

Opći uvjeti poslovanja • General Terms and Conditions

English version bellow

Ovim dokumentom propisuju se Opći uvjeti poslovanja Sartorius Croatia – Libra Elektronik d.o.o. (u daljnjem tekstu SCLE).

Članak 1.

Na ovaj dokument referiraju se ponude, servisni ugovori, radni nalozi, otpremnice, reversi, narudžbe kupaca te ostala pismena komunikacija sa strankama SCLE. Stranka automatski pristaje na ove Opće uvjete poslovanja, prihvatanjem i/ili realizacijom nekih od prethodno navedenih dokumenata i/ili potpisom na istima.

Članak 2.

PREUZIMANJE I OTPREMA UREĐAJA I OPREME

Uređaji i oprema za servis i laboratorij zaprimaju se i otpremaju:

1. na lokaciji servisnog centra SCLE u Zaprešiću, Savska 45a, unutar radnog vremena tvrtke (pon-pet 08:00-16:00 sati);
2. osobnom dostavom djelatnika SCLE, koja se naplaćuje prema važećem cjeniku SCLE;
3. dostavom ugovornih kurirskih službi, koja se naplaćuje prema važećem cjeniku SCLE.

Trošak preuzimanja i otpreme uređaja nije uključen u cijenu usluge, osim tamo gdje je to posebno naznačeno.

SCLE ne osigurava uređaje i opremu koji se šalju kurirskim službama.

Članak 3.

ČIŠĆENJE I DEKONTAMINACIJA UREĐAJA I OPREME

Naručitelj usluge servisa i laboratorija dužan je prije predaje uređaja i opreme, iste očistiti i izvršiti dekontaminaciju kako bi zaštitili djelatnike koji će na istima raditi, ali i sve one koji sudjeluju u procesu (prijem, otprema, prijevoz).

Naručitelj je obavezan ispuniti, ovjeriti i uz uređaj i opremu dostaviti obrazac o dekontaminaciji koji je dostupan na poveznici: [Izjava o dekontaminaciji i čišćenju opreme i komponenata](#).

Ako prilikom zaprimanja, djelatnik SCLE ustanovi da dekontaminacija uređaja ili opreme nije izvršena, ista će biti izvršena od strane djelatnika i naplaćena prema važećem cjeniku ili vraćena stranci na dekontaminaciju.

Članak 4.

UMJERAVANJE VAGA

SCLE provodi umjeravanje vaga prema internom postupku te se načelno sastoji od ispitivanja mjeriteljskih karakteristika vage referentnim utezima te sastavljanja izvješća o istome. Umjeravanje ne uključuje dodatne radove na vagi (poput programiranja, podešavanja, čišćenja, popravka) te ako naručitelj isto zatraži, navedeno će biti naplaćeno prema važećem cjeniku. U slučaju da stranka na temelju rezultata umjeravanja odluči izvoditi servisne aktivnosti na vagi te ponoviti umjeravanje, naplatit će se oba umjeravanja.

Članak 5.**UMJERAVANJE PIPETA**

SCLE provodi umjeravanje pipeta prema internom postupku te se načelno sastoji od ispitivanja mjeriteljskih karakteristika pipete mjerenjima na vagi gravimetrijskom metodom te sastavljanja izvješća o istome. Umjeravanje ne uključuje dodatne radove na pipeti (poput čišćenja, podešavanja, podmazivanja) te ako naručitelj isto zatraži, navedeno će biti naplaćeno prema važećem cjeniku. U slučaju da stranka na temelju rezultata umjeravanja odluči izvoditi servisne aktivnosti na pipeti te ponoviti umjeravanje, naplatit će se oba umjeravanja.

Članak 6.**UMJERAVANJE UTEGA**

SCLE provodi umjeravanje utega prema internom postupku te se načelno sastoji od ispitivanja mase utega mjerenjima na vagi metodom usporedbe s etalonskim utezima te sastavljanja izvješća o istome. Umjeravanje ne uključuje dodatne radove na utezima (poput čišćenja, podešavanja) te ako naručitelj isto zatraži, navedeno će biti naplaćeno prema važećem cjeniku.

