

MONDEX GENERAL TERMS AND CONDITIONS 2026

1. Application of these terms

These general terms and conditions (hereinafter "These terms") shall be applied when Mondex Oy (hereinafter "Mondex") sells its electric Mondex sauna stoves, other products and/or services (hereinafter "the Product(s)") to the buyer (hereinafter "the Buyer"). These terms shall be applied unless otherwise agreed in writing by Mondex and the Buyer.

2. Warranty

The warranty period in private household use for the electric Mondex sauna stoves is 24 months and for the wood-fired stoves 12 months from the date of purchase of the Product by the end-customer. The warranty period for the Product(s) in public and/or commercial use is 3 months from the date of purchase of the Product by the end-customer. However, the warranty period shall never exceed 36 months from the delivery date of the Product by Mondex to the Buyer. The warranty period for a replaced or repaired part shall never exceed 3 months from the end of the original warranty period stated above.

The Buyer shall without undue delay notify Mondex in writing of any defect or nonconformity which appears during the warranty period. Such notice shall under no circumstances be given later than two weeks after the expiry of the applicable warranty period. The notice shall contain a description of the defect and the purchase receipt of the end-customer.

Subject to an appropriate warranty notification Mondex shall, without undue delay, supply a part in replacement or a duly repaired part for any defective and nonconforming parts due to faulty design, materials or workmanship free of charge within the warranty period. Upon Mondex's request the Buyer shall return the defective parts back to Mondex for repair and the Buyer shall pay the delivery cost thereof. The delivery cost for sending the repaired or replacement parts to the Buyer shall be paid by Mondex; however, the warranty does not cover any additional costs which Mondex incurs for sending the parts to another location than to Mondex's original delivery destination.

Mondex shall not be liable for defects caused by circumstances, which arise after the risk has passed to the Buyer, including but not limited to any errors, malfunctions or deficiencies that result from transport or incorrect storage, any installation or use contrary to Mondex's instructions, neglected maintenance or the placement of the Product in a space where the conditions are not in accordance with the installation instructions. Mondex shall neither be liable for normal wear and tear nor for deterioration. The warranty does not cover any direct or consequential damages possibly caused by the defect. This Clause 3 shall be the Buyer's sole remedy and Mondex's only liability for defects and/or nonconformities in the Product(s).

3. Limitation of liability

Mondex shall not be liable for any consequential or indirect damages including without limitation loss of profit, loss of time and/or damage due to decrease or interruption of the production or the turnover. Mondex's maximum liability for damages due to the agreement,

including possible liquidated damages for delay, shall never exceed 50% of the price excluding VAT of the Product in question per delivery and calendar year.

4. Payment term

The payment shall be made in full by the Buyer against Mondex's invoice at the time of the order.

5. Other terms

Unless otherwise specified above the Orgalim S 2022 - General Conditions for the Supply of Mechanical, Electrical and Electronic Products shall be applied.