



### Q8 OILS LUBRICANTS AND SPECIAL PRODUCTS

**Valid from 2013-01-01 until further notice**

## OUR DIFFERENT PACKAGING TYPES, QUANTITY PER PACKAGING UNIT AND PALLET

Code	Packaging type	Content	Total per package	Total per pallet
<b>Lubricating oils</b>				
99	Container	1000 litres		
00	Bulk			
01	1/1 barrel	208 litres		
06	Can	20 litres		32/double pallet 16/single pallet
12	Bottle (Metal)	0.25 litres	12 per box	105 boxes
13	Bottle	1 litre	12 per box	36/40 boxes*)
14	Can	4 litres	3 per box	30/36 boxes**)
15	Tube	225 ml	12 per box	124 boxes
17	Can	10 litres	12 per box	40 boxes
<b>Lubricating grease</b>				
20	1/1 barrel	180 kg		
25	¼ barrel	50 kg		
27	Bucket	18 kg		22 buckets
31	Jar	1 kg	12 per box	
41	Cartridge	420 ml	12 per box	84 boxes
43/46	Spray bottle	500/150 ml	12 per box	

\*) 1 litre Q8 Formula series: 36 boxes/pallet (432 litres)

\*\*\*) 4 litres Q8 Formula series: 30 boxes/pallet (360 litres)

## GENERAL TERMS AND CONDITIONS FOR SALES AND DELIVERIES

### 1. Small delivery surcharge

Packaged items: Deliveries of less than 200 litres will be subject to a surcharge of 250 SEK per delivery. Please note that items in stock and special order items can only be combined if the delivery is simultaneous and from the same storage.

Bulk deliveries:

For bulk deliveries less than 2 000 litres per delivery and product there is a surcharge of:

500 SEK for volumes between 1500-1999 litres  
1 000 SEK for volumes between 1000-1499 litres  
1 500 SEK for volumes between 500-999 litres

Volumes less than 500 litres can be delivered for a special price calculated for each individual delivery.

### 2. VAT

VAT, or any other official tax or surcharge, is added to the prices given.

### 3. Euro pallet

Charged at cost price if the pallet has no registration number. Current price is 100 SEK/pallet.

### 4. Returned items charge

When OKQ8 has accepted the return of packaged items, 20% of the value of the items is normally deducted as a returned items charge, with a minimum of 150 SEK per return occasion. The customer always pays return carriage. Only items/packages with seals intact and faultless are accepted, and credit is only granted subject to a delivery check at OKQ8. Bulk items may be returned on special agreement.

### 5. Complaints

Complaints about deliveries are to be submitted to OK-Q8 AB, Smörjmedelsavdelningen, Box 23 900, 104 35 Stockholm, Sweden, Tel: +46 (0) 8 506 800 00, smorjmedel@okq8.se, within 7 days of receipt of the items.

### 6. Payment terms

60 days net after the date of invoice. An invoice is issued after every delivery. If the period of credit is exceeded, penalty interest is charged from the date payment was due until the date full payment is received. The penalty interest rate is shown on the invoice. Current rate is 2% per month from the date payment was due.

If the Swedish krona is devalued, currency exchange rates change, charges, customs duties or taxes are imposed or raised, product costs, packaging and transport costs increase, OKQ8 shall be entitled to immediately increase the price by a corresponding amount.

### 7. Proprietary rights

OKQ8 has proprietary rights to the items until full payment has been made.

### 8. Delivery times and urgent deliveries

Stock items: Up to 6 working days. Usually 2 working days.

Non-stock items: Up to 15 working days. Usually 7 working days.

NB! Container is always a non-stock item.

Bulk deliveries: According to separate agreement.

Urgent deliveries: Surcharge for urgent deliveries is calculated separately at each occasion.

Delivery notice by telephone: Cost price.

### 9. Reusable container

Schütz reusable containers for credit - see instructions sent with the container or call our Customer Service (+46 (0)8 506 800 00). Four containers may be returned free of charge.

NB. Check that the container is labelled "Schütz".

### 10. Quotes

All quotes apply on condition of immediate response unless stated or agreed otherwise. Regardless of what is regulated in the quote, OKQ8 is entitled to change the payment terms if OKQ8 deems this appropriate.

## 11. Delivery

OKQ8 is only obliged to deliver items during OKQ8's normal working hours. If the Customer requests delivery outside working hours, the Customer will be charged any additional costs incurred. **OKQ8 tillämpar Incoterms 2010/DAP.**

## 12. Force majeure

In the event of war, war-like situations, export or import restrictions, other official regulation, natural catastrophe, lack of available shipping capacity, hindrance caused by ice, labour conflict, major operational disruption, and other circumstances that prevent, increase the cost of or make more difficult OKQ8's procurement of items or fulfilment of obligations according to the agreement, OKQ8 is entitled to terminate the agreement, or request the necessary extension to the time period or an increase in price, without being liable for compensation. The above section on labour conflict shall also apply when OKQ8 is involved in the action taken.

## 13. The Customer's obligations

The Customer is responsible for ensuring that there is sufficient capacity for the ordered quantity at the time of delivery, and that the applicable storage space complies with government requirements. The Customer is to pay for any damage that occurs to the Customer's property, or that of a third party, that is caused by such storage capacity not being available at the time of delivery or that does not comply with applicable requirements, such as government regulations regarding protection from over-filling. The Customer is responsible for ensuring that the access road has sufficient bearing capacity and is cleared of snow in the winter. The Customer is also responsible for ensuring that the delivery site is sufficiently identified. Extra costs that OKQ8 incurs in relation to delivery will be charged to the Customer. The Customer shall also pay the extra costs that OKQ8 incurs when the entire quantity cannot be delivered.

The Customer shall also pay the extra costs that OKQ8 incurs if the Customer has stated the zip code for a P.O. Box, but wants the delivery to a street address with a different zip code. This also applies when the Customer has stated an incorrect zip code. Current cost is: Parcel 50 SEK/wrong zip code, Comfort 65 SEK/wrong zip code.

## 14. OKQ8's obligations

When delivered items are faulty, OKQ8's responsibility shall be limited to supplying a new fault-free item and to

compensate the Customer for any direct damage caused by the fault in the items. Similarly, OKQ8 is not liable to pay the Customer any kind of compensation for personal injury, damage to property, loss of profit, or any other loss or indirect damage, unless explicitly agreed or OKQ8 is guilty of gross negligence. Furthermore, OKQ8 is not responsible for damage caused by the Customer's handling, etc. after the Customer has received the items.

## 15. Complaints

On receipt of the items, the Customer is obliged to immediately check that the quantity and quality delivered complies with that stated on the Customer's order and delivery note. In order to be valid, complaints regarding quantity and quality must be submitted immediately after delivery.

## 16. Disputes

This agreement shall be interpreted in accordance with Swedish law. Any disputes are to be decided by an arbitration board in accordance with Stockholm Chamber of Commerce's arbitration law. The arbitration will take place in Stockholm, Sweden. However, OKQ8 is entitled to start an action in a court of law for payment owed for deliveries, or in connection with costs incurred during delivery. If the Customer is a private consumer, disputes shall always be decided by a court of law.