

Terms and Conditions for Additional Services Version 24.01.2025	Vilkår og betingelser for Service Ydelser Version 24.01.2025
In addition to the General Sales and Supply Conditions of LOGSTOR, the following terms and conditions for additional services shall apply to all performance of additional services such as installation, mounting, renovation, assembly, education, measurement services and/or E-services ("Additional Services"), made from LOGSTOR International Sp. z o.o. and all companies which are directly or indirectly subsidiaries hereto and/or affiliated herewith ("LOGSTOR") to a buyer ("Buyer"). All references to "Products" in the General Sales and Supply Conditions of LOGSTOR, shall with respect to performance of Additional Services, be replaced by the term "Additional Services". In case of any discrepancies between the General Sales and Supply Conditions of LOGSTOR and these terms and conditions for Additional Services, the latter shall prevail.	I tillæg til LOGSTORs generelle salgs- og leveringsbetingelser gælder følgende vilkår og betingelser for udførsel af service ydelser såsom installation, montering, renovering, montage, uddannelse, opmåling og/eller E-services ("Service Ydelser"), der foretages af LOGSTOR International Sp. z o.o. og alle selskaber, der direkte eller indirekte er datterselskaber heraf og/eller tilknyttet hertil ("LOGSTOR") for en køber ("Køber"). Alle henvisninger til "Produkter" i LOGSTORs generelle salgs- og leveringsbetingelser skal med hensyn til udførsel af Service Ydelser erstattes af udtrykket "Service Ydelser". I tilfælde af uoverensstemmelser mellem LOGSTORs generelle salgs- og leveringsbetingelser og disse vilkår og betingelser for Service Ydelser skal sidstnævnte have forrang.
1 General Terms Applicable for all Additional Services: Orders shall be placed by e-mail with the local service department. If an order form is issued by LOGSTOR, such must be utilized for the ordering. Orders for Additional Services shall include: a) A description of the scope of the Additional Services. b) Location of where the Additional Services are to take place. c) The date on which the performance of the Additional Services is requested to begin Orders and requests from the Buyer shall not be binding on LOGSTOR, until the Buyer has received a written order confirmation from LOGSTOR. Order confirmations which materially deviate from a placed order, shall be considered as an offer which the Buyer must confirm no later than five (5) calendar days after receipt hereof. If no such confirmation or rejection is received within said timeframe, the order confirmation shall automatically be deemed accepted by the Buyer. Additional Services will be invoiced at the hourly rates applicable at the time of the order confirmation. LOGSTOR shall not be held liable for delays caused by the Buyer's circumstances, and the Buyer shall in all aspects fully indemnify LOGSTOR for any loss associated with the Buyer's non-compliance with these terms and conditions for Additional Services. LOGSTOR's warranty for Additional Services applies exclusively when such services are performed on LOGSTOR-manufactured products.	1 Generelle vilkår gældende for alle Service Ydelser: Bestillinger skal afgives via e-mail til den lokale serviceafdeling. Hvis LOGSTOR udleverer en ordreformular til Køber, skal denne anvendes til bestillingen. Ordre for Service Ydelser skal indeholde: a) En beskrivelse af omfanget af de ønskede Service Ydelser. b) Placering af, hvor Service Ydelser skal udføres. c) Den dato, hvor udførelsen af Service Ydelser ønskes påbegyndt. Ordre og anmodninger fra Køber er ikke bindende for LOGSTOR, før Køber har modtaget en skriftlig ordrebekræftelse fra LOGSTOR. Ordrebekræftelser, der væsentligt afviger fra en afgivet ordre, betragtes som et tilbud, som Køber skal bekræfte senest fem (5) kalenderdage efter modtagelsen heraf. Hvis der ikke modtages en sådan bekræftelse eller afvisning inden for den nævnte tidsramme, anses ordrebekræftelsen automatisk for at være accepteret af Køberen. Service Ydelser faktureres til de timepriser, der er gældende på tidspunktet for ordrebekræftelsen. LOGSTOR kan ikke holdes ansvarlig for forsinkelser, der skyldes Købers forhold, og Køber skal i alle henseender holde LOGSTOR fuldt ud skadesløs for ethvert tab i forbindelse med Købers manglende overholdelse af disse vilkår og betingelser for Service Ydelser. LOGSTORs garanti for Service Ydelser gælder udelukkende, når sådanne ydelser udføres på LOGSTOR-fremstillede produkter.