Članak 7.**ZAMJENSKI UREĐAJI/OPREMA**

U slučaju da je tako ugovoreno, SCLE naručitelju usluge osigurat će korištenje zamjenskog uređaja/opreme. Naručitelj je za vrijeme korištenja zamjenskog uređaja/opreme dužan istim pažljivo rukovati te ga vratiti u stanju u kakvom je i preuzet. Potpisom na radnom nalogu, naručitelj potvrđuje da je zamjenski uređaj/opremu zaprimio funkcionalan i neoštećen. SCLE će nakon korištenja zamjenskog uređaja/opreme isti provjeriti te ako se utvrdi da stanje ne odgovara onome prilikom preuzimanja, naručitelju će biti naplaćena šteta.

Transport zamjenskih uređaja/opreme podliježe naplati troškova, kao i kod preuzimanja i otpreme uređaja i opreme u vlasništvu naručitelja.

Članak 8.**PRIGOVORI I REKLAMACIJE**

Naručitelj svoj prigovor ili reklamaciju može uputiti putem obrasca [Upravljanje pritužbama](#).

Članak 9.**ROK ZA PREUZIMANJE**

Naručitelj je dužan preuzeti uređaj ili opremu u roku od 20 radnih dana po zaprimanju obavijesti SCLE. U slučaju da SCLE uređaj ne uspije isporučiti naručitelju, isti ostaje u vlasništvu SCLE.

Članak 10.**DIJAGNOSTIKA**

Po zaprimanju uređaja ili opreme u servis radi popravka, SCLE vrši dijagnostiku kvara/prijavljenog problema. Nakon toga se procjenjuje trošak popravka te sastavlja ponuda. Ako stranka prihvati ponudu, pristupa se popravku i u tom slučaju ponuda uključuje dijagnostiku, bez obzira je li istaknuta kao posebna stavka ponude ili nije.

Ako stranka ne prihvati ponudu servisa, dijagnostika se naplaćuje prema važećem cjeniku.

Članak 11.**PRISTUP UREĐAJU/OPREMI I UVJETI ZA RAD**

Stranka je dužna serviseru/mjeritelju osigurati pristup uređaju/opremi koji su predmet servisa/umjeravanja, kao i uvjete za rad uređaja i uvjete za siguran rad serviser/mjeritelja.

U slučaju da isto nije zadovoljeno, SCLE naplatit će vrijeme pripreme i čekanja po važećem cjeniku. Također, ako se posao ne može odraditi u tom dolasku, dolazak će biti naplaćen zasebno.

Članak 12.**ODRICANJE OD ODGOVORNOSTI**

Serviser nije odgovoran za kvarove nastale tijekom izvođenja servisa, testiranja, kalibracije, umjeravanja. Uređaj se radi potrebe ispitivanja izlaže maksimalnim opterećenjima.

Ako korisnik ne želi preuzeti odgovornost, testiranje može prema uputama i uz nadzor serviser/provesti predstavnik korisnika.

Članak 13.**VRIJEME ODZIVA**

Radno vrijeme SCLE je 08:00-16:00 od ponedjeljka do petka. Odaziv van radnog vremena definira se Ugovorom sa strankom ili posebno naplaćuje prema važećem cjeniku SCLE.

Članak 14.**OTPREMA PROIZVODA**

Proizvodi kupljeni u SCLE otpremaju se:

1. na lokaciji SCLE u Zaprešiću, Savska 45a unutar radnog vremena tvrtke (pon-pet 08:00-16:00 sati);
2. osobnom dostavom djelatnika SCLE, koja se naplaćuje prema važećem cjeniku SCLE;
3. dostavom ugovornih kurirskih službi, koja se naplaćuje prema važećem cjeniku SCLE.

Trošak otpreme (pakiranje, dostava) nije uključen u cijenu proizvoda, osim tamo gdje je to posebno naznačeno.

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SCLE ne osigurava robu koja se šalje kurirskim službama.

Članak 15.

