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General Terms of Delivery

HT Emballage AB – corrugated board packaging. Version 2.0, valid from 1 December 2026, replacing previous terms of purchase.

1. Scope

These terms apply to all quotations, order confirmations and deliveries from HT Emballage AB ("HT Emballage") to the customer unless otherwise agreed in writing. HT Emballage sells only to companies and associations. By placing an order the customer accepts these terms. Deviating terms, including the customer's own purchasing terms, apply only if HT Emballage has accepted them in writing.

2. Quotations, ordering and orders

Orders are placed via www.htemballage.se, by e-mail to order@htemballage.se or by telephone on +46 418 40 30 10. A quotation is valid for 30 days from its date unless otherwise stated. A contract is formed only when HT Emballage has confirmed the order in writing or by e-mail. Changes to a confirmed order apply only once confirmed in writing and may result in a new delivery time and price. Larger orders may be split into several deliveries.

3. Prices

Prices are exclusive of VAT, in the currency and per the unit stated in the quotation. Prices are based on raw material prices and exchange rates on the date of the quotation. If raw material prices, exchange rates or other cost factors change significantly before delivery, HT Emballage is entitled to adjust the price accordingly. The customer will always be informed of any adjustment before delivery and may then change or cancel the order, except for customer-specific goods whose production has already started. HT Emballage reserves the right to correct typing errors.

4. Artwork and proofs

The customer is responsible for the correctness of artwork, texts and dimensions and for having the right to use logos, trademarks and other copyright-protected material. Production starts only after the customer has approved the proof in writing. The customer is responsible for errors contained in an approved proof.

5. Tools and printing plates

Cutting dies and printing plates are charged as a one-off cost. If the quotation does not include a price for tools or plates, they will be added and specified once final artwork is available. Tools paid for in full by the customer belong to the customer. They are stored free of charge for 18 months from the last production run. After that, HT Emballage may contact the customer to either send the tools to the customer's delivery address or discard them. Changed dimensions or print may require new tools.

6. Delivery time

The normal delivery time for standard range goods and customer-specific goods held in stock at HT Emballage is 1–3 working days from HT Emballage's confirmation of the order, unless otherwise stated. For make-to-order (MTO) goods, the delivery time is as agreed or stated in the order confirmation, counted from the order confirmation and approved proof. Confirmed delivery times may be subject to change. In the event of an anticipated delay, HT Emballage will contact the customer as soon as possible.

7. Freight, delivery and acceptance

Freight is charged according to the applicable agreement. Terms of delivery are stated in the quotation, agreement or order confirmation and are interpreted in accordance with Incoterms 2020. The customer must accept or collect the goods no later than 14 days after being notified that they are ready for delivery. After that, HT Emballage may invoice the goods and charge storage and additional handling costs.

8. Storage of customer-specific goods

Customer-specific goods held in stock at HT Emballage shall be called off in accordance with the agreed call-off schedule and storage period. In the event of missed call-offs or if the storage period is exceeded, HT Emballage is entitled, after written notice, to invoice the remaining goods and charge additional storage and handling costs.

9. Quantity tolerances

The manufacture of corrugated board packaging gives natural deviations in quantity. The following tolerances apply per customer-specific item and order. Invoicing is based on the quantity delivered.

Order volume per item	Tolerance
up to 250 pcs	± 25 %
up to 500 pcs	± 20 %
up to 1,000 pcs	± 15 %
up to 2,500 pcs	± 10 %
up to 5,000 pcs	± 7 %
up to 10,000 pcs	± 5 %

Parts delivered separately, such as bottoms, lids and inserts, count as separate items with their own tolerances.

10. Technical tolerances

For customer-specific items: grammage ± 5 %; moisture content 6–10 % (tested at 23 °C and 50 % relative humidity); ECT value −10 %; dimensions ± 2 mm; print registration, die-cutting, perforation and gluing ± 3 mm; warp not more than 4 % of the side length. Minor colour deviations within industry practice are accepted. Paper grades may be replaced with equivalent grades with maintained technical properties.

11. Pallets

Goods are delivered on pallets. EUR pallets are charged according to the quotation or order confirmation unless otherwise agreed.

12. Right of return and cancellation

For stock items from HT Emballage's standard range, the customer may cancel the purchase within 8 days of delivery. The customer must contact HT Emballage before returning the goods. Goods must be returned in unchanged condition, and the customer pays the return freight. The right of return does not apply to customer-specific, printed or personalised goods or to make-to-order (MTO) goods.

Cancellation of a confirmed order for customer-specific or make-to-order goods requires HT Emballage's approval. HT Emballage is entitled to compensation for costs incurred, materials purchased and production started.

13. Complaints

Complaints must be made in writing to the customer's sales contact at HT Emballage. Transport damage must be noted on the consignment note in the presence of the driver and reported no later than the next working day. Visible defects must be reported within 8 days of delivery and hidden defects within 2 months. A complaint must state the order number, item, number of defective units, a description of the defect with photos, and a photo of the pallet label.

Deviations within the tolerances in sections 9 and 10, or defects affecting less than 1 % of the delivery, do not constitute grounds for a complaint. For an accepted complaint, HT Emballage chooses between a replacement delivery, a credit or a price reduction. Goods subject to a complaint may not be discarded or returned without HT Emballage's consent.

14. Liability

The customer is responsible for the packaging being suitable for the customer's product and use, unless HT Emballage has confirmed its suitability for a specific purpose in writing. HT Emballage's liability is limited to the invoiced value of the delivery concerned. HT Emballage is not liable for indirect losses, such as loss of production, loss of profit or damage to the customer's products.

15. Payment and retention of title

HT Emballage carries out a credit assessment of all new customers buying on invoice before the order is approved. Payment is made according to the invoice, normally 30 days net. Late payment incurs interest in accordance with the Swedish Interest Act and a reminder fee. In the event of non-payment, HT Emballage may suspend ongoing and future deliveries. The goods remain the property of HT Emballage until paid in full.

16. Force majeure

Events beyond the parties' control that could not reasonably have been foreseen, such as war, natural disaster, pandemic, decisions by authorities, strike or other industrial action, fire, transport disruption, shortage of raw materials, or missing or delayed deliveries from subcontractors, release the parties from their obligations for as long as the impediment lasts. If the impediment lasts more than 8 weeks, either party may terminate the contract without liability for compensation.

17. Personal data

HT Emballage is the controller of the personal data provided by the customer, such as name, address, telephone number and e-mail address. The data is processed in accordance with the General Data Protection Regulation (GDPR) and used to fulfil HT Emballage's obligations to the customer, to administer orders, deliveries and invoicing, and to provide good service. The data is not disclosed without the customer's consent, except where required to fulfil the order, by law, or to protect HT Emballage's rights. Personal data is not used for direct marketing.

18. Disputes

Swedish law applies. Disputes shall be settled by the general courts, with the district court at HT Emballage's registered office as the court of first instance.