

General terms and Conditions 20



General conditions

Current general terms and conditions are valid in all conditions with Cobi Rehab ApS. The conditions can only be waived by written agreement with Cobi Rehab.

Rates

Prices stated in price lists, quotations, order confirmations and invoices are listed in Euros without VAT. All prices are including standard packing and excluding insurance and shipping. Prices on the invoice are date current prices, except where time limited quotation is given. Changes in prices and technical data can occur without prior notice.

Our bank:

Nordea A / S
Vesterbrogade 8, DK-900 Copenhagen C
Account no: 2191 5036573432

Our VAT number/

CVR-No.: DK 26989469
Swift: NDEADKKKXXX
IBAN: DK8420005036573432

Delivery

Our delivery terms are Ex Works. Cobi Rehab safely pack the goods and make it available at our premises. Cobi Rehab e-mail dimensions and weight indication as soon as orders are ready for pick-up. Arrangements concerning shipments must then be made by the customer. The customer is responsible and bears all costs and liabilities for the shipment. Other terms can, in cases, be agreed.

Returns

Cobi Rehab has no obligation to accept return of products. Return of products can be accepted only by prior written agreement and within 15 days from invoice date. Returns must be accompanied by original delivery note or invoice. Returns must be sent carriage paid and refunds will only occur if the product is with no trace of use and in original packaging. Due to high hygiene requirements and exclusion of cross contamination, not all categories of products can be accepted in return.

Freight damage

The customer must inspect the shipment for freight damage upon arrival. In case of freight damage, the customer is responsible for contacting the dispatcher.

Customized products

Customized products and parts, including not standard Cobi Products are not return- and refundable.

Complaints

In case of defects on a product, the customer must contact Cobi Rehab within 15 days from the defect observation. To accept a complaint Cobi Rehab needs a written description and attached pictures of the defect. Please email claims@cobi.dk

If you as a distributor have received complaints or reports from healthcare professionals, patients or users about suspected incidents related to a device you have made available, you shall immediately forward this information to Cobi Rehab. You shall keep a register of complaints, of non-conforming devices and of recalls and withdrawals, and keep Cobi Rehab informed of such monitoring and provide Cobi Rehab with any information upon their request (Regulation (EU) 2017/745).

Payment terms

Unless otherwise agreed, payment terms are payment in advance. Orders will be made available for shipment when payment is registered in Cobi Rehab account.

Property reservation

Cobi Rehab retains ownership of the product until it is paid, as security for the full purchase price plus interest and costs within the current Danish Legislation.

Warranty

All products are covered by one-year warranty from the invoice date for materials and workmanship. If weight capacity is exceeded the warranty will be void. Also unauthorized repairs to product/parts, tampered components, products which have been used for purposes other than the intended or which have been subject to negligence, abuse, improper storage or handling, improper operation, unauthorized modifications or damages beyond normal wear and tear as determined by Cobi Rehab ApS, are not covered by the warranty.

Other conditions

This document replaces all previous conditions by Cobi Rehab. Cobi Rehab take reservations for misprints.