JAMSTVO NA PROIZVODE

Proizvodi koji imaju tvornički nedostatak ili ne postižu zajamčene performanse bit će popravljani, zamijenjeni ili odobreni kreditnom notom, prema odluci SCLE, pod uvjetom da:

- stranka pisano obavijesti SCLE o nedostatku u roku od 12 mjeseci od isporuke ili 30 dana od dana kada je nedostatak uočen, ovisno što nastupi ranije; nedostaci vidljivi pri isporuci moraju se prijaviti u roku od 30 dana.
- kod dijelova od vanjskih dobavljača jamstvo se svodi na jamstvo dobavljača.
- stranka na zahtjev SCLE vraća proizvode na adresu SCLE o svom trošku zajedno s pisanim opisom nedostatka.
- ako zahtjev nije prihvaćen, SCLE čuva proizvode 14 dana; nakon isteka roka postupa prema vlastitoj odluci bez odgovornosti.
- Proizvodi nisu popravljani niti mijenjani od strane neovlaštenih osoba.
- Proizvodi nisu bili izloženi nepravilnoj uporabi, nemaru ili nezgodi.
- Za uređaje, da je instalacije izvršena od strane servisa SCLE. Ako instalaciju nije izvršio ovlašteni servis, jamstvo ne vrijedi.

Jamstvo ne uključuje troškove transporta ni troškove putovanja.

SCLE ne jamči za proizvode (uređaje, opremu, robu) koji nisu kupljeni u SCLE i nemaju važeći račun.

Članak 16.

JAMSTVO NA UGRAĐENE REZERVNE DIJELOVE

Jamstvo na ugrađene rezervne dijelove priznaje se isključivo ako je isti ugrađen od strane ovlaštenog servisa SCLE te ako se uređaj održava prema preporukama proizvođača.

Jamstvo ne uključuje troškove transporta ni troškove putovanja.

Članak 17.

INSTALACIJA

Instalaciju proizvoda iz ponude vrše serviseri i stručnjaci SCLE. Instalacija se naplaćuje prema važećem cjeniku i nije uključena u cijenu proizvoda ili druge usluge, osim tamo gdje je to posebno naznačeno.

Stranka je dužna osigurati mjesto instalacije i potrebne priključke (npr. električna energija, dovod vode, odvod, mreža) prema specifikaciji proizvoda koji se instalira. Također, ako je za montažu proizvoda nužno bušenje zidova i/ili drugih predmeta, isto je dužna osigurati stranka.

Članak 18.**USLUGE VALIDACIJE I KVALIFIKACIJE (IQ/OQ/PQ)**

Stranka može ugovoriti usluge validacije i kvalifikacije, što se naplaćuje prema cjeniku SCLE, ako se isto radi prema protokolima proizvođača. Ako stranka ima vlastite protokole, cijena usluge se formira tako da uključuje trošak rada i trošak pripreme. Usluga ne uključuje dokumentaciju - ista se naplaćuje posebno prema važećem cjeniku SCLE i proizvođača (dobavljača proizvoda). Usluga izrade protokola i dokumentacije za validaciju i/ili kvalifikaciju naplaćuje se posebno.

Članak 19.**EDUKACIJA KORISNIKA**

Stručno osoblje SCLE na zahtjev stranke provodi edukaciju korisnika vezano uz rad s opremom, uređajima, materijalima i cijelim procesa. Usluga edukacije se naplaćuje prema važećem cjeniku i nije uključena u cijenu proizvoda/usluge, osim tamo gdje je to posebno naznačeno.

Članak 20.**PROCJENA ZAHTEJEVA STRANKE**

Stručno osoblje SCLE u komunikaciji sa strankom potrudit će se skrenuti pažnju na moguće regulatorne i slične zahtjeve, kao i ponuditi iskustvene savjete za nuđenu opremu (specifikacije opreme, vezane usluge poput ovjeravanja, umjeravanja, IQ/OQ/PQ). Ipak, SCLE ne preuzima odgovornost za tumačenje istih. Stranka prihvatanjem ponude potvrđuje da ponuda odgovara potrebama. U slučaju potrebe za naknadnim izmjenama stavaka ili dodatnim uslugama, isto će biti naplaćeno prema važećem cjeniku.

Članak 21.**UVJETI PLAĆANJA**

Ako na ponudi nije naznačeno drugačije, plaćanje je avansno u potpunosti.

Članak 22.**UVJETI PONUDE**

Rok važenja ponude je 10 dana, ako drugačije nije navedeno. Cijene istaknute na ponudi važeće su isključivo po uvjetima ponude, za količine i način isporuke istaknut na ponudi.

