

Terms and Conditions of Sale

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At Itreon, we offer quality products for reuse and are committed to providing a smooth and reliable business experience for our customers.

All purchases and services provided by us are subject to the terms below. By doing business with us, you agree to these conditions, which are designed to ensure clarity and trust on both sides.

1. Definitions

- 1.1. Itreon: All legal entities within the Itreon group, including joint ventures.
- 1.2. Customer: The legal entity listed on our invoice or proforma invoice.
- 1.3. Letter of Compliance: A signed agreement confirming mutual policy adherence.
- 1.4. Credit: A payment term agreement through Atradius (30 days).
- 1.5. Ex-Works: Customer is responsible for picking up the goods directly from us at the assigned warehouse.
- 1.6. RTB Warranty: Return-to-base warranty; products are returned at the customer's expense for service or replacement. Transport costs are borne by the sender unless otherwise agreed between buyer and seller.

2. Orders, Pricing & Payment

- 2.1. All prices are exclusive of VAT and based on Ex-Works terms. Minimum order value is €/\$ 2,000.
- 2.2. Payments are made securely by bank transfer. For security reasons, we only accept payments made directly from the purchasing company or a legally affiliated individual. All bank fees are borne by the buyer.
- 2.3. To ensure smooth processing, we require a valid Letter of Compliance, proforma invoice approval, delivery confirmation, and payment of shipping fees.
- 2.4. Unless credit has been agreed (Atradius), payment must be made in advance.
- 2.5. We follow our own sales terms and do not accept other terms, even if listed in a purchase order.
- 2.6. Ownership of the goods remains with us until full payment has been received.

2.7. A deposit may be paid to reserve goods for up to one (1) month. Agreements are made individually during negotiation. Refunds are only issued if we fail to deliver as agreed.

2.8. In case of pricing or typographical errors, we reserve the right to cancel the order—even after confirmation. In such cases, a full refund will be issued.

2.9. For security and compliance reasons, visits to our warehouses are not permitted.

3. Products & Services

3.1. All products are used unless otherwise stated.

3.2. Products are tested and graded according to our standardized Grading Matrix, available upon request.

3.3. A power adapter is not included. Cables and accessories are only included if specified.

4. Transport & Delivery

4.1. Products are securely packed for road, air, and sea transport.

4.2. If we arrange shipping, insurance is included worldwide.

4.3. If you choose Ex-Works, you are responsible for providing the required export documents.

4.4. We are not liable for transport delays or consequential damages arising therefrom. However, we will promptly inform you of any known delay so you may take the necessary steps with your end customer.

4.5. Any claim regarding missing products or discrepancies in quantity must be reported in writing within five (5) business days from receiving. Claims made after this period will not be accepted. If verified, Itreon will either deliver the missing items or issue a credit note.

5. Warranty & Returns

5.1. Products are delivered in the condition mutually agreed upon.

5.2. All products are covered by a 60-day RTB warranty. If replacement is not possible, a credit will be issued. Shipping costs are borne by the customer unless otherwise agreed between buyer and seller.

5.3. The warranty starts on the delivery date.

5.4. Batteries are tested to ensure they are functional. Minimum battery health: 50%+ on laptops and 80%+ on handhelds. Units may be sold with lower health or without battery, as specified in the detailed Excel sheet.

5.5. If returned goods are found to match the agreed specifications, only eighty percent (80%) of the value will be refunded to cover depreciation and administration costs. If the goods do not match the agreed specifications, one hundred percent (100%) of the value will be refunded.

5.6. Refunds are processed only after goods have been received and tested.

6. Force Majeure

6.1. Neither we nor you, the customer, will be liable for delays caused by events beyond our reasonable control—such as natural disasters, war, strikes, or government action. Payment obligations are not exempt.

7. Recycling, Export & Legal

7.1. Ownership and transport responsibility transfer to you upon collection, based on the applicable Incoterm.

7.2. If you purchase defective equipment, you commit to handling it in compliance with EU legislation on electronic waste and CRT material.

7.3. Products must be recycled according to WEEE standards. We recommend using an ISO-14001 certified recycling partner.

7.4. Certain products may be subject to U.S. and international export control laws or sanctions. The Buyer acknowledges this and is solely responsible for ensuring that the purchase, export, import, or use of the goods does not violate any applicable laws or regulations, including U.S. export regulations. The Buyer also agrees to provide any documentation reasonably requested to demonstrate compliance.

8. Limitation of Liability

8.1. Except as expressly provided in these Terms, Itreon shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of profits, business interruption, or loss of data.

8.2. In no event shall our total liability exceed the purchase price of the goods concerned.

9. Governing Law & Disputes

9.1. These Terms and Conditions shall be governed by and construed in accordance with the laws of Sweden.

9.2. Any dispute arising out of or in connection with these Terms shall be settled by the courts of Stockholm, Sweden, unless otherwise agreed in writing.