FOR QUOTATIONS AND ORDER CONFIRMATIONS

Key sales terms

ORDERS AND APPROVALS

This summary highlights the key terms for your order with HOWE A/S (HOWE). Please read it with HOWE's full General Conditions of Sale and Terms of Delivery in the applicable price list. The full conditions govern if there is any inconsistency; any variation must be specifically agreed in writing.

Order confirmation

An agreement is concluded when HOWE accepts your order by issuing an order acknowledgement, invoice or other written agreement. The confirmed price, materials, specifications and quantities form the basis of the agreement. List prices include packaging and exclude VAT, taxes and other charges; orders are based on the prices in force when received.

Check the order confirmation immediately. Notify HOWE in writing of any errors or inconsistencies without delay. Unless HOWE receives such notification, the contents are deemed approved.

Requests to change an order

Submit any request to amend or cancel an order **in writing within seven calendar days** of the date of HOWE's order confirmation. Every request requires HOWE's written acceptance; this is not an automatic right to change or cancel without charge.

HOWE will assess feasibility and confirm applicable charges, price changes and revised delivery dates before accepting an amendment. Changes to finishes, specifications, sizes or other order details may affect cost and timing. Delivery-address and shipment-date changes follow the separate delivery provisions (see page 2).

Cancellation and advance payments

Made-to-order goods cannot be cancelled or returned. No order may be cancelled once a pro-forma invoice has been issued, even within the seven-day period. These restrictions do not affect your rights relating to defective goods under the full conditions or mandatory applicable law.

Where HOWE accepts a cancellation, you must pay the reasonable costs of materials purchased specifically for the order, work completed and work or materials needed to adapt the goods for another customer. **Advance payments are non-refundable** and are credited against these charges. You must pay any shortfall; the same costs will not be charged twice.

Technical drawings and production approval

Where drawings are required, HOWE will issue them before production. Check and approve them **in writing within two business days** of receipt, or notify HOWE of required corrections within the same period. Confirm the design, dimensions, suitability for the intended use, finishes, tabletop divisions and joins, hinged lids, cut-outs, materials and quantities, as applicable.

Production will not commence until HOWE has received all required drawing approvals, finish and specification confirmations and payments. HOWE may require full payment before production. Late or incomplete approvals, information or payments may delay production and delivery; HOWE will advise you of a revised delivery date. **Once production starts, HOWE is under no obligation to accept amendments.**

PAYMENTS AND DELIVERY

Payment terms and ownership

First order: Prepay 50% before production planning and the balance 14 days before shipment.

Credit accounts: Credit terms for subsequent orders require Coface credit insurance; otherwise, prepayment or a bank guarantee is required. Pay according to the invoice terms, normally 30 days from the invoice date unless explicitly agreed otherwise. If your credit limit is exceeded, outstanding invoices must be paid even if not yet due, or the new order must be prepaid.

Ownership: Goods remain HOWE's property until the full purchase price is paid. Until then, you must keep the goods fully insured and remain responsible for damage to them.

Late payment

Payments must be made in full without withholding or set-off. HOWE may charge interest at 0.75% per month or part thereof, together with reminder fees under the applicable price list. Depending on the circumstances, HOWE may withhold subsequent deliveries, impose special payment terms or cancel agreements.

Payment, warranty and spare parts support

Continued warranty and after-sales support depend on all invoices being paid in full on time. **To the extent permitted by applicable law**, overdue payment may lead to suspension or withdrawal of warranty cover and replacement or spare parts support.

HOWE will first issue a final written notice stating the outstanding amount and payment deadline. If unpaid in full by that deadline, HOWE may formally suspend or withdraw cover and support, notify you in writing and record the action on your account.

Subsequent warranty service or parts requests require prior settlement of all outstanding amounts, including applicable late-payment interest. You remain responsible for paying every invoice under the agreed terms, regardless of suspension or withdrawal of support.

Delivery changes, collection and receipt

Delivery arrangements: Confirm the address, access, unloading requirements and warehouse opening hours. Agree fixed dates, time slots and special requirements before order placement; additional charges may apply. Confirmed delivery times are estimates.

Address changes: Changes at least eight days before shipment are free. Later changes incur fees; after shipment, you pay all additional transport costs, subject to the minimum fee in the applicable price list.

Shipment-date changes: Requests within 10 days of order confirmation are free under the delivery provisions, subject to shipment cut-offs. Later changes may incur storage charges. No changes are possible fewer than seven days before shipment. Goods must ship within 60 days of the original date; further charges apply thereafter.

Collection and storage: Collect goods within 10 days of notification that they are ready. Storage charges apply thereafter. If required prepayment delays dispatch, storage charges apply from the original dispatch date.
See the applicable price list for rates and additional charges after 60 days.

On receipt: Inspect goods immediately, record visible damage in detail on the delivery note/CMR and send a written complaint within seven days of receipt. Report hidden transport damage in writing within seven days of delivery. Include a specific description and photographs with your complaint.