Opći uvjeti poslovanja zajedno s Ponudom čine pravno obvezujući ugovor između SCLE i kupca. Navedeni uvjeti odnose se na prodaju proizvoda ili usluga navedenih u Ponudi i primijenit će se na sve ponude i svaku naknadnu narudžbu, bez obzira na bilo koje uvjete i na bilo kojem obrascu narudžbe, narudžbenici ili drugom dokumentu. Smatrat će se da

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je kupac prihvatio uvjete SCLE prihvaćanjem Ponude ili bilo kojeg drugog postupka koji, prema primjenjivom pravu, predstavlja prihvaćanje, uključujući i nepodnošenje pismenog prigovora na ove uvjete. Bilo koji drugačiji, suprotni ili dodatni uvjeti koje može predstaviti Kupac, izričito su odbijeni i smatraju se isključenima te se neće smatrati dijelom bilo kojeg ugovora, čak i u slučaju da takvi uvjeti nisu isključeni od strane SCLE u pojedinačnom slučaju.

Članak 23.

NARUDŽBE

SCLE ne jamči, ne tvrdi niti se obvezuje da će svi Proizvodi biti dostupni za narudžbu u svakom trenutku ili do trenutka prihvaćanja narudžbe, niti da SCLE može isporučiti tražene količine.

Nijedna narudžba koju je prihvatio SCLE ne može biti otkazana od strane Kupca osim uz pismeni sporazum SCLE-a i pod uvjetima da Kupac u potpunosti nadoknadi SCLE-u sve gubitke (uključujući gubitak dobiti), troškove (uključujući troškove svih radnika i korištenih materijala), štete, naknade i troškove nastale zbog otkazivanja.

Članak 24.

OTKAZIVANJE NARUDŽBE

Stranka ponudu prihvaća mailom i/ili formalnom narudžbenicom, nakon čega SCLE izdaje Potvrdu narudžbe. Narudžba je za stranku obvezujuća, od trenutka njenog zaprimanja, bez obzira da li je Potvrda narudžbe izdana ili nije, smatra se ugovorom te je nakon prihvaćanja nije moguće otkazati.

Kupljenu robu ne primamo nazad.

Članak 25.

ISPORUKE ROBE

SCLE može isporučiti robu u jednoj ili više isporuka, pri čemu se svaka isporuka zasebno fakturira. Ako stranka ne plati dospjelu fakturu za prethodne isporuke, SCLE može obustaviti daljnje isporuke ili raskinuti ugovor.

Svaka djelomična isporuka smatra se zasebnim ugovorom, te reklamacija jedne isporuke ne daje stranci pravo odbiti ostale.

Članak 26.

ROK ZA IZVRŠENJE USLUGA/ISPORUKE ROBE

Naznačena vremena, kao rokovi za izvršenje određene Usluge/Isporuke robe, temelje se na procjenama i stoga nisu obvezujuća. SCLE će uložiti razumne napore da poštuje zadane rokove isporuke, no ne snosi odgovornost za kašnjenja, niti se rok isporuke smatra bitnim sastojkom ugovora.

Članak 27.

PLAĆANJA I KAMATE

Stranka je dužna platiti robu/uslugu (uključujući svaku pojedinu isporuku) u roku od 30 dana od datuma računa. Rok plaćanja bitan je sastojak ugovora.

Pravovremeno plaćanje uvjet je za daljnje isporuke. SCLE ima pravo obračunati zatezne kamate na kašnjenje u visini zakonske zatezne kamate važeće u Republici Hrvatskoj, i to od dana dospijeca do dana plaćanja.

Članak 28.**VLASNIŠTVO NAD ROBOM**

Roba ostaje u isključivom vlasništvu SCLE sve dok stranka u cijelosti ne podmiri sve obveze prema SCLE. Dok roba ne prijeđe u vlasništvo stranke, stranka je čuva kao skrbnik i dužna ju je posebno označiti, skladištiti i osigurati kako bi bila jasno prepoznatljiva kao vlasništvo SCLE.

Ako se roba preradi, ugradi ili spoji s drugim predmetima, proizvodi koji iz toga nastanu smatraju se vlasništvom SCLE sve do potpunog plaćanja.

Ako stranka kasni s plaćanjem, SCLE može preuzeti robu i ponovno je prodati. Za tu svrhu SCLE može ući u prostore stranke.

