

2026-01-21



Terms of Sale

Ordering

Orders are placed by e-mail, telephone or via our website.

Once we have received your order, we will send an order confirmation by e-mail with the details of your order.

It is the customer's responsibility to check that the confirmation corresponds to the order placed.

Delivery

It is the customer's responsibility to check that the goods received correspond to the order. Any discrepancies or other errors must be reported by e-mail to info@ossian.se within 10 working days of receipt of the delivery.

Transport damage must be reported immediately and documented by the carrier's driver at the time of delivery. This includes, for example, opened packaging, damaged packaging or other visible damage.

Delivery Terms

Ex works our warehouse in Järfälla.

Any back order will be delivered at the customer's expense unless otherwise agreed.

Over- and Under-Delivery

The delivered quantity may deviate from the ordered quantity by +/- 10% of the original order unless otherwise agreed.

Delivery Method

Deliveries to companies are made by DHL or DSV during normal office hours, Monday–Friday 8:00–17:00.

Any failed delivery attempt will be charged to the customer.

Deliveries to private individuals are primarily made via DHL Service Point.

Incorrect Delivery

Should we have made a delivery that does not match the order confirmation, please contact us immediately so that we can correct the error.

We cover the return shipping if we have delivered the wrong goods.

Payment Terms

Payment is made against invoice. Payment terms are applied as recommended by the credit institution. Late payment interest is charged on overdue payments.

Order Limit

Orders under SEK 1,000 are subject to an administrative fee of SEK 200.

We have no minimum order value.

For exports, the minimum order limit is SEK 2,500 (€250) and the fee is SEK 250 (€25).

Returns / Claims

All returns and claims must be notified by e-mail before the goods are sent back, regardless of who is responsible.

Contact us at order@ossian.se and state "Return + our order number" in the subject line.

Incorrectly ordered stock items may be returned within 10 days of receipt at the customer's expense; 80% of the value of the goods will be credited once the return has been received.

In the case of a claim, we will send you a return shipping label.

Returns of customer-specific (non-stock) items are not accepted if the goods correspond to the confirmed e-mail, approved sample or previously delivered material.

Reservation

We reserve the right to make unannounced changes and accept no liability for errors such as price adjustments, misprints, force majeure, etc.