

PRODUCT- & SHIPPING INFORMATION

This information is valid when a contract has been concluded where a customer (the buyer) purchases products from Swedbag AB (the seller). This information is to consider as a help for the buyer to achieve wanted result for final product with terms of shipment and/or logistics as in the offer. The list below describes issues that can deviate/vary and without knowledge be hard to be familiar with. The purpose of this information is to help and to avoid any confusion before production.

1 MATERIAL, SIZES, QUANTITIES

1.1 Plastic, paper, fabric and cotton are "alive". That might cause variation in luster, color intensity, opacity, nuance etc, between e.g. when a repeat production is compared to the former one. In most cases a repeat production is identical to the earlier. The production is made in same way.

1.2 Offered sizes and/or sizes presented in samples might be different from the following ordered product due to technical issues in the production.

1.3 For details as handles, handle knots, buttons, zippers, welcro fastening, strip seal, welding, eyelets, cardboard reinforcements etc we use factory standard products and production method. Any samples (between seller, buyer, producer) are approximate references. If no demands are given for details, standard will be used. Demands for specific details must be clarified in the Sellers offer, order in writing from the buyer and in order confirmation from Seller. The buyer are entitled to verify the accuracy of the offer and order confirmation compared to order / demands of specific details.

1.4 Some products are partly hand made. That requires higher toleration of movement in bottom- & side gussets and die cuts witch in turn can affect the print visually.

1.5 Deviation in quantity will occur in almost every production due to technical issues. How great the deviation might be is to be read in offer and order confirmation. Delivered quantity will be charged.

2 PRINT, COLOR, VARNISH & LAMINATION

2.1 The print setup and size might diverge from approved proof. The print will slightly move horizontally and vertically. There might also be a color deviation between the different colors. This may vary throughout the production.

2.2 The seller always try to explain the color deviation that might occur, although there might occur unexpected deviations. The references used, PMS & CMYK, are only references and need to be blended in the production. Printed and digital color references cannot be compared at 100% to the final product due to the colors appearance on the different materials and the different conditions for screen, printer and printing machine. Material, lamination, humidity, temperature etc. can also affect the print. Deviation might also occur for a repeat order. Eg: 1st production is a bit brighter then given PMS reference (within acceptance) and the 2nd is a bit darker, (still within acceptance) the deviation between the both productions will be perceived as "too much".

2.3 When printed 100% plastic bags might have unprinted fields along sides and in bottom. If printed above handles (die cut handles) the color might dissolve and come of in hands. For turn over reinforcement and in bottom gusset the welding might crack open but only as far as the reinforcement / gusset reaches and without any strength loss. For some plastic- and paper bags a white stripe will be visible in bottom when printed 100%.

2.4 Paper bags with inside print can have protecting varnish or lamination applied if wanted and when possible. Lamination is a more solid protection but neither varnish nor lamination is a full protection, print

colors might come off due to attrition and must not be an issue for complaint.

2.5 All raw material; colors, glues, paper, plastic etc has a certain smell that it might be more or less appearing.

3. ARTWORK, PROOF & PRINTING PLATES

3.1 To image a print art work and printing plates are needed.

3.2 A pdf proof is made from the artwork. The Seller always sends at least one proof for new orders. For some orders an additional, final, proof is sent. The proof is vital for the look of the final product. The buyer must carefully read the proof, check layout & data and verify it all is accurate to the order

3.3 If an approval sample or Cromalin is used for approval, reasonable deviations must be considered. Approval sample and a Cromalin are made in different material than the final product. If final product is a plastic bag the materials are totally different. Compared to a screen the print will darken.

3.4 When approval sample is made it must be noted all printing plates and cutting tools are custom made and will be charged. Any changes will result in additional cost for plates and tools at the customers cost. Changes also affects delivery date. Approval sample is a valuable document, owned by and must be returned to, the seller.

3.5 Printing plates are made to image the artwork on the product. A costly process partly subsidized by the producer. Most of the plates are custom made for the unique product. The seller is responsible for all purchases of printing plates. The customer cannot send printing plates to the seller for use in print. The seller do not return plates. The seller is responsible for printing plates (to handle and store) for 3 years after the first purchase of the printing plates. 3 years after the first purchase or when the number of prints with the printing plates overrides 500 000 cylinder rounds the seller has the right to charge the customer for new printing plates.

3.6 Registration & trim marks might be visible as small dots in a printed product. These marks are necessary to position the layout.

4 TRANSPORT & SHIPPING

4.1 No. of products in each package/box are suited to fit standard boxes. If a given quantity per box is agreed it must be noted in the sellers proof and order confirmation. The customer must verify the documents accuracy and compare them with order, requirements/demands.

4.2 During transport products and details can be squeezed. Details can be folded, crinkly or affected in other way without the use of the product is affected. When shipping by sea from Asia a certain scent can occur.

4.3 The seller delivers the goods to the shipping address given in order confirmation. The customer is obligated to verify shipping address, phone No. and opening hours for shipping address and as soon as possible inform the seller of any errors/changes. The seller will not answer to any extra cost raised due to

wrong information or if change is announced after goods is shipped.

5 CANCELLATION & COMPLAINT

5.1 Note! Some productions might start following night or next day from when order is placed or artwork is approved, even if lead times are long. After approved artwork, all cost raised until a cancellation is made, will be charged.

5.2 If a complaint occurs it's essential the customer immediately contacts the seller. The seller sends a form for the customer to fill and return together with in the form given quantity of defect products. Products included in the complaint must not be used. If a complaint requires a new production the seller will take the total quantity of the product back, send out a credit note for returned products. The seller arranges the whole procedure as above. Also see No. 13 DEFECTS in Swedbags GENERAL CONDITIONS.

Terms of payment

According to order confirmation

Besides this information we apply to Swedbags "General conditions".