Rizik prijelaza na stranke prelazi isporukom, neovisno o prijenosu vlasništva. Kupac može robu preprodati u redovnom poslovanju, no prihodi od prodaje pripadaju SCLE do podmirenja dugovanja. Stranka nije agent SCLE i odgovorna je SCLE za sve zahtjeve trećih osoba u vezi s robom koji ne bi postojali da ovaj uvjet nije dio ugovora.

Članak 29.**USLUGA NADZORA OKOLIŠNIH UVJETA - EUPRY**

Usluga nadzora okolišnih uvjeta (temperature, vlage, tlaka, CO) putem sustava Eupry ima minimalno obvezno vrijeme trajanja 3 godine od dana početka korištenja. To znači da je kupac dužan podmiriti najmanje 3 godišnje naknade čak i ako prijevremeno odustane od korištenja usluge. Nakon isteka 3 godine kupac može otkazati daljnje korištenje usluge uz obvezni pisani otkaz najmanje 30 dana prije isteka perioda naplate.

Članak 30.**INTELEKTUALNO VLASNIŠTVO**

Stranka ne polaže prava vlasništva na patente, žigove, autorska prava ili dizajne koji se odnose na proizvode i usluge, niti smije poduzimati radnje koje bi mogle predstavljati povredu takvih prava. Stranka obeštećuje SCLE za sve troškove, štete i postupke koji nastanu zbog povrede intelektualnog vlasništva uzrokovane radnjama stranke.

Isto se posebno odnosi, ali i ne ograničava, na digitalne proizvode poput aplikacija, softvera i web stranica.

Članak 31.**DJELOVANJE VIŠE SILE**

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SCLE ne odgovara za kašnjenja ili neispunjenje obveza uzrokovano okolnostima izvan razumne kontrole SCLE, uključujući, ali ne ograničavajući se na: kvarove dobavljača, prekide u opskrbi, elementarne nepogode, rat, nemire, štrajkove, regulative ili tehničke kvarove.

Članak 32.

NADLEŽNOST U SLUČAJU SPOROVA

U slučaju bilo kakvog spora između SCLE i kupca, nadležan je Trgovački sud u Zagrebu.

Članak 33.

ZAVRŠNE ODREDBE

Ovi Opći uvjeti poslovanja objavljeni su na web stranicama SCLE.

SCLE će sve eventualne izmjene i dopune ovih Općih uvjeta objaviti na isti način. Na odnos SCLE i naručitelja primjenjuju se odredbe Općih uvjeta koje su bile važeće u trenutku sklapanja poslovne suradnje (prihvaćanja ponude, narudžbe i sl.).

SCLE zadržava pravo u bilo kojem trenutku i bez prethodne najave, ako to smatra potrebnim, ukinuti, izmijeniti ili dopuniti sadržaj Općih uvjeta poslovanja.

Ovi Opći uvjeti primjenjuju se od 19. siječnja 2026. godine.

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verzija na hrvatskom jeziku iznad

This document sets out the General Terms and Conditions of Business of Sartorius Croatia – Libra Elektronik d.o.o. (hereinafter referred to as SCLE).

Article 1.

This document refers to offers, service contracts, work orders, delivery notes, invoices, customer orders and other written communications with SCLE parties. The party automatically agrees to these General Terms and Conditions by accepting and/or executing any of the aforementioned documents and/or signing them.

Article 2.

PICK-UP AND SHIPPING OF DEVICES AND EQUIPMENT

Devices for service and laboratory are received and shipped:

4. at the SCLE service center location in Zaprešić, Savska 45a, during the company's working hours (Mon-Fri 08 AM – 4 PM CET);
5. by personal delivery by SCLE employees, which is charged according to the valid SCLE price list;
6. by delivery by contracted courier services, which is charged according to the valid SCLE price list.

The cost of picking up and shipping the device is not included in the price of the service, except where specifically indicated.

SCLE does not insure goods sent by courier services.

Article 3.

CLEANING AND DECONTAMINATION OF DEVICES AND EQUIPMENT

The customer of the service and laboratory service is obliged to clean and decontaminate the devices and equipment before handing them over in order to protect the employees who will work on them, as well as all those who participate in the process (reception, shipping, transportation). The customer is obliged to fill out, verify and submit with the device and equipment the decontamination form available at the link: [Statement on decontamination and cleaning of equipment and components](#). If upon receipt, the SCLE employee determines that the decontamination of the device or equipment has not been performed, it will be performed by the employee and charged according to the valid price list, or returned to customer.

