



Byggsäkerhet  
Toppnock AB

## **Terms and conditions – Our order confirmation is an accept of your order with the terms below**

Payment term is 30 days, unless other is set up in written form. Delayed payment will be charged by Byggsäkerhet with penalty interest and fees according to Swedish law. Byggsäkerhet need the specific address, preferably e-mail, for invoice. Physical address is always required as backup. The customer is responsible for that correct invoice address is notified to Byggsäkerhet, including VAT- and PO-number etc, immediately after order/application of interest and before delivery.

If no specific invoice address is told, invoice will be sent to that e-mail address that the customer used on order or application on interest, or the physical address. If the customer has told incorrect or insufficient invoicing information that lead to necessary research or crediting and new invoicing, an additional fee of 1.000:- SEK will be charged and that the new payment term will be ten days. If, after delivery, further additional work is required for invoicing, e.g. a quality assurance process - vendor vetting - then the relevant administrative time used will also be invoiced. Byggsäkerhet reserve the right to demand advance payment in case the customer have limited financial stability, for foreign companies or by other reasons. Prices does not include VAT.

Cancellation and rerouting: Byggsäkerhet will charge fully at cancellation 7 days before delivery, or later, and half the amount at 14 days or later, and 25% charge on order when cancellation 30 days before delivery. Eventual nonrefundable costs will be charged the customer. Rerouted order will always be charged at least by half when cancelling. Other cancellation deals may be accepted for tailored orders. Cancellation must be delivered in written form.

Copyright: Course participants who make a certain selection with screenshots or photographs from the training materials and training are welcome to do so, but only for personal or internal use. Filming and sound recording is only permitted with special permission. Course participants must take into account obligations and prohibitions according to the applicable data protection regulation.

Byggsäkerhet gives quality and safety in training, assignments, and consultation accordingly to current law and branch standards and reminisces actively the customer about the employer's responsibility for work environment, own financial

business, management and those decisions and consequences that may follow thru. An order or booking from a customer based on information about the course on our website or mailing etc. is to be considered valid in connection with Byggsäkerhet confirming and thus accepting the order. The confirmation must also contain or link to these terms and conditions, which are available at the time of booking. The customer releases Byggsäkert from all related liability in the form of financial claims in the event of incurred accounts receivable, damages, authority requirements or other inconvenience, e.g. legal costs and other costs in simplified litigation.

Training is organized in order of branch standard and is to be expected to give the intended competence. Some courses may require home studies and practice to reach the intended competence, and it's under the responsibility of the customer to follow up with applicable practice. Training is not a guarantee to receive certification, especially not when validation, test or other proof of knowledge is included and intended to sort out thou who need further development.

For all courses, all attendees must bring and show valid ID-card, including foto and name signature.

During training in (M)EWP:s according to LUR (Liftutbildningsrådet - Swedish Rental Association) and the provision AFS 2023:11, the customer is responsible for informing their participants before course about bringing suitable clothing for practice and protective shoes accordingly to EN ISO 20345, class S1 (toecap and solid heel cover). Byggsäkerhet reserves the right to supply the course participant with protective shoes, om behalf of the customer, if the lack of such equipment cannot be solved with more simplicity.

During training in Hot Works (Heta Arbeten®), arranged accordingly thru The Swedish Fire Protection Association (Brandskyddsföreningen, SBF) you must consider their terms:

- Participant must during training show valid ID-card, including foto and name signature.
- A fire extinguishing exercise is conducted in training. Bring suitable clothing, covering both arms and legs. Clothing in combustible material as fleece etc is less suitable.
- Bring smartphone or tablet that must be able to download an app – Heta Arbeten®. A digital certification test finalizes the training. The test is done on site and requires computer, tablet or smartphone. If you don't have internet connection, it will be provided.
- The approved certificate is then valid for five years.

- A digital certificate is available directly after the test at My Pages - [www.hetaarbeten.se](http://www.hetaarbeten.se). All details will also be available at the app Heta Arbeten®.
- A plastic card will be, as an option, sent from SBF to you. Usually, it's delivered in one week. Ordering is done from the very same app and expect a delivery of one week.

Courses are conducted in Swedish or English, or other agreed language with or without interpreter. Attendee without agreed language skills may be rejected from class without deduction on charges. Interpreter, provided by the customer, with lack of skills will also lead to abort without deduction of charges. Interpreter must be physically present with the current course participant. An interpreter who lacks sufficient knowledge and who has been provided by the customer also causes the training to be interrupted without a deduction from the debit.

Course participant is during the training under insurance of the customer or by personal insurance, not thru Byggsäkerhet.

Risk assessments and related measurements are based on training methods with quality standards designed by leading branch organizations and Byggsäkerhet, whereas no participant will be exposed to special risks, given that he or she will follow given instructions during the course comparable with ordinary management. Byggsäkerhet reserve the right to reject participant who cannot subordinate in a safe way.

Certificate or diploma are included in many of our courses. Participant who lost their documentation of achievement may order a new one and will be charged 750 SEK each. Byggsäkerhet is not liable to documentation that are sent in return caused of insufficient address details given by the customer. Lost certificate for Hot Works must be ordered from the Swedish Fire Protection Association (Brandskyddsföreningen, SBF).

The conditions and reservations above give still the customer full rights to complain according to law, that must be motivated and proven. Byggsäkerhet is always open for contributions and constructive ideas, aiming for development and Byggsäkerhet will more than likely give compensation for apparent shortcomings on delivery.

This is the English version, and in case of dispute, the Swedish version will have priority.