

SPECIAL TERMS AND CONDITIONS
concerning the collection of big bags
Version March 2021

1. Description of the service

- 1.1 The service consists of the collection of what are known as “big bags”. For additional information about this service, see www.ragnsells.se.

2. Introductory provisions

- 2.1 In the absence of any agreement to the contrary between the parties, the provisions of the present Special Terms and Conditions constitute the contents of the agreement between Ragn-Sells and the customer, when the customer commissions Ragn-Sells to perform collection of big bags. Ragn-Sells’ General Terms and Conditions also apply over and above what is stated in the present Special Terms and Conditions. Ragn-Sells’ General Terms and Conditions are published online at www.ragnsells.se.
- 2.2 Ragn-Sells accepts no liability for errors in the service information, and reserves the right to alter list prices without notice.

3. Ordering/Cancellation

- 3.1 In order to do business with Ragn-Sells, the customer must be at least 18 years of age, and legally competent.
- 3.2 Placing an order involves the customer approving Ragn-Sells’ General Terms and Conditions, as well as the present Special Terms and Conditions, and consenting to the necessary contact details being entered in the Ragn-Sells customer register.
- 3.3 Transport can only be cancelled during office hours up to the last working day before the date on which the transport is scheduled at Ragn-Sells.
- 3.4 The service can only be cancelled by phone to the Ragn-Sells customer service department.
- 3.5 Services can be ordered and cancelled by phone to the Ragn-Sells customer service department during ordinary office hours, which are stated online at www.ragnsells.se – see the headers ‘Contact us’ or ‘Contact customer service’. Orders can also be placed via the internet 24/7.
- 3.6 In the event of purchases of big bags directly from Ragn-Sells, the present Special Terms and Conditions likewise apply to the sale of receptacles and other equipment. Please note that only companies are allowed to purchase big bags directly from Ragn-Sells.

4. The customer’s obligations

- 4.1 The customer must ensure that the route to the work site or the stated delivery point is passable and free from obstacles, such that Ragn-Sells can complete the agreed services or deliveries without hindrance – see Ragn-Sells’ General Terms and Conditions and service information published online at www.ragnsells.se. The customer is responsible for any damage to transport roads or the delivery site. Ragn-Sells is entitled to discontinue performance of the service if the company considers it impossible to carry out the assignment without the risk of physical injury or material damage.
- 4.2 The customer must ensure that the premises and areas where Ragn-Sells is to perform work are suitable for the purpose and secure from the perspective of occupational health and safety. The customer is responsible for coordinating occupational

health and safety at the workplace if the customer is a commercial actor and has ordered the service for his business.

- 4.3 The customer is responsible for ensuring that all information about the origin, composition, properties, weight, volume, etc. of the waste as supplied to Ragn-Sells is complete and accurate. If the waste does not correspond to the information supplied, Ragn-Sells will be entitled to compensation for the extra costs and additional work this may entail.
- 4.4 The bags must be placed no more than 5 metres from a suitable stopping place for a lifting vehicle. In this context, “suitable stopping place” is taken to mean:
- it must be permitted to park there
 - the road must be at least 3 metres wide
 - there must be free height of at least 4.5 metres
 - the distance from the stopping place to the bag must not be more than 5 metres
 - the road must be capable of supporting a heavy goods vehicle – i.e. it must be classed at least BK 1 – see the Road Traffic Ordinance.
- 4.5 If, on arriving at the site for the collection of the big bag, Ragn-Sells is prevented from completing the service – or considers completion of the service to be extremely difficult – on account of the nature of the site, the customer will be debited for the full price of the service.
- 4.6 The customer is liable to pay compensation for any damage to Ragn-Sells’ property during the period when said property is in the customer’s care.

5. Ragn-Sells’ obligations

- 5.1 In the absence of any agreement to the contrary, Ragn-Sells delivers and collects on weekdays – except public holidays – between the hours of 06.00 and 22.00, unless prevented from doing so by traffic conditions during this period. If transport cannot take place during this period or any part thereof, the customer must state this when ordering the service.
- 5.2 Ragn-Sells is responsible for ensuring that the work can be performed by resources recommended by Ragn-Sells personnel, assuming that the customer provided correct information concerning the conditions for the assignment.
- 5.3 In the event of non-conformances that prevent performance of an order, Ragn-Sells will contact the customer and provide notification of the non-conformance.

6. Invoicing and payment

- 6.1 The terms of payment are 15 days against invoice, or payment in advance. In the event of late payment, a reminder fee will be charged in the amount permitted under the relevant legislation, and penalty interest will be charged as stipulated in law.
- 6.2 Usual credit checks will be run. If such credit checks should result in a negative evaluation, Ragn-Sells reserves the right to decline to complete the commission – even if the order has already been accepted.

7. Waste not covered by the “Big Bag” service

- 7.1 Household waste, liquid waste, electronics and hazardous waste are not covered by the “Big Bag” service. For additional information about what is classed as hazardous waste and household waste, see the Swedish EPA’s website (www.naturvardsverket.se), for example.

8. Complaints and disputes

8.1 Complaints must be submitted to Ragn-Sells without delay.

9. Processing of personal data

9.1 Ragn-Sells processes the customer's name and address, as well as other contact details. The customer's personal data are processed for the purposes of planning, performing and following up on Ragn-Sells' interaction with the customer.

9.2 Personal data are stored for as long as they are relevant, and during the period in which the customer has an ongoing relationship with Ragn-Sells, as well as for a subsequent period, when the customer is entitled to utilise the benefits of being a Ragn-Sells customer.

9.3 The customer is entitled to request information about the processing of his or her personal data in writing.

9.4 The customer may contact the customer service department at any time to request the correction or deletion of incorrect information.

9.5 The customer may inform the customer service department in writing at any time that the customer does not want to have his or her personal data processed for the purposes of marketing. Such use of this information will subsequently be blocked. The customer may also inform the customer service department in writing at any time that the customer does not want to have his or her personal data communicated to other parties for the purposes of marketing. If the customer wishes to discontinue the customer relationship completely, Ragn-Sells requests that the customer inform Ragn-Sells directly so that the relevant customer data can be deleted.