Article 4.

BALANCE CALIBRATION

SCLE performs the calibration of balances according to an internal procedure and, in principle, consists of testing the metrological characteristics of the balance with reference weights and compiling a report on the same.

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Calibration does not include additional work on the balance (such as programming, adjustment, cleaning, repair) and if the customer requests it, the aforementioned will be charged according to the current price list. In the event that the customer decides to perform service activities on the balance and repeat the calibration based on the calibration results, both calibrations will be charged.

Article 5.

PIPETTE CALIBRATION

SCLE performs pipette calibration according to an internal procedure and typically includes testing the metrological characteristics of the pipette by measuring on a balance using the gravimetric method and compiling a report on the same. Calibration does not include additional work on the pipette (such as cleaning, adjustment, lubrication) and if the customer requests it, the aforementioned will be charged according to the current price list. In the event that the customer decides to perform service activities on the pipette and repeat the calibration based on the calibration results, both calibrations will be charged.

Article 6.

WEIGHT CALIBRATION

SCLE performs weight calibration according to an internal procedure and typically includes testing the weight mass by measuring it on a balance using the comparison method with standard weights and compiling a report on the same. Calibration does not include additional work on the weights (such as cleaning, adjustment) and if the customer requests it, the aforementioned will be charged according to the current price list.

Article 7.

REPLACEMENT DEVICES/EQUIPMENT

If so agreed, SCLE will provide the customer with the use of a replacement device/equipment. The customer is obliged to handle the replacement device/equipment with care during use and return it in the condition in which it was received. By signing the work order, the customer confirms that the replacement device/equipment was received functional and undamaged. SCLE will check the replacement device/equipment after use and if it is determined that the condition does not correspond to that at the time of receipt, the customer will be charged for the damage. The transport of replacement devices/equipment is subject to charges, as is the case with the receipt and shipment of devices and equipment owned by the customer.

Article 8.

COMPLAINTS

The customer can send his objection or claim via the [Complaints Management form](#).

Article 9.**COLLECTION DEADLINE**

The Client is obliged to collect the device or equipment within 20 working days of receiving SCLE's notification. In the event that SCLE fails to deliver the device to the Client, it remains the property of SCLE.

Article 10.**DIAGNOSTICS**

Upon receipt of the device or equipment in the service for repair, SCLE performs diagnostics of the fault/reported problem. After that, the cost of the repair is estimated and a quote is drawn up. If the customer accepts the quote, the repair is carried out and in that case the quote includes diagnostics, regardless of whether it is highlighted as a separate item in the quote or not.

If the customer does not accept the service quote, diagnostics are charged according to the current price list.

Article 11.**ACCESS TO DEVICE/EQUIPMENT AND OPERATING CONDITIONS**

The customer is obliged to provide the service technician/measuring technician with access to the device/equipment that is the subject of service/calibration, as well as the conditions for the operation of the device and the conditions for the safe operation of the service technician/measuring technician.

In the event that the same is not met, SCLE will charge for the preparation and waiting time according to the valid price list. Also, if the work cannot be completed during that arrival, the arrival will be charged separately.

Article 12.**DISCLAIMER**

The service provider is not responsible for any malfunctions that occur during service, testing, calibration or adjustment. The device is subjected to maximum loads for testing purposes.

If the user does not wish to assume responsibility, the testing may be carried out by a representative of the user, following the instructions and under the supervision of the service provider.

Article 13.

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RESPONSE TIME

SCLE's working hours are from 8 AM to 4 PM from Monday to Friday. Response outside of working hours is defined in the Contract with the client or is charged separately according to the valid SCLE price list.

Article 14.

PRODUCT SHIPPING

Products purchased at SCLE are shipped:

4. at the SCLE location in Zaprešić, Savska 45a during the company's business hours (Mon-Fri 8 AM – 4 PM);
5. by personal delivery by SCLE employees, which is charged according to the valid SCLE price list;
6. by delivery by contracted courier services, which is charged according to the valid SCLE price list.

The cost of shipping (packaging, delivery) is not included in the product price, except where specifically indicated.

