



General Terms and Conditions (GTCs)

April 2024

The "Swissmem general terms of delivery for machines and plants" apply.

1. Orders

Profit from free delivery for shipments valued at over CHF 500.00 before tax!

We deliver shipments comprising items from our standard product range with a pre-tax merchandise value of over CHF 500.00 **free domicile** (CPT) within Switzerland and the Principality of Lichtenstein.

Free delivery is not available for export orders, or for orders with special terms or specially negotiated before-tax prices. In these cases, we will choose the lowest-cost shipping method for you.

The minimum invoice value is CHF 12.00, otherwise a small quantity surcharge of CHF 9.00 will be charged.

To place your order easily and correctly, use our barcode logistics system, **forrer QuickScan**, or our **web shop**, **www.paul-forrer.ch**. We will be happy to assist you if you need help.

Please send written orders by **fax to +41 (0)44 439 19 99** or by e-mail to **orders@paul-forrer.ch** (day and night).

We endeavor to ship out all orders on the day they are placed. Please order **as early as possible** during the day and always provide the complete order numbers and your customer number.

In a case of urgency, we'll receive your order until 17.30 and ship your goods on the same day (friday 17.00).

2. Support

Our trained staff will be happy to assist you on the phone and can always provide a practical solution.

Telephone support:

- +41 (0)44 439 19 91 Hydraulics and drive line systems
- +41 (0)44 439 19 93 Small engines and equipment
- +41 (0)44 439 19 19 Operator

3. Logistics

We partner with the following highly capable logistics providers to offer the best-possible delivery service:

- **Swiss Post** (up to 30 kg per shipment)
We ship all parcels PostPac Priority.
- **GO! Night (Night delivery)** (up to 157 kg per shipment, up to 31.5 kg per parcel): Shipments are picked up at our facility at 6:00 p.m. Monday through Friday and dropped off during the night at the drop-off point agreed between you and GO! Night. The drop-off point should be lockable and must be protected from the elements and be accessible at any time for GO! Night (alternative day delivery).
- **Freight forwarder**
The freight forwarder picks up our freight shipments daily and usually delivers them to you the following day (in peripheral regions the turnaround time can exceed 24h).
- **Dangerous goods deliveries**
Dangerous goods deliveries can only be made with GO! Overnight, GO! Night or freight forwarder.

Freight complaints

Complaints due to loss or damage must be noted immediately on the transport document. Paul Forrer AG must also be notified in writing. If there are damages that are

not externally visible, a written complaint must be filed within 8 days of receiving the goods and document them where possible. General reservations (e.g., "subject to inspection") are not considered a due complaint within the meaning of this provision.

Logistics costs

We charge the following flat shipping rates for shipments that do not qualify for free delivery (before-tax merchandise value is less than CHF 500.00)

- PostPac Priority CHF 16.00 per unit load
- Oversized goods CHF 26.00 per unit load (surcharge of CHF 10.00 per additional unit load)
- GO! Overnight (Day delivery) CHF 24.00 per order
- GO! Night (Night delivery) CHF 19.50 per order
- Swiss-Express «Mond»/«Blitz» CHF 34.00 per unit load
- Forwarding agent from CHF 69.00 per shipment

(Other shipment methods on request)

The costs of the shipment method GO! Night (Night delivery) will be charged just once, even if you order several times a day. We select the lowest-cost shipment method for deliveries valued above the free delivery limit. If customers request a different shipment method (e.g. GO! Overnight (Day delivery)), we will charge a flat rate of CHF 4.00 to cover our costs.

4. Prices

All sales prices are given in Swiss francs, and are indicative, non-binding prices (ex work Bergdietikon). They are subject to change without notice at any time. We reserve the right, without limitation, to adjust prices in response to currency fluctuations and problems in purchasing and procuring raw materials. We publish our prices before and after value-added tax. The before-tax price is generally used for invoicing

5. Payment

30 days net without prompt payment discounts.

The delivered goods will remain the property of Paul Forrer AG until payment is made in full.

6. Warranty

The Swissmem terms and conditions apply. Our products must be used in conformity with the information and guidelines contained in our Technical Documentation.

Small engines and equipment used solely for personal purposes have a warranty period of 24 months. If these items are used professionally, commercially or in a leasing business, the warranty period is 12 months.

7. Return of goods

Goods can only be returned by prior agreement with us. You are only entitled to a credit for returned items if they are in their original condition and accompanied by our completed return form and shipping documents. We cannot take back items that we specifically ordered or manufactured for you.

For restocking, 5% of the value of the goods or at least CHF 15.00 will be charged. The minimum credit amount is CHF 15.00.