2 Installation, Mounting, Renovation, Assembly and Detect Services ("Insulation Services") 2.1 Ordering Orders shall be placed the local service department not less than 10 working days prior to the date on which the Insulation Services requested them to be performed. 2.2 Performance of Insulation Services Insulation Services is carried out using exclusively LOGSTOR joints and in accordance with LOGSTOR's Handling and Installation manual. If the pre-insulated pipes are equipped with leak detection wiring, the connection of wires is carried out by LOGSTOR as part of the Insulation Services. Wire disconnections and cross-connections shall be established by the Buyer.	2 Installations-, Monterings-, Renoverings-, Montage- og Detekt Services ("Isoleringservices") 2.1 Bestilling Bestillinger skal afgives til den lokale serviceafdeling mindst 10 arbejdsdage før den dato, hvor Isoleringsservices ønskes udført. 2.2 Udførelse af Isoleringsservices Isoleringsservices udføres udelukkende med LOGSTOR-muffer og i overensstemmelse med LOGSTORs håndterings- og installationsmanual. Hvis de præisolerede rør er udstyret med leak detection ledninger, udføres tilslutningen af ledningerne af LOGSTOR som en del af ydelsen. Ledningsafbrydelser og krydsforbindelser skal etableres af Køber.

LOGSTOR provides the tools and machinery required for the proper execution of Insulation Services. LOGSTOR may have the Insulation Services performed by certified sub-contractors. At temperatures below 5°C or in wet conditions, work can only be carried out with a tent or umbrella; tents and umbrellas are provided by the Buyer. 2.3 Place of performance The Buyer is responsible for ensuring that; - Materials required for performing Insulation Services are available in the place of performance in undamaged and clean condition on the date on which the Insulation Services must be performed. In case additional materials are needed and brought to the place of performance by LOGSTOR, such will be invoiced in accordance with the at any time valid pricelist. - The instructions in LOGSTOR's Handling and Installation manual have been observed and adhered to. - The nearest drivable road shall be located at a distance of maximum 10 meters from the place of performance. - The place of performance is free of water, snow and/or ice, and Installation Services can be performed unhindered. - The pipe trench has not collapsed in the area in which the Insulation Services must be performed. 2.4 Surveillance installation If the Insulation Services include installation of surveillance systems, such shall be based on a surveillance drawing provided by the Buyer to LOGSTOR prior to the performance of the Insulation Services. It is the responsibility of the Buyer to ensure that the information in the surveillance drawing is correct. LOGSTOR shall thus not be held liable for errors and defects in the execution of the work if the error or defect in question is due to errors in the surveillance drawing. 2.5 Acceptance Once the Insulation Services have been performed, a report will be issued to the Buyer. The Buyer must confirm acceptance of the performed Insulation Services by signing and returning the signed report to LOGSTOR. If the Buyer does not reject the report within 5 working days of receipt, the content of the report shall be deemed accepted by the Buyer. 2.6 Disposal Waste and any surplus materials, hereunder foam residues and packaging, will be collected and removed by LOGSTOR at the Buyer's expense. 2.7 Weather LOGSTOR may unilaterally decide to interrupt and/or postpone work if weather conditions so require. In such cases, the Buyer shall immediately be notified that the work has been interrupted/postponed. 2.8 Training All installers performing services on behalf of LOGSTOR have received relevant training and will be certified to the extent LOGSTOR deems this	LOGSTOR leverer de værktøjer og maskiner, der er nødvendige for en korrekt udførelse af Isoleringsservices. LOGSTOR kan lade Isoleringsservices udføre af certificerede underleverandører. Ved temperaturer under 5°C eller under våde forhold kan arbejdet kun udføres med telt eller parasol; telte og parasoller stilles til rådighed af Køber. 2.3 Udførelsessted Køber er ansvarlig for at sikre, at; - Materialer, der er nødvendige for at udføre Isoleringsservices, er tilgængelige på udførelsesstedet i ubeskadiget og ren stand på den dato, hvor Isoleringsservices skal udføres. Hvis der er behov for yderligere materialer, som LOGSTOR selv bringer til udførelsesstedet, vil disse blive faktureret i henhold til den til enhver tid gældende prisliste. - Instruktionerne i LOGSTORs håndterings- og installationsmanual er blevet observeret og overholdt. - Nærmeste farbare vej skal være placeret i en afstand af maksimalt 10 meter fra udførelsesstedet. - Udførelsesstedet er fri for vand, sne og/eller is, og Isoleringsservices kan udføres uhindret. - Rørgraven ikke er kollapsede i det område, hvor Isoleringsservices skal udføres. 2.4 Installation af overvågning Hvis Isoleringsservices omfatter installation af overvågningssystemer, skal disse være baseret på en overvågningstegning, som Køber har leveret til LOGSTOR forud for udførelsen af Isoleringsservices. Det er Købers ansvar at sikre, at oplysningerne på overvågningstegningen er korrekte. LOGSTOR kan således ikke holdes ansvarlig for fejl og mangler ved arbejdets udførelse, hvis den pågældende fejl eller mangel skyldes fejl i overvågningstegningen. 2.5 Accept Når Isoleringsservices er udført, vil der blive udstedt en rapport til Køber. Køber skal bekræfte sin accept af de udførte Isoleringsservices ved at underskrive og returnere den underskrevne rapport til LOGSTOR. Hvis Køber ikke afviser rapporten inden for 5 arbejdsdage efter modtagelsen, anses indholdet af rapporten for at være accepteret af Køber. 2.6 Bortskaffelse Affald og eventuelle overskudsmaterialer, herunder skumrester og emballage, indsamles og fjernes af LOGSTOR for Købers regning. 2.7 Vejrforhold LOGSTOR kan ensidigt beslutte at afbryde og/eller udskyde arbejdet, hvis vejrforholdene kræver det. I sådanne tilfælde skal Køber straks underrettes om, at arbejdet er afbrudt/udskudt. 2.8 Uddannelse Alle montører, der udfører arbejde på vegne af LOGSTOR, har modtaget
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necessary.	relevant uddannelse og vil blive certificeret i det omfang, LOGSTOR finder det nødvendigt.
