

1. Order procedure.

- 1.1. The incoming customer order (sent to E-business or by e-mail to Beijer Electronics incoming order boxes, for addresses see point 5.) will be registered and confirmed within 48 hours, if the order has been placed as a "clean" order. Please find attached "Clean order specification", on what is mandatory on an incoming customer order. See end of document.
- 1.2. If an incoming customer order is "unclean", the order will be registered and confirmed as soon as possible, since Beijer Electronics need extra time to get correct information about the order.
- 1.3. It is the responsibility of the Customer to check the Order Confirmation sent by Beijer Electronics, to ensure that the correct product with the correct price has been acknowledged. If not, Beijer Electronics needs to be contacted immediately to correct the order.
- 1.4. In the case of a delivery date issue, after the first Order Confirmation has been sent, Beijer Electronics will communicate the changes to the Customer and provide a re-confirmation with a new delivery date.
- 1.5. If the credit check is clear, the incoming customer order will be released within 24 hours. If not, an advanced invoice will be e-mailed to the customer for payment as soon as possible. After payment of the advanced invoice, Beijer Electronics will be able to handle the order.

2. Delivery and shipment of goods

- 2.1. For stocked parts there is a possibility to deliver within 2 up to 5 days, if the order meets the size and weight parameters for overnight shipments and the products are available on stock.
- 2.2. The possibility for ICE (In Case of Emergency) also exist which is the possibility to receive an order and deliver it outside of normal working hours such as weekends and during holidays. This service is provided with an extra charge.
- 2.3. Beijer Electronics can assist with booking of shipments, but the payment and agreements with the forwarders must be conveyed by the Customer.
- 2.4. It is the responsibility of the Customer to pick up the goods in time i.e. not to leave the goods in Beijer Electronics warehouse, unless other agreements have been made.
- 2.5. A proforma invoice (if shipment outside EU) and a delivery note will be provided in each shipment to the forwarder.
- 2.6. If a new Customer is registered, there will be a credit check per default by Beijer Electronics before any shipment can take place.
- 2.7. There are two possibilities related to the shipment of goods:
Partial shipping: "YES": Each order line is shipped when available and in accordance with confirmed Planned Delivery Date.
Partial shipping: "NO": All order lines are shipped in one shipment and in accordance with confirmed Planned Delivery Date for the longest lead time item.
- 2.8. Consolidation of multiple orders into one single shipment, regardless of partial "YES" or "NO" shipment may add additional business days to the delivery date.

3. Order changes and cancellation rules *

- 3.1. Order changes and/or order cancellation is not allowed when the order is ready for shipment.
- 3.2. Order change and/or order cancellation must be informed by the Customer to Beijer Electronics coordinator who will check the order status and the status on the products to be changed and/or cancelled. *
- 3.3. Customized products or Non-stocked products cannot be cancelled nor changed without a special agreement between the Customer and Beijer Electronics.

- 3.4. Other rules may apply for major partners, in accordance with agreements setup between the Partner/Customer and Beijer Electronics.

*Above rules do not apply to any NCNR (Non-Cancellable and Non-Reschedulable) products (products that cannot be cancelled nor returned).

4. Return of products

- 4.1. In the case of any claims, the Customer should contact Beijer Electronics as soon as possible or no later than 30 days after received delivery.
- 4.2. Beijer Electronics will provide a Return Material Authorization Number and the delivery address to be used when returning the goods.
- 4.3. Stocked Items can only be returned if they are unused and have an undamaged box.
- 4.4. Returns should be shipped back no later than 3 months after received delivery.
- 4.5. A handling fee of 20% will apply on business returns. For quality issues please enter the Beijer Electronics Service Portal and follow the Service procedures. https://www.beijerelectronics.se/sv-SE/Support/Contact__support

5. Portal of contacts

EMEA region
logistics.hmi@beijerelectronics.com

Germany
order.de@beijerelectronics.com

Sweden
order.se@beijerelectronics.com

Norway
order.no@beijerelectronics.com

Denmark
order.dk@beijerelectronics.com

Turkey
sales.tr@beijerelectronics.com

United States of America
sales.orders@beijerinc.com

Taiwan
order.tw@beijerelectronics.com

China
order.APAC@beijerelectronics.com

South Korea
TBD

6. Support, service & repairs

EMEA region: Log in to the Service Portal using your personal log-in https://www.beijerelectronics.se/sv-SE/Support/Contact__support

Beijer Electronics' Clean Order Specification

Beijer Electronics' Clean Order Specification

1. Mandatory

- 1.1. Existing customer in IFS, with correct basic data. E.g. payment terms, invoice address, price list and delivery terms.
- 1.2. Quotation number – if applicable.
- 1.3. Part no and part description.
- 1.4. Price – (if no price exists, customer will get normal list price.)
- 1.5. Quantity.
- 1.6. Customer reference & E-mail.
- 1.7. Delivery address (no “box-address”)

2. Preferable:

- 2.1. Customer order number- (if no order number exists, order date will be set as reference)
- 2.2. Requested delivery date – (if no date exists, customer will get a date according to Beijer Electronics delivery concept, D + X.)
- 2.3. Way of transportation.