

Terms of Sale and Delivery

General

These terms and conditions of sale and delivery apply to all purchases and deliveries from Boxen Emballage A/S, unless otherwise agreed in writing.

By shopping on our webshop, you accept these terms and conditions.

Company Information

Boxen Emballage A/S

Bøgildsmindevej 1–3

9400 Nørresundby

CVR: 31155975

Phone: +45 9632 1430

Email: info@boxenemballage.dk

Prices and Payment

All prices on the webshop are listed in Danish kroner (DKK) excluding VAT and shipping, unless otherwise stated.

Payment can be made using the following methods: Dankort, eDankort, VISA Dankort, MasterCard, JCB, Diners Club, Maestro, and MobilePay Online.

The payment amount is only charged once the order has been shipped.

All prices are quoted in DKK excluding VAT, freight, customs duties, taxes, and other fees.

If the prices of the offered or agreed deliveries change due to variations in purchase prices, raw material costs, exchange rates, freight, customs duties, or taxes, **Boxen** Emballage A/S reserves the right to adjust the prices accordingly.

Prices for tools and printing clichés are indicative, and adjustments may occur. The invoiced price will reflect the actual cost from the tool or cliché supplier.

Prices shown via login in our e-commerce system are indicative and not binding until a written confirmation is received from Boxen Emballage A/S.

Unless otherwise agreed in writing or stated on the invoice, payment is due upon delivery.

After the due date, interest will accrue in accordance with the applicable default interest rate.

Environmental Fee

To ensure transparency and traceability regarding the CO₂ footprint of our cardboard products, and in compliance with legal requirements related to kilometer-based tolls and extended producer responsibility, an environmental fee of DKK 74,50 will be added to each order.

Packaging Tax

As extended producer responsibility and packaging reporting requirements take effect on October 1, 2025, a packaging tax will be applied to orders of standard (generic) products from this date. This tax is outside the responsibility of Boxen Emballage A/S.

Orders and Order Confirmation

Once you place an order, you will receive an order confirmation by email.
The agreement becomes binding when you have received this confirmation.

If an error occurs in the cardboard box calculator, Boxen Emballage A/S reserves the right to cancel the order. You will be contacted as soon as possible to find a suitable solution. Boxen Emballage A/S cannot be held liable for any losses resulting from such cancellations.

For special or printed merchandise, please contact our Purchasing/Logistics Department for advice on the best solution and pricing:
Phone: +45 54 33 91 07
Email: rso@boxenemballage.dk

For printed items, please provide a print file as soon as possible. A preview will then be sent for your approval.

Due to setup time, delivery of customized products may take longer.

Credit Terms

Credit without collateral is subject to satisfactory financial information.

If, in the opinion of Boxen Emballage A/S, the buyer's financial situation deteriorates significantly after an offer has been made, we reserve the right to require advance payment or security before proceeding with the order.

The buyer may not offset payments against invoices unless the counterclaim has been acknowledged in writing by Boxen Emballage A/S.

Failure to comply with the agreed payment terms constitutes a material breach, entitling Boxen Emballage A/S to suspend further deliveries and demand immediate payment of any outstanding amounts.

Delivery

The delivery time is calculated from the moment payment is received.

Boxen Emballage A/S reserves the right to quantity deviations of up to 10% of the agreed quantity.

Product characteristics such as weight, dimensions, volume, decoration, and color may vary within normal industry tolerance limits. A product is considered delivered in accordance with the agreement if it meets standard quality tolerances or specific agreed specifications.

Specifications, descriptions, drawings, or illustrations provided by the buyer are considered indicative only, unless otherwise agreed in writing.

If delivery is delayed for reasons not attributable to the buyer or force majeure, the buyer may choose to accept delivery or cancel the purchase.

We reserve the right to cancel orders due to stock shortages, machine breakdowns, strikes, lockouts, government restrictions, or other circumstances beyond our control that may prevent timely delivery. In such cases, we will contact the customer as soon as possible to find a solution.

Pallets are included in the price and are non-returnable.

Complaints and Defects

Purchases are subject to the provisions of the Danish Sale of Goods Act regarding complaints.

Complaints must be submitted within **7 days** of receiving defective goods.

Any damage to packaging (e.g. boxes or wrapping) must be noted on the delivery note upon receipt. Otherwise, Boxen Emballage A/S reserves the right to reject the claim.

Boxen Emballage A/S only compensates for the actual value of defective goods.

Indirect or consequential losses will not be compensated.

Right of Return

Returns are only accepted for cardboard and merchandise from our standard product range.

Boxen Emballage A/S does not accept returns unless the goods are proven to have been incorrectly delivered or are defective due to an error on our part.

Take-or-pay obligation

Liability

Boxen Emballage A/S cannot be held liable for indirect, consequential, or operational losses.

Any liability is limited to the purchase price of the goods in question.

Retention of Title and Intellectual Property

Ownership of delivered goods remains with Boxen Emballage A/S until full payment has been received.

All data and information in Boxen Emballage A/S sales materials and price lists are non-binding unless expressly guaranteed in writing.

We reserve the right to correct typographical and clerical errors in sales materials.

Boxen Emballage A/S retains ownership and intellectual property rights to all sales materials, production tools, drawings, and technical materials related to deliveries, including films and clichés, unless otherwise agreed in writing.

*If tools, clichés, etc. have not been used within **2** years, Boxen Emballage A/S reserves the right to dispose of them without further notice.*

Personal Data

We process personal data in accordance with the GDPR and our [Privacy Policy](#).

Complaints Board

If you wish to file a complaint about a product or service purchased from us, please contact:

The Danish Competition and Consumer Authority

Carl Jacobsens Vej 35

2500 Valby

<https://forbrug.dk>

You can also use **the European Commission's Online Dispute Resolution platform for purchases made in another EU-country:**

<https://ec.europa.eu/odr>

Governing Law and Venue

All transactions are governed by Danish law.

Any dispute that cannot be resolved through negotiation shall be settled by the Maritime and Commercial Court in Copenhagen.

If Boxen Emballage A/S becomes liable to a third party due to circumstances attributable to the buyer, the buyer shall indemnify Boxen Emballage A/S.