

GENERAL TERMS

These are the general terms of Nordic Wristbands – Norband Ltd Oy, VAT 3153994-9, Helsinki, Finland, EU (“Supplier”).

“Product” means any product covered by this Agreement and defined in the Order Confirmation.

1. Term

1.1 An individual agreement to purchase a Product (“Agreement”) commences when the Buyer confirms the order (“Order Confirmation”).

1.2 If the Buyer later withdraws the order, the Supplier has the right to charge for expenses incurred up to that point. Notice of withdrawal must be made in writing. For clarity, orders for customized Products cannot be withdrawn under any circumstances (including but not limited to Force Majeure situations) once production has started.

2. Printing Material

2.1 The Buyer must deliver printing material to the Supplier before the deadline (“Deadline”) provided in the Order Confirmation.

2.2 If the printing material provided by the Buyer does not meet the requirements stated on the Supplier’s website [<http://nordicwristbands.com/files/General%20design%20instructions.pdf>], the Supplier has the right to charge €50.00 (+VAT) per hour for the work required to make the material printable. The Supplier must notify the Buyer in advance.

3. Pricing

3.1 Unless otherwise stated, all offered prices are valid for 30 days. During this period, the Supplier has the right to adjust prices if the EUR–USD exchange rate changes by more than 10%. The Buyer must be notified immediately of such a change and, in that case, has the right to withdraw the order without costs.

4. Terms of Payment

4.1 Prices and payment terms shall be confirmed in the Order Confirmation. Handling and delivery charges will be added to the Product prices. Payment is due upon receipt. Ownership of the Product remains with the Supplier until full payment is received. Interest on delayed payments is 11%.

4.2 At its sole discretion, the Supplier may withhold production and/or delivery of goods if the Buyer has outstanding payments due to the Supplier.

5. Delivery

5.1 Products shall be delivered according to the Buyer’s instructions (pick-up, courier, mail).

5.2 Delivery term is Delivered at Place (DAP), with clarification: The Seller is responsible for arranging carriage and delivering the goods, ready for unloading from the arriving transport, at the customs warehouse of the country corresponding to the delivery address.

5.3 Lead time is approximately four weeks from the accepted delivery of the printing material, unless otherwise stated in the Order Confirmation (e.g., express delivery).

6. Warranties

6.1 The Supplier guarantees that the Product is as described in the Order Confirmation, free from defects, and delivered on time. In the event of defects, the Supplier has the right to replace the defective Products or refund the purchase price. If replacement of the actual Product is not available due to delivery constraints, the Supplier may provide an equivalent Product.

Note:

- Color variations between batches are not considered defects. When different dyed yarns are combined to a woven fabric wristband, individual yarn colors may affect the final visual outcome. This is not considered a defect.

- The single-use plastic lock on fabric wristbands is designed to move in one direction only, preventing unauthorized reuse. The lock is intentionally resistant to free movement to avoid accidental tightening. The required force to move the lock varies depending on fabric thickness, surface structure, personalization method, and material width. Therefore, complaints about the force required to operate the lock are not accepted.

- Dye sublimation printed ribbons and the designs thereon (including but not limited to wristbands and lanyards) are subject to a production positioning tolerance of ±1,5 mm, which is not considered a defect.

6.2 If defective Products amount to less than 10% of the delivery, the Supplier’s liability is limited to replacing the defective Products or, if replacement is not possible, to refunding their price. Wristbands are mass-produced, and some include high-tech parts that may be vulnerable during manufacturing. Minor defects may occur. As wristbands may also break during use or when being attached, the Supplier recommends ordering 5–10% more than the calculated requirement.

6.3 The Supplier is not liable for any defects in the Product if:

(i) the defects are caused by printing material or instructions provided by the Buyer, or if these are delivered late,

(ii) the defects result from wear and tear, negligent or unnatural use, misuse, intentional damage, or attempts to repair or alter the Product,

(iii) the Product has not been paid for in accordance with the payment terms, or

(iv) the complaint is not made within 10 days of delivery.

6.4 The Supplier’s liability is limited and does not cover indirect damages or loss of revenue.

6.5 The Supplier is not responsible for delays caused by actions of local authorities, such as customs clearance, which are beyond its control.

6.6 The Supplier is not responsible for delays caused by the Buyer’s late approval, confirmation, or delivery of print materials, artwork, or artwork proofs.

7. Miscellaneous

7.1 This Agreement shall be governed by the laws of Finland.

7.2 In the event of Force Majeure, the affected Party is released from its duty to perform contractual obligations for as long as the impediment prevents performance, provided notice is given without delay. If the Force Majeure event lasts longer than one week, or if it is likely that delivery cannot take place before the intended first day of use, either Party has the right to terminate the Agreement with immediate effect.

7.3 The Buyer warrants that it has the right to use all logos, images, pictures, trademarks, and other materials provided in the printing material and instructions. If the Supplier is informed of an infringement, it has the right to suspend production until sufficient clarification has been received from the Buyer and/or rights holder. This does not, however, release the Buyer from its responsibilities.