21, Repairs 11 and RESUT 05 deviate from SMP's terms and conditions, then SMP's terms and conditions shall take precedence.

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