



Hardware Sales Terms

Sale and procurement of IT equipment to business customers

Version 1.0 · Effective: 24 September 2026

This document forms part of the Agreement between Nord Node AB and the Customer. It applies where an Order Form has been signed and does not apply to use of Nord Node's website.

1. Scope

- 1.1 These Hardware Sales Terms apply when Nord Node sells or procures Hardware for the Customer. They form part of the Agreement and supplement the General Terms of Service. Terms defined in the General Terms have the same meaning here.
- 1.2 These terms do not apply to leasing or Device-as-a-Service arrangements, which are governed by a separate agreement with Nord Node or its financing partner.

2. Orders and prices

- 2.1 An order is binding when Nord Node has confirmed it in writing. Hardware ordered specifically for the Customer, configured to order, or ordered on the Customer's request from a supplier who does not accept returns cannot be cancelled after confirmation.
- 2.2 Prices are based on Nord Node's supplier prices and exchange rates on the date of the quote. If the supplier's price, exchange rates, taxes or duties change by more than 3% before delivery, Nord Node may adjust the price accordingly after informing the Customer. The Customer may then cancel the order for the affected item, unless it falls under section 2.1.
- 2.3 Prices exclude VAT, shipping and installation, unless stated otherwise.

3. Delivery, risk and title

- 3.1 Delivery takes place at the delivery address stated in the order. Unless otherwise agreed, delivery is made on the basis of FCA (Incoterms 2020) Nord Node's supplier's warehouse, and risk for the Hardware passes to the Customer when it is handed over to the carrier.
- 3.2 Delivery times are estimates based on information from suppliers. Nord Node will inform the Customer of delays as soon as it becomes aware of them. If a delay exceeds 30 days beyond the confirmed delivery date and is not caused by the Customer, the Customer may cancel the delayed part of the order without liability, which is the Customer's sole remedy for delay unless Nord Node has acted with gross negligence.
- 3.3 Nord Node retains title to the Hardware until it has been paid in full, to the extent permitted by law.

4. Inspection and complaints

- 4.1 The Customer must inspect the Hardware on delivery. Visible transport damage must be noted on the delivery receipt and reported to Nord Node within 2 Business Days. Missing items or incorrect deliveries must be reported within 8 days of delivery.
- 4.2 Other defects must be reported to Nord Node within a reasonable time after they were discovered or should have been discovered, and no later than 12 months after delivery, unless a longer manufacturer's warranty applies under section 5.

5. Warranty

- 5.1 Hardware comes with the manufacturer's warranty, the terms and duration of which are set by the manufacturer. Nord Node will pass on to the Customer the benefit of the manufacturer's warranty and will assist the Customer with warranty claims. Assistance beyond registering the claim and forwarding information is charged at Nord Node's hourly rates unless included in the Managed Services.
- 5.2 If Hardware is defective on delivery, or develops a defect covered by section 4.2 within 12 months of delivery, Nord Node will, at its choice, arrange repair or replacement or refund the purchase price for the defective item. If repair or replacement is not possible within a reasonable time, the Customer may request a price reduction or refund for the defective item. These remedies are the Customer's only remedies for defects, and replace the remedies under the Swedish Sale of Goods Act (köplagen (1990:931)), except where Nord Node has acted with gross negligence or has provided a specific written guarantee. Section 19 of the General Terms applies to any liability for damages.
- 5.3 The warranty does not cover defects caused by incorrect use, accidents, unauthorised repairs or modifications, normal wear and tear, or software and data.

6. Data on returned equipment

- 6.1 Before returning Hardware to Nord Node, for example for warranty repair or at the end of its life, the Customer is responsible for backing up any data it needs and, unless Nord Node has been instructed to do so, for removing the data. Where Nord Node is instructed to wipe or dispose of storage media, it will do so securely and provide a record of the process on request, in accordance with the Data Processing Agreement.

7. Product compliance and the environment

- 7.1 Nord Node supplies Hardware that, to its knowledge, bears the CE marking and meets the EU product requirements applicable at the time of delivery. Nord Node will inform the Customer if a manufacturer notifies Nord Node of a security vulnerability or recall affecting Hardware the Customer has bought.
- 7.2 The Customer is responsible for the collection and recycling of Hardware at the end of its life, unless it has ordered recycling services from Nord Node. Nord Node will provide information about the producer responsibility schemes available.