

SALES TERMS AND CONDITIONS

DELIVERY

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1. Delivery time

Stock Items | Transport will be scheduled once payment for the respective invoice is received.

Custom-made stables | If you purchase custom-made stables from us, please allow for a delivery time of 12 to 14 weeks, after approval of detailed drawings. Once you place your order with us, we will commission a top-view drawing. You can review this drawing as a site sketch and for dimensions, and approve it. Upon approval of the top-view drawing, we will create detailed and front-view drawings. You will then review these drawings for dimensions, opening directions, and specifications. Once you approve the detailed drawings, we will release your order for production, and the delivery lead time of 12 to 14 weeks will begin. Please note that the delivery time may be slightly extended if it includes the Christmas or summer holidays.

2. Invoicing

Stock items | You will receive the complete invoice after approval of the order. Once this invoice is paid, we will schedule the transportation.

Custom-made stables | Upon approval of the order, you will receive an advance payment invoice of 30%. Once this is paid, the order is final, and we will schedule the production of your order.

Approximately 10 working days before the agreed delivery week, we will send an invoice for the remaining 70% of the order. Once your order is fully paid, we will schedule the transportation.

3. Transport

We can arrange transportation for your order. Please consider the following points:

Accessibility | The delivery address must be easily accessible for a Truck (length approx. 15 meter). The transport company unload the materials alongside the vehicle.

Presence | Someone must be present to sign for receipt of the delivery.

Payments | The invoice for your order must always be paid in advance.

Claims | Claims regarding delivered quantities, damages, discussed models, etc., can only be made within 48 hours after receipt. Therefore, please inspect the materials carefully upon delivery.

4. DIY (Do it yourself) assembly

You can perform the assembly of our products yourself. Please consider the following points:

If you're going to assemble it yourself, no problem, we can assist you remotely with any uncertainties. However, assembling horse stables or fences requires some technical insight and specific tools. Therefore, it's advisable to have someone present who has experience in construction or other technical work. On our website, you can find some manuals. These are general manuals and may differ in detail from the stable or fence being delivered.

The materials you ordered will be delivered to you, including standard fastening materials. If you do not have enough materials to complete your assembly, you will need to purchase them yourself at a hardware store. If products are not correctly assembled, the warranty will be void.

5. Warranty

If the purchased product is damaged or defective within the warranty period, we advise you to contact us. Every product should meet the requirements of quality and durability. If unexpectedly, during normal use, the product shows defects, Rutjes Horse Stables and Fencing will repair the defects. This may involve replacement or repair, which will be assessed by Rutjes Horse Stables and Fencing. Normal wear and tear is not covered by the warranty, and we adhere to a declining warranty policy.

To claim a guarantee, your fence must be equipped with a minimum of 2 electrical wires. We always advise installing electricity on fences. Without electricity, posts/beams could be pushed out of alignment or nibbled on by animals. Fences without electricity are not covered by the warranty for loose/leaning posts and sagging of the fence.

6. Return Policy

Reflection Period | The purchase agreement can be dissolved within a period of 14 days without stating reasons. From the moment the buyer indicates that the products need to be returned, the buyer has 14 days to return the order. The buyer must return the products unused, undamaged, complete, and in their original condition. If this is not the case, Rutjes Horse Stables and Fencing are entitled to charge costs.

Shipping Costs and Responsibility for Returns | The shipping costs for the returned products are the responsibility of the buyer. You must include a copy of the purchase invoice with the products being returned. Please indicate the reason for the return and whether you wish to receive a different item. The responsibility for a correct return shipment lies with the buyer. It is important to keep the shipping receipt.

Rutjes Horse Stables and Fencing strongly advise their customers to send return shipments by registered mail, insured, and properly packaged. The materials must arrive at Rutjes Horse Stables and Fences in a neat and correct condition.

If the return conditions are met, the purchase amount will be refunded to your account within 14 days.

Exceptions | The following products cannot be returned:

- Custom-made products
- Products that have already been installed or used
- Second-hand/sale products purchased physically at Rutjes Horse Stables and Fences in Goor.

7. Product information

Galvanization | All our materials are galvanized according to standard NEN-EN-ISO 1461.

Thermal galvanization results in a layer of zinc carbonate forming on the steel parts. This layer causes a grey color on the steel parts. However, feces and other acids can cause stains. A high concentration of ammonia has a detrimental effect on the product's lifespan, so ensure adequate ventilation.

It is common for white spots to appear on galvanized products. These spots occur with weather changes and do not affect the quality of our products.

The situations mentioned above are not grounds for filing a complaint.

Bamboo: Bamboo, like any other wood types, is a natural product that requires maintenance.

Structural diversity can cause color differences. Various weather conditions such as sun and rain affect its appearance. Bamboo reacts to moisture and different temperatures, which may lead to cracks or splits in the boards. The bamboo boards are low maintenance due to the waterborne coating. The coating reduces the risk of mold formation but does not eliminate it.

If bamboo boards are installed with the sawn edges against each other, there is a risk of water and dirt penetration. As a result, the coating may peel off. Therefore, it is important to seal the sawn edges with varnish to prevent this. The situations mentioned above are not grounds for filing a complaint.

Rutjes Horse Stables and Fencing recommend that customers varnish bamboo annually to extend its lifespan.

Plastic boards: Due to the influence of sun and heat, the boards may warp or bend. Color differences may also occur. For plastic boards that are used in doors/stables that are in direct contact with sunlight, we recommend to purchase reinforcement profiles. Reinforcement profiles prevent bending of the boards.

Wood: Given that wood is a natural product, wooden posts/beams and may vary in color. Wood may contain knots and exhibit characteristics such as expansion, contraction, splitting, warping, etc. Over time, wood will lose its color and may become grey. The greying process can be reduced by periodically using suitable oil or stain to maintain the wood.

The aforementioned situations are not grounds for filing a complaint.

Plastic and Bamboo Planks: Our plastic and bamboo planks come in fixed sizes. For some models of stables and doors we supply, this means that you need to cut the planks to size yourself.

Nameplates: Our goods may come with nameplates. By accepting the quotation, you accept the presence of nameplates in a visible location.

Retention of Ownership: All goods that are not fully paid for or remain unpaid at any time remain the property of Rutjes Horse Stables and Fences B.V.



8. Declaration of agreement

We trust that we have made a suitable offer and look forward to receiving your response.

To accept the quotation, we kindly ask you to fill in the following details and return them to us.

Project number:

Date:

Billing details

(company) Name:

Address:

Postal code:

City:

Country:

Mobile phone:

Email address:

VAT number (optional):

Delivery address

Address:

Postal code:

City:

Country:

Signature:

Upon accepting our quotation, you also agree to our sales terms and conditions as described on our website www.rutjes-stallinredning.se and declare that you have taken note of them.