



Stora Enso Pellets

Delivery terms

Time of delivery

Time of delivery is normally within 5 working days after ordering date. Delivery will be between 6 am and 10 pm every day during the week according to what Stora Enso has chosen.

Express delivery will be done after special agreements.

Advising fee

Telephone 5€.

SMS 0€.

E-mail 0€

General conditions

When delivering pellets in bulk the supplier delivers the ordered volume +/- 200 kg, if there is enough space in the storage Stora Enso takes no responsibility for damages that may occur to the storage.

Rules when receiving bulk

The receiver is responsible for:

- The product when it has come to the receiver's bulk connector.
- Checking that there is enough space in the marked storage.
- The place for receiving bulk is put in order well in time before delivery.
- The road to the unloading place must be min. 3.5 m broad and have free height of 4.5 m (no branches), be approved for heavy lorries (axle load 10 ton) and free from snow and gritted.
- That the storage is suitable for receiving pellets. Please note: No plastic pipes. That there must be a vent with $\varnothing > 200$ mm or equivalent area.
- That the inlet pipe is mounted outdoors and easy to reach for the driver. It must be marked satisfactory with name and address.
- That the bulk connector with $\varnothing 102$ mm ("4") male coupling is firmly mounted.
- Horizontally mounted coupling is at max. height of 1.5 m, min. 0.1 m. For vertical mounting, max. height is 1.5 m, min. 0.8 m.
- If a dust filter is needed, it must be cleaned, have the correct size and be mounted before each delivery.

Rules when receiving 500 kg bags

The pellets are packed in 500 kg big bags. The pallets are delivered by lorry with a crane or truck according to what the supplier has chosen. When ordering full truckloads of pellets (46 bags) customer must unload the truck. In smaller partial loads the supplier will unload the pellet bags according to customers' instructions. Unopened bags can be stored outdoors for a short period, but sufficient additional protection must be ensured.

The receiver is responsible for:

- That the place where the bags should be placed is well marked. It is important that the place can be reached by the vehicle in choice.
- The seller's instructions about storing and handling of the bags must be followed.
- After delivery the receiver will take over the responsibility of the product.
- The product that has been ordered must fit in the assigned space.
- That the place for receiving bags is put in order well in time before delivery.
- The road to the unloading place must be min. 3.5m broad and have free height of 4.5m (no branches), be approved for heavy lorries (axle load 10 ton) and free from snow and gritted. The driver shall refuse unloading if there is a risk of injury or if an accident might happen.



Responsibility of the supplier

The supplier is responsible for delivering:

- The correct product according to the quality analysis.
- The correct quantity according to the order (delivery of bulk goods +/- 200 kg).
- Within the agreed period of time.
- To the receiver's bulk connector when delivering in bulk or to the marked unloading place for pallets.
- The driver shall refuse to unload if there is a risk of injury or the possibility of an accident occurring.

Complaint

If the buyer would like to make a complaint concerning the product or service, he/she shall contact Stora Enso within a reasonable time period after he/she has or ought to have noticed the fault. Complaints concerning used product will not be approved. The supplier must be provided with the possibility to test the product. Complaints concerning dust, is only possible if the dust exceeds 4 percentages by weight. The dust percentage is determined by making six tests at random in the storage when max. 15 metres of hose has been used at the delivery. All the tests will be weighed, tumbled and weighed again according to SFS-EN 14961-2 A1.

Terms of payment

According to the terms for Klarna (www.klarna.fi).

Supplementary debiting

At bulk deliveries there is a recommended length of hose < 10 m to get the best quality of pellets. Remember to inform Stora Enso when placing the order if a length of hose over 20 m is needed (max 25 m hose). This will require an extra fee of 20 € per delivery. During bulk delivery, when the buyer is not able to receive the bulk goods that have been ordered because the buyer's storage capacity is too small, it may be necessary for Stora Enso to charge an additional sum.

Cancellation

According the Consumer Purchases Act:

If the buyer wishes to cancel the order he/she must contact the seller and announce that he/she doesn't wish to have the product. Once the buyer has formally cancelled the order, the seller is unable to hold the buyer to the sales or demand payment. However, the seller has the right to compensation for costs which may incur as result of the cancellation, for example, return transportation of the goods in question. (Consumer Purchases Act, 38/1978.)