

Terms of purchase and delivery

Orders

Orders are placed via our order email: order_se@fluidra.com.

To ensure fast and accurate processing, orders must include the item name, item number, and quantity.

Orders can also be placed by telephone, but we recommend that orders are placed by email in the first instance.

Orders for items that are not stock items cannot be canceled or returned.

Prices

All prices are quoted in EURO (€).

The buyer is obliged to accept price adjustments due to changes in exchange rates, customs duties, taxes, fees, or other cost increases that occur prior to delivery.

Costs for transport and pallets will be added. In some cases, packaging costs may also be added.

Delivery

Incoterm: DAP

Delivery is made from Fluidra Nordic, NTEX, our Trace Logistics warehouses in Veghel or Macanet, unless other arrangements have been made in writing.

Delivery times are determined by the seller based on the best possible estimate. Items in stock are normally shipped the same day or the next business day, subject to final sale. For bulky or specially ordered goods, longer delivery times may apply.

Delays in delivery do not entitle the buyer to compensation.

Partial deliveries will only be made with the buyer's approval and for an additional cost.

When delivering bulky goods, the carrier may need assistance with unloading. The buyer is responsible for and bears the cost of any assistance with unloading. If the carrier is unable to unload the goods at the agreed location or time, the buyer is responsible for any additional costs incurred.

Fluidra Nordic reserves the right to invoice specially ordered goods upon arrival at Fluidra Nordic's warehouse at Trace Logistics in Veghel.

Transport and delivery inspection of goods

The buyer shall inspect the delivery immediately upon delivery. Any transport damage or missing goods shall be noted on the delivery note before receipt is acknowledged.

Damage or loss must be reported in writing to Fluidra Nordic within three (3) days of receipt. Photographic documentation of the damaged delivery and the product concerned must be attached to the report.

If the recipient does not follow the above procedures, the complaint may not be approved.

Payment

If payment is not made within the agreed time, Fluidra Nordic has the right to charge interest on arrears in accordance with applicable law.

A reminder fee will be added when a reminder invoice is sent, which will be no earlier than five (5) days after the invoice due date.

If the invoice remains unpaid, Fluidra Nordic reserves the right to refuse further deliveries and purchases.

Fluidra Nordic reserves the right to adjust prices due to changes in costs, such as changes in purchase prices, currency, tax, or fee changes.

Products/Product Information

Fluidra Nordic reserves the right to make changes to agreed specifications without prior notice, provided that such changes can be implemented without significant inconvenience to the buyer.

Drawings, specifications, and other technical documentation and information may not be used for any purpose other than for which the material was provided without the written consent of Fluidra Nordic. The material may not be copied, reproduced, distributed, or otherwise made available to third parties.

Fluidra Nordic guarantees that the goods delivered are free from defects in materials and manufacturing for a period of two (2) years from the end user's date of purchase. The warranty does not cover normal wear or consumables.

Returns

Returns are only accepted with written approval from Fluidra Nordic. Goods may not be sent without prior consent. If a product is returned without approval and a correctly completed return form, Fluidra Nordic has the right to either refuse to process the return or return the product at the buyer's expense.

The cost of return shipping for approved returns is borne by the buyer. The return slip must be placed visibly on the outer packaging, and the shipment must be clearly marked "RETURN".

Returns are only accepted if the goods are unused, in unbroken packaging and in good condition. Deductions for inspection and handling are applied as follows:

- Standard products in intact original packaging: 5–30%
- Larger products such as spas and sand filters (>751 mm) with standard item numbers: 50%
- Special-ordered goods or products without their original packaging will not be accepted.

Returns that do not meet these requirements may either be discarded and charged a handling fee, or returned to the buyer at their expense. The buyer must respond within ten (10) days of notification; failure to respond will result in disposal and an administration fee being charged.

Returns older than three (3) months from the delivery date, as well as discontinued or specially ordered goods, will not be accepted.

Complaints/warranties

If a defect is discovered within the warranty period, it shall be repaired, provided that the buyer has fulfilled their payment obligations and notified Fluidra Nordic in writing of the defect within the warranty period.

The warranty only applies if the product has been used normally, for its intended purpose, and in accordance with Fluidra Nordic's instructions.

Fluidra Nordic's liability is limited to, at Fluidra Nordic's discretion, repair, delivery of a new product, or credit for the purchase price. Fluidra Nordic cannot be held liable for direct or indirect damage, consequential damage, or financial loss to the buyer.

Approved complaints must be confirmed by Fluidra Nordic before the product is returned. No complaints may be sent without a correctly completed complaint form, which is available on our website and should be sent to reklamation_se@fluidra.com.

The warranty does not cover normal wear or consumable parts, such as gaskets, shaft seals, ball bearings, light bulbs, and similar items.

Return shipping for complaints is paid by the buyer.

Force Majeure

In the event of circumstances beyond Fluidra Nordic's control, such as natural disasters, government decisions, fire, war, failure of suppliers to deliver, labor disputes, material shortages, other unforeseen and costly circumstances, Fluidra Nordic shall be entitled, at its discretion, to either:

1. Extend the delivery time, or
2. Cancel the agreement in whole or in part.

In such cases, Fluidra Nordic is not obliged to pay compensation to the buyer for delays or non-delivery.