SCLE does not insure goods sent by courier services

Article 15.

PRODUCT WARRANTY

Products that have a manufacturing defect or do not achieve the guaranteed performance will be repaired, replaced or approved by credit note, at SCLE's discretion, provided that:

- the customer notifies SCLE in writing of the defect within 12 months of delivery or 30 days from the date the defect was noticed, whichever occurs first; defects visible upon delivery must be reported within 30 days.
- for parts from external suppliers, the warranty is reduced to the supplier's warranty.
- the customer returns the products to SCLE's address at SCLE's request at its own expense together with a written description of the defect.
- if the request is not accepted, SCLE will keep the products for 14 days; after the expiry of the period, it will act at its own discretion without liability.
- the products have not been repaired or modified by unauthorized persons.
- the products have not been subjected to improper use, negligence or accident.
- for devices, that the installation has been carried out by SCLE's service. If the installation has not been carried out by an authorized service, the warranty will not apply.

The warranty does not include transportation or travel costs.

SCLE does not guarantee products that were not purchased from SCLE and do not have a valid receipt.

Article 16.

WARRANTY ON INSTALLED SPARE PARTS

The warranty on installed spare parts is recognized only if it is installed by an authorized SCLE service and if the device is maintained according to the manufacturer's recommendations.

The guarantee does not include transport costs or travel costs.

Article 17.**INSTALLATION**

The installation of products from the offer is carried out by SCLE service technicians and experts. Installation is charged according to the valid price list and is not included in the price of the product or other service, except where it is specifically indicated. The customer is obliged to provide the installation location and necessary connections (e.g. electricity, water supply, drainage, network) according to the specification of the product being installed. Also, if the installation of the product requires drilling into walls and/or other objects, the customer is obliged to provide the same.

Article 18.**VALIDATION AND QUALIFICATION SERVICES (IQ/OQ/PQ)**

The client can contract validation and qualification services, which are charged according to the SCLE price list, if the same is done according to the manufacturer's protocols. If the client has its own protocols, the price of the service is formed so as to include the cost of labor and the cost of preparation. The service does not include documentation - it is charged separately according to the valid SCLE price list and the manufacturer (product supplier). The service of creating protocols and documentation for validation and/or qualification is charged separately.

Article 19.**USER EDUCATION**

SCLE's professional staff, at the customer's request, conducts user education regarding the work with equipment, devices, materials and entire processes. The education service is charged according to the current price list and is not included in the price of the product/service, except where specifically indicated.

Article 20.

ASSESSMENT OF CUSTOMER REQUESTS

SCLE's professional staff, in communication with the customer, will make every effort to draw attention to possible regulatory and similar requirements, as well as offer experienced advice for the equipment offered (equipment specifications, related services such as verification, calibration, IQ/OQ/PQ). However, SCLE does not assume responsibility for the interpretation of the same. By accepting the offer, the customer confirms that the offer meets the needs. In the event of the need for subsequent changes to items or additional services, the same will be charged according to the current price list.

Article 21.**PAYMENT TERMS**

Unless otherwise indicated on the offer, payment is in full in advance.

Article 22.**OFFER TERMS AND CONDITIONS**

The validity period of the offer is 10 days, unless otherwise stated. The prices stated in the offer are valid exclusively under the terms of the offer, for the quantities and delivery method stated in the offer.

The General Terms and Conditions together with the Offer constitute a legally binding contract between SCLE and the buyer. The stated terms and conditions apply to the sale of products or services stated in the Offer and shall apply to all offers and any subsequent orders, regardless of any conditions and on any order form, purchase order or other document. The buyer shall be deemed to have accepted the SCLE terms and conditions by accepting the Offer or by any other action which, under applicable law, constitutes acceptance, including the failure to submit a written objection to these terms and conditions. Any different, contrary or additional terms and conditions that the buyer may present are expressly rejected and are deemed excluded and shall not be considered part of any contract, even if such terms and conditions are not excluded by SCLE in an individual case.

Article 23.**ORDERS**

SCLE does not warrant, represent or undertake that all Products will be available for order at all times or by the time of acceptance of the order, nor that SCLE can deliver the quantities requested.

