JVL A/S
Bregnerødvej 127
DK-3460 Birkerød
Denmark
Tel: (+45) 45 82 44 40
Fax: (+45) 45 82 55 50
E-mail: jvl@jvl.dk
Web: www.jvl.dk
CVR no.: 18 53 23 79
VAT no.: DK18532379
Bank: Danske Bank

Order and payment instruction for JVL A/S

How to order:
To place an order please use one of following methods:

- Send the order to e-mail: sales@jvl.dk
- Send the order to fax: +45 4582 5550

We need the following information for the order:

- Our item no.
- Delivery address
- Invoice address
- VAT/CVR no.
- Contact person and email and telephone no.
- Requested delivery date
- Shipping instructions such as account no. type of shipping etc.

If you have any questions concerning your order, please feel free to contact us on phone: +45 4582 4440 or email: sales@jvl.dk

Payment instructions:
Wire transfer to our bank is accepted as payment, in the currency which the invoice was issued, with the condition of bank expenses share (SHA) Each party pay own expenses.
The Payer (sender of the payment) will bear all the payment transaction fees, in case another payment method is agreed upon in writing.
The Customer is not entitled to withhold or set off any payments in any counterclaims.
In the event of late payment, JVL A/S shall be entitled to charge interest at a rate of 10% per annum from the due date until payment in full, as well as a fixed debt recovery fee of EUR 50 per overdue invoice, to the extent permitted by applicable law.
JVL A/S is entitled to withhold any further deliveries in the event of late payment.

Wire transfer to our bank is possible using the following information:

VAT-no. ..... : DK 1853 2379
CVR-no. ..... : 1853 2379
PBS-no. ..... : 0240 2319
S.W.I.F.T. ..... : DABADKKK
A/S reg. no. ..... : 221.855
Bank ..... : Danske Bank
Branch ..... : Munkeengen 30. 1. sal
Branch address. ..... : DK-3400 Hillerød, Denmark

Account-no [**EUR**]. ..... : 1471 4130468624 (**EUR**)
IBAN ..... : DK06 3000 4130468624
Currency ..... : EUR

Account-no [**USD**]. ..... : 1471 3170663586 (**USD**)
IBAN ..... : DK13 3000 3170 6635 86
Currency ..... : USD

Account-no [**DKK**]. ..... : 1471 4130098703 (**DKK**)
IBAN ..... : DK74 3000 4130098703
Currency ..... : DKK

If you have any questions concerning payment or related matters please feel free to contact our accounting department at e-mail: accounts@jvl.dk

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RMA terms
Please read terms carefully. Please take note of the minimum investigation and test fee for products outside warranty.

Repair, investigation and test Costs:
For products outside warranty or if no faults are found, there is a minimum charge for investigation and testing. For motor/controller/driver 1 hour (148EUR) and for modules ½ hour (74EUR).
Freight costs for the return may also be added, if it is outside warranty.
We will repair and return it if the repair cost is below 40% of the selling price for a new piece. If the repair cost is above 40%, additional repair cost will be quoted for your approval, before the work is started.
Please inform us within 3 days if you don't want us to investigate, repair and test your product and instead want it to be returned.
For products sent to JVL without a clear error description, or without the JVL provided RMA number clearly marked on the box/component, you will be charged an additional 1 hour (148EUR) per order.

Returning for repair:
Our goal is to ensure that you have a working product as quickly as possible. Often issues can be resolved without having to return the product. (for example, with updated software or firmware).
If the product needs to be sent back to JVL, please provide an accurate description of the problem.
When we receive the product, we will perform a series of standard tests. Depending on the type of error we will recommend whether to repair, replace or upgrade.
If we do not find an error, the standard fee for investigation and testing will be charged and the product returned with its test report. Please consult with us to find the true cause of the problem before returning.

Returning for repair under warranty:
If the product is within its warranty period, you may return a product for repair. You are responsible for the shipping costs to JVL. JVL will pay normal economy shipping cost when we ship it back to you.

Returning for repair outside warranty:
If you are outside of the warranty period, you may return your product for repair within 5 years. A fee will be charged for investigation and testing. You are responsible for the shipping costs to and from JVL.

Time budget:
Please allow 2 weeks for results from investigation and testing. We use specialized technicians for investigation and testing. Some tests take 24 hours or more.

Depending on the error and type of repair, final tests are often required to ensure a perfectly working product.
Take note that for older product ranges special components may be needed. This will increase the repair time. Our usual repair time is within 2 weeks, from receival of quote approval and purchase order number.

Break down / Urgent repair:
We understand the seriousness of a production breakdown. We offer several solutions to get you up and running again as quickly as possible.

- Front of the line urgent repair. The fee for this service can vary depending on if you want us to work overtime, in the weekend etc. Please contact us.
- Product swap. Consider swapping your product with a refurbished product at a fixed cost. Please contact us to check availability.
- Delivery from a local stock in your area. Your local distributor or neighbor may have the exact same motor in stock. Handling fee and express delivery charges will apply.
- The option to swap or replace it with a new product is not covered by your original products warranty. You should still send the faulty product for repair. Once repaired, you will then have a spare in stock if any problem should arise in the future.

Returning for Refund or exchange:
An order cannot be cancelled unless otherwise explicitly stated on the order confirmation or JVL A/S' offer or is otherwise agreed in writing. Cancellation rights cannot be agreed on non-stock Goods or Goods bought or produced specifically for the Customer. A fee based on the purchase value of the order will be charged in the event of cancellation. An RMA number is still required. You are responsible for shipping costs to JVL.

Returns and exchanges have certain restrictions:

- Only standard stocked products may be returned.
- Product must be unused and returned in its original packing.
- No signs of wear or mounting are accepted.

The following Products may not be returned or exchanged:

- Made to order products
- Customized products
- Non stocked products from 3. party suppliers.

Status enquiry
We will update you with our progress during the repair process. During the process you may still want more information. Please send inquiries about repair status to sales@jvl.dk with the RMA number in the subject line.

Warranty
The warranty period is one year for our products and 3 months for repaired parts from the sales date. Unless otherwise agreed upon in writing.

Best regards
Mads Vernon Jørgensen
CEO