



General terms of sales and delivery

Orders and requests

To ensure that your order or request is correctly handled, the e-mail address packaging@ramson.no shall be used. Please also add references like trade name and item number. Orders and any relevant attachments received from us, shall be confirmed by e-mail to be effected.

Number of ordered items will be adjusted up to nearest carton/package/pallet, alternatively, repacked at our warehouse. If smaller quantities are wanted, we do not guarantee products free of dust.

Smaller quantities are packed in suitable smaller cardboard packaging.

We reserve the right to adjust ordered items by +/- 10%.

Unless Ramson Packaging specifically has approved the scope of the delivered product, we are not responsible for the materials suitability for the purpose for which the product shall be used. Unless otherwise specifically agreed, the customer is expected to perform relevant tests on products provided by Ramson Packaging, and pass on results to us along with other relevant information.

Prices

All prices are ex VAT delivered from our warehouse, unless otherwise agreed. Prices are adjusted in accordance with currency changes +/- 5% and follows the commodity index on +/- 3%.

We reserve the right to adjust prices without further notice. Orders below NOK 3 000 will be charged a handling fee.

Terms of payment

All first orders shall be prepaid. Further orders will be accepted with 10 days payment deadline unless other written agreement is made. Credit will be given based on credit check. Open claims exceeding given credit, must be paid in advance. Orders will be billed at the shipping- or pick-up date given to customer. Invoices are sent by e-mail. If the invoice by e-mail is not desired, an invoice fee will be charged. Any invoice regarding goods or transportation, not being registered paid by deadline, will be sent for debt collection.

Delivery

Unless otherwise agreed, we sell our goods Ex Works (EXW) from stock/production, Ramson is responsible for booking and invoicing the freight on behalf of the customer. The risk is transferred to the customer when the goods leave our warehouse. Regardless of delivery conditions, Ramson is responsible for booking and invoicing transport on behalf of the customer.

Pallets

Euro pallets are invoiced per piece. Euro pallets delivered by Ramson Packaging, can be returned to us, after agreement, at the customer's expense within 30 days, and credit note will be issued.

Security for unpaid purchase

Delivered goods are sold with security for unpaid purchase: All goods remain the property of Ramson Packaging until they are fully paid (cf. Norwegian Law on mortgage; "Panteloven" §§ 3-14 and 3-22). Full settlement has taken place when default interest and possibly legal costs are fully paid.

**Complaint**

A complaint must be submitted within 7 days of delivery. For Ramson Packaging to handle a complaint, it must contain certain documentation. Necessary documentation will be agreed with us upon first contact regarding the complaint. A complaint cannot be made where the cause can be traced to the customer or where the cause is beyond our control (eg force majeure or other unforeseen events). Ramson Packaging is not responsible for indirect losses like lost sales, lost profits, or other consequential damages. No goods can be returned without written agreement with Ramson Packaging. A return fee will be calculated. Damages, faults or defects must be applied to the consignment note.

Missing or damaged goods

All goods must be inspected upon receipt, photo-documented and preferably on truck. The damage must be registered on CMR/waybill, well described, and signed by the driver. The claim needs to be sent to packaging@ramson.no within 72 hours and with all relevant documents.

Our general terms of sales and delivery may change without further notice. You will find our current terms on our website: www.ramson.no

GDPR

Ramson Packaging only stores personal information necessary to serve our customers. This is information is name, phone number, e-mail address and position. The information will not be shared for other purposes. As our customer, you accept such storage. For more information regarding our routines for storing information please see how we treat personal information in our [GDPR statement](#)