

General terms – Volvo Merchandise Web Shop

1. Acceptance of terms

By placing an order for a product on Volvo Merchandise Web Shop, you are offering to purchase the product subject to the following terms and conditions.

An agreement containing these general terms and conditions will be formed between you as the purchaser (Purchaser) and Volvo Merchandise AB (VMC) when the Purchaser's order placed on the Volvo Merchandise Web Shop is confirmed by VMC via e-mail or equivalent written message.

A purchaser must be 18 years old or have parental approval to be eligible to enter an agreement with VMC for purchase of a product from the Volvo Merchandise Web Shop.

2. Delivery time

The delivery time for ordered products in stock is normally one week after VMC's order confirmation, unless otherwise stated in VMC's order confirmation.

3. Delivery and freight

All deliveries within Sweden, Norway, Finland and Denmark are usually made by Posten AB (Forwarder)
All other deliveries are usually made by UPS Sverige AB (Forwarder) The goods shall be considered delivered when the goods have been handed over to the Purchaser or when the goods are at the Purchaser's disposal at a location specified by Volvo Merchandise or Forwarder.

4. Freight costs and other additional costs

Freight costs are listed in the Web Shop and are always additional.
Customs duties, local taxes and other charges may be additional for deliveries to countries outside the EU.

5. Prices

All prices listed in the Web Shop are specified in EUR and SEK excluding Swedish value-added tax ("VAT").
Deliveries outside Sweden are exempt from VAT if the receiver has stated their VAT number. Accordingly, the listed prices shall be reduced by 20%. VMC reserves the right to alter prices and VAT

displayed on the Web Shop at any given time without prior notice.

6. Payment

Consumers

Payment for products ordered by private persons considered consumers shall be made by means of a [VISA or MasterCard] credit card when Volvo confirms the order.

Upon VMC's receipt of the Purchaser's (private person) order, VMC makes a pre-authorization check of the Purchaser's payment card to ensure that there are sufficient funds to cover the purchase.

Non-consumers

Payment for products ordered by a private person not considered a consumer, or a legal entity in course of its business, shall be made not later than thirty days after VMC's issue of an invoice of the total purchase price.

Delayed payments will be subject to penalty interest charges at an annual rate of 10%.

7. Message of claims

The Purchaser shall, within a reasonable time after which any defect has or should have been discovered, submit a claim in writing to VMC.

Should the Purchaser fail or omit to submit a claim in accordance with the above, the right to invoke the claim for a defect is forfeited.

8. Returned goods

If the Product deviates from the specifications provided in the product information on the Volvo Merchandise Web Shop, or is otherwise considered defective according to applicable legislation, VMC will replace the defective Product. Freight for new goods is free of charge.

In the event of a defective Product, always contact VMC Customer Support at support.merchandise@volvo.com with your order details for information regarding return of the defect Product. To prevent damage, please pack the articles

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carefully, preferably in the original packaging.

Volvo does not use the personal data in connection with direct marketing.

9. Damaged goods

Immediately upon receipt of the Product the Purchaser shall check that the Product is complete and has not suffered any damage or is defective. Any goods damaged during shipment shall be reported to the Forwarder. External damage shall be reported on receipt. Concealed damages shall be reported within five days upon receipt. Failure to report defects as specified forfeits the right to invoke the defect due to difficulties in determining the cause. The Purchaser shall e-mail a copy of the claim submitted to the Forwarder to Volvo Merchandise: support.merchandise@volvo.com

10. Force majeure

Should VMC be prevented to fulfill any of its obligations according to a purchase agreement with the Purchaser or should such fulfillment of any obligation constitute an unreasonable burden for VMC as a result of a labor conflict or other circumstances outside VMC's control, such as fire, war, mobilization or unforeseen military summons of the equivalent extent, requisition, confiscation, currency restrictions, riots and disturbance, shortage by or delays in deliveries from subsuppliers or manufacturers as a result of such circumstances described herein, VMC shall be discharged from all liability.

11. Personal data

Volvo Merchandise AB, Swedish Corp.
Reg. No. 556744-9151, with address Bror Nilssons gata 5, S-405 08 Göteborg, Sweden; tel +46 31 327 70 55
e-mail: support.merchandise@volvo.com
for the processing of personal data which the Purchaser submits to VMC. VMC will store and process the Purchaser's personal data to fulfill its obligations towards the Purchaser in accordance with these General Terms. The Purchaser's personal data may also be processed in connection with direct marketing by VMC and our partners or for statistical reasons, which may involve coordination with other records. The Purchaser has the right, at any given time, to request that

12. Misprints

VMC is not liable for errors in printing, information and goods specification. Illustrations shall only be regarded as images and do not depict the actual goods in detail.

13. Copyright

The complete content of VMC's website is the legal property of Volvo Merchandise, or of Volvo Merchandise's suppliers. As such, the content is protected by copyright, marketing and trademark-laws. This implies that brand names, company names, product names, information about goods including goods description, weight, illustration, images, graphics, design, layout and other content of these pages may not under any circumstances be downloaded, copied or used without explicit permission in writing from Volvo Merchandise.

14. Disputes and governing law

Any dispute, controversy of claim arising out of, or in connection with, this agreement, or the breach, termination or invalidity thereof, shall be exclusively settled by the courts of Sweden with the District Court of Göteborg as the court of the first instance. Governing law shall be the substantive laws of Sweden.