

Terms and conditions of sale

Offers

A) Our offers are valid for 60 days.

Order confirmation

A) Confirmed orders cannot be cancelled or postponed by the purchaser.

B) An order only becomes valid when it is accepted by us and confirmed in writing.

Delivery times

A) Delivery times are fixed by agreement.

The delivery period is extended proportionally in the event of force majeure, including strikes, regardless of whether these events occur at our premises or at one of our suppliers.

B) They take effect insofar as the advance payment has been made and all information concerning the execution of the order is in our possession.

C) We make every effort to meet delivery deadlines.

Any delay does not entitle the purchaser to cancel or postpone the order or to claim any compensation.

D) The buyer is obliged to accept delivery on the day it is made.

Prices

A) Our prices are quoted in Swiss francs, ex works.

B) Taxes are not included and are invoiced in addition.

C) For foreign countries, prices correspond to goods not cleared through customs.

D) Packaging is invoiced at cost price and is not taken back.

E) Transport and insurance are at the buyer's expense.

Payment

A) Our invoices are payable net within 30 days, without any deductions, unless other terms have been agreed and are expressly stated on the order confirmation.

B) The customer waives the right to offset any claims.

Warranty

A) We grant a warranty of one year from the day of delivery, with the exception of certain components for which the warranty period will be expressly stated in the quotation and order confirmation.

B) Our warranty services are limited to the repair of defective parts. Transports of parts or work at the customer's location will be invoiced.

C) The immobilisation of a machine as a result of a breakdown does not entitle the purchaser to claim compensation for any loss of production.

D) Exclusion of warranty :

We decline all liability if the goods delivered by us have been repaired or treated in any way by a third party, as well as in the event of improper use of the goods delivered.

Intellectual property rights

A) Any drawings or diagrams we prepare for projects or offers requested by our customers remain our property.

B) The customer is not authorised to use them for competitive purposes either within or outside his company.

C) Any abuse will be prosecuted.

Complaints

A) Any complaints must be made in writing within 8 days of delivery.

Deviations

A) Any deviation from these general terms and conditions of sale must be made in writing.

B) Only our general terms and conditions of sale are binding and invalidate any conditions mentioned by the customer.

Jurisdiction and applicable law

A) Only Swiss law is applicable in the event of a dispute.

The exclusive place of jurisdiction is the canton of Neuchâtel, which is expressly accepted by the customer.