

General delivery and sales conditions

Orders

Orders which cannot be delivered direct from stock are confirmed by us in writing. Our order confirmation must be examined closely and when differences occur, these should be notified in writing within 2 days. The orders are executed according to our confirmations. Standard dimensions, which are no longer manufactured, although they appear in the catalogue, will be charged as a special execution according to the resulting costs. Minimum order value: Switzerland CHF 40.-, Exports € 150.-, resp. CHF 150.-. Orders below CHF 100.- net.

Prices

Our deliveries are invoiced according to the prices which appear in our last official price list. The prices quoted subject to any increases in local taxes and supplements for metal alloys. Special executions are charged according to the quotation, or when not otherwise stipulated on the confirmation, according to the resulting costs. A raw material surcharge is raised and can be adapted monthly. The ALESA sales back-office can be contacted for information about the current surcharge.

Delivery conditions

Deliveries are effected ex works Seengen against customer's risk. Postage and packing are charged separately.

Special executions

We reserve the right to deliver a minimum of up to 10% more or less of the ordered quantity for special executions.

Deliveries

As a general rule, deliveries are made on time. Should, however, an unforeseen delivery delay occur, this does not authorise the client to cancel the order.

Payment

Our invoices are to be paid within 30 days net in Swiss Francs. Countries of the European Union make payment in Euro. EU-countries with a national currency make payment in Swiss Francs.

Complaints

Complaints can only be accepted within eight days after receipt of the goods. Illustrations as well as technical data not binding. We reserve the right, contrary to the declarations in the catalogue, to alter at any time the cutting geometries, the material qualities as well as all other technical data.

Product liability

We cannot accept any liability if a product is used incorrectly, in ways we do not recommend or for an inappropriate purpose. If a justified claim is made under the terms of the guarantee, the customer can only claim for the replacement or repair of the faulty article. The customer/user is not entitled to any other compensation.

Guarantee

For the manufacture of our cutting tools we use only high quality cutting tool materials. We guarantee for the best quality and durability. Should a defect occur in one of our cutting tools due to a material or hardening error, we will replace it free of charge. This guarantee covers, however, the replacement of tool only, without any further compensation. Cutting tools which become defective due to normal or excessive use cannot be replaced free of charge.

Place of jurisdiction

The place of jurisdiction is Seengen

Seengen, January 2017