

# INSTRUCTIONS FOR CLAIMS HANDLING

**This claims handling procedure is mandatory and must be followed by the parties. Compliance with this instruction is required for all claims under the agreement between the Seller and the Buyer.**

All contracts, confirmation of orders and/or proforma invoices from the Seller refer to the sales contract **Softwood 2015 General Terms and Conditions ("SWC2015")**. SWC2015 consequently governs all sale of goods from the Seller.

As set out in SWC2015 under section 15.2, the Buyer is obliged to examine the Products without delay upon receipt of the Products. Please note that the Buyer also is obliged to **document** the Products with **photographs** to be taken during such examination. This procedure is vital for any later possibility to prove that the Products were damaged upon arrival.

In accordance with SWC2015, it is the Buyer's responsibility to keep the Products in safe custody (i.e. stored in a safe place where the Buyer, among others, can guarantee an unaltered moisture content) until the final settlement of a claim and the Buyer has furthermore no right to reject the Products or to refuse to pay for delivered Products, with reference to a dispute and/or claim.

Any possible claim is to be handled as set out under section 15 in SWC2015. Consequently, no claims regarding quality and/or condition will be recognized by the Seller for any delivered Products unless the Buyer has sent the Seller a written statement as specified under section 15.4.

## SUPPLEMENT TO THE STATEMENT OF CLAIM

As set out in SWC2015, the Buyer must send the Seller a written statement specifying its claim. Such statement shall also comply with the following:

1. Any claim related to delivered Products must be made in writing and documented **with photos** immediately after the Buyer has noticed the defect(s), however no later than as set out under section 15.3 in SWC2015.
  2. The statement of claim shall be supplemented to contain also **the photographs taken during the examination upon receipt of the Products** together with any other information for the handling of the complaint.
  3. The instructions on **how to take a correct photo** are set out in *appendix A* to this instruction for claims. These photo instructions must be complied with in order to fulfil the terms and conditions for claims handling.
- **Appendix A** Photo instructions – Description of how received Products should be documented.

Softwood Contract 2015, was adopted by the Finnish Forest Industries Federation, the Swedish Forest Industries Federation and the Norwegian Wood Industry Federation in 2015.



**Swedish Wood** disseminates knowledge about wood, wood products and wood in construction, contributing towards a sustainable society and a thriving sawmill industry. We achieve this by inspiring, educating and driving technical advances.

Swedish Wood represents the Swedish sawmill industry and is part of the Swedish Forest Industries Federation. Swedish Wood represents the Swedish glulam, CLT and packaging industries, and collaborates closely with Swedish builders' merchants and wholesalers of wood products.

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