No order accepted by SCLE may be cancelled by the Buyer except with the written agreement of SCLE and provided that the Buyer fully compensates SCLE for all losses (including loss of profits), costs (including the cost of all labour and materials used), damages, fees and expenses incurred by reason of cancellation.

Article 24.

ORDER CANCELLATION

The customer accepts the offer by email and/or formal order form, after which SCLE issues an Order Confirmation. The order is binding on the customer, is considered a contract and cannot be cancelled once accepted. We do not accept returns of purchased goods.

Article 25.**DELIVERY OF GOODS**

SCLE may deliver the goods in one or more deliveries, each delivery being invoiced separately. If the customer fails to pay the invoice due for the previous deliveries, SCLE may suspend further deliveries or terminate the contract. Each partial delivery shall be considered a separate contract, and a complaint for one delivery shall not entitle the customer to refuse the others.

Article 26.**TIMELINE FOR PERFORMANCE OF SERVICES/DELIVERY OF GOODS**

The times indicated, as deadlines for the performance of a particular Service/Delivery of Goods, are based on estimates and are therefore not binding. SCLE will make reasonable efforts to meet the given delivery deadlines, but is not liable for delays, nor is the delivery deadline considered an essential element of the contract.

Article 27.**PAYMENTS AND INTEREST**

The customer is obliged to pay for the goods/services (including each individual delivery) within 30 days from the date of the invoice. The payment deadline is an essential element of the contract.

Timely payment is a condition for further deliveries. SCLE has the right to charge default interest on late payment at the rate of the statutory default interest applicable in the Republic of Croatia, from the due date until the date of payment.

Article 28.**OWNERSHIP OF THE GOODS**

The goods remain the exclusive property of SCLE until the customer has fully settled all obligations to SCLE. Until the goods pass into the customer's ownership, the customer shall keep them as a custodian and shall be obliged to specifically mark, store and secure them so that they are clearly identifiable as the property of SCLE.

If the goods are processed, installed or combined with other objects, the products resulting from this shall be considered the property of SCLE until full payment has been made.

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If the customer is in default of payment, SCLE may take possession of the goods and resell them. For this purpose, SCLE may enter the customer's premises.

The risk of transfer to the customer shall pass upon delivery, regardless of the transfer of ownership. The customer may resell the goods in the ordinary course of business, but the proceeds from the sale shall belong to SCLE until the debt is settled. The customer is not an agent of SCLE and is liable to SCLE for all claims of third parties in relation to the goods that would not have arisen if this condition had not been part of the contract.

Article 29.

ENVIRONMENTAL CONDITIONS MONITORING SERVICE – EUPRY

The environmental monitoring service (temperature, humidity, pressure, CO) via the Eupry system has a minimum mandatory duration of 3 years from the date of commencement of use. This means that the customer is obliged to pay at least 3 annual fees even if they prematurely cancel the service. After the 3 years have elapsed, the customer may cancel further use of the service with a mandatory written cancellation at least 30 days before the end of the billing period.

Article 30.

INTELLECTUAL PROPERTY

The Party does not claim ownership rights in patents, trademarks, copyrights or designs relating to the Products and Services, nor may it take any action that could constitute an infringement of such rights. The Party shall indemnify SCLE against all costs, damages and proceedings arising from infringement of intellectual property caused by the Party's actions.

The same applies in particular, but is not limited to, digital products such as applications, software and websites.

Article 31.

ACTION OF FORCE MAJEURE

SCLE shall not be liable for delays or defaults caused by circumstances beyond SCLE's reasonable control, including but not limited to: supplier failures, supply interruptions, natural disasters, war, riots, strikes, regulations or technical failures.

Article 32.

JURISDICTION IN CASE OF DISPUTES

In the event of any dispute between SCLE and the buyer, the Commercial Court in Zagreb shall have jurisdiction.

Article 33.

FINAL PROVISIONS

These General Terms and Conditions are published on the SCLE website.

SCLE will publish any amendments to these General Terms and Conditions in the same manner. The provisions of the General Terms and Conditions that were valid at the time of entering into business cooperation (acceptance of the offer, order, etc.) apply to the relationship between SCLE and the client.

SCLE reserves the right at any time and without prior notice, if it deems it necessary, to terminate, amend or supplement the content of the General Terms and Conditions.

These General Terms and Conditions shall apply from 19 January 2026.