

SPECIAL TERMS AND CONDITIONS
for the 'Container – Fixed Price' service
Version March 2021

1. Description of the service

1.1 The 'Container – Fixed Price' service comprises the delivery, collection and hire of containers, as well as the processing of waste. 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 terms and conditions constitute the contents of the agreement between Ragn-Sells and the customer, when the customer commissions Ragn-Sells to supply the 'Container – Fixed Price' service. In addition to what is prescribed in these Special Terms and Conditions, Ragn-Sells' General Terms and Conditions also apply.

2.2 Ragn-Sells accepts no liability for errors in the service information.

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' contractual terms and consenting to the necessary contact details being entered in the Ragn-Sells customer register.

3.3 Cancellation of the service can only be performed during office hours, up to 12:00 on the day before the delivery or collection has been booked.

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 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 an order has already been accepted.

4. The customer's obligations

4.1 The customer must ensure that the route to the work site or the stated delivery point is accessible and free from obstacles, such that Ragn-Sells can complete the agreed service without hindrance. This means, for example, that:

- it must be permitted to park at the stated delivery point
- the road must be at least 3 metres wide
- there must be free height of at least 4.5 metres
- there must be at least 10 metres of unobstructed road in front of the container
- 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.

4.2 If the container is to be positioned on a site other than the customer's private property, the customer is solely responsible for applying for and obtaining the relevant permit(s) to have the container positioned on the site, including covering any and all associated fees.

4.3 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.

4.4 If, on arriving at the site for the delivery or collection of the container, 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.

4.5 The customer is responsible for everything that is placed in the container during the period of hire, irrespective of who may have placed it there. Types of waste that may not be placed in the container are listed in Article 7.1 below, and described in the sorting guidelines applicable to this service as stated on the Ragn-Sells website. In the event of incorrect sorting, Ragn-Sells will charge the customer an extra fee.

4.6 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.

4.7 The customer is responsible for complying with the traffic safety regulations concerning loading: Container, small: max. 6 tonnes; Container, medium: max. 10 tonnes. Containers must not be filled to above the rim.

4.8 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.

5.2 For orders placed before 12.00, delivery will be made on the following working day at the earliest. For orders placed after 12.00, earliest delivery will be on the second working day after the date of order.

5.3 Ragn-Sells is responsible for ensuring that the work can be performed by resources recommended by Ragn-Sells personnel, on condition that the customer provide correct information concerning the conditions for the assignment.

5.4 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.

7. Waste not covered by the 'Container – Fixed Price' service

7.1 Household waste, liquid waste, electronics and hazardous waste may not be placed in the container, (see Sorting instructions for 'Container – Fixed Price'). For additional

information about what is classed as hazardous waste and household waste, see the Swedish EPA's website, 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.