3 Technical Design & Drawings ("TDD Services") 3.1 Revisions and versions Unless otherwise agreed, the initial system design drawing and one revision hereof will be included in the price stated in the order confirmation. All subsequent revisions and other technical design services will be charged at the hourly rates applicable at the time of the order confirmation. Surveillance plans and static reports will be subject to a pre-agreed fixed price. 3.2 Static Calculations and Design The static calculations and designs contained herein are based on the calculation methods and design rules given in the LOGSTOR Design Manual and are solely applicable to LOGSTOR products. The TDD Services provided will be in accordance with the European standard EN13941 "District heating pipes – Design and installation of thermal insulated bonded single and twin pipe systems for directly buried hot water networks – Part 1 and 2" as applicable at the time of order confirmation. 3.3 Limitation of Liability TDD Services are performed on the basis of information provided by the Buyer. It is in all respects the responsibility of the Buyer to check and ensure that the information is correct and that the material meets the requirements of the Buyer. The TDD Services are provided 'as is,' with no warranties or guarantees of any kind, either express or implied. LOGSTOR assumes no liability for any errors or omissions in the TDD Services provided.	3 Teknisk design og tegninger ("TDD-Services") 3.1 Revisioner og versioner Medmindre andet er aftalt, vil den første systemdesigntegning og én revision heraf være inkluderet i den pris, der er angivet i ordrebekræftelsen. Alle efterfølgende revisioner og andre tekniske designydelser vil blive opkrævet til de timepriser, der er gældende på tidspunktet for ordrebekræftelsen. Overvågningsplaner og statiske rapporter er underlagt en på forhånd aftalt fast pris. 3.2 Statistiske beregninger og design De statistiske beregninger og design, der er indeholdt heri, er baseret på de beregningsmetoder og designregler, der er angivet i LOGSTOR Design Manual, og gælder udelukkende for LOGSTOR-produkter. De leverede TDD-Services vil være i overensstemmelse med den europæiske standard EN13941 "District heating pipes - Design and installation of thermal insulated bonded single and twin pipe systems for directly buried hot water networks - Part 1 and 2", som er gældende på tidspunktet for ordrebekræftelsen. 3.3 Begrænsning af ansvar TDD-Services udføres på grundlag af oplysninger fra Køber. Det er i alle henseender Købers ansvar at kontrollere og sikre, at oplysningerne er korrekte, og at materialet opfylder Købers krav. TDD-Services leveres "som beset", uden nogen form for garantier, hverken udtrykkelige eller underforståede. LOGSTOR påtager sig intet ansvar for eventuelle fejl eller mangler for udførte og leverede TDD-Services.
4 On-site Supervision and Inspection ("Supervision Services") 4.1 Obligations of LOGSTOR LOGSTOR will supervise the Buyer's work site and provide a report encompassing observations, conditions, recommendations, and comments from LOGSTOR's supervisor. These recommendations and comments will be based on LOGSTOR's manuals and documentation available at www.logstor.com. LOGSTOR shall perform the Supervision Services with care, skill, and diligence, in accordance with the standards applicable generally to professionals performing similar services. Unless otherwise agreed, LOGSTOR shall assume all duties as an independent contractor. The Buyer shall have no control or supervision over the particular manner or method by which LOGSTOR performs of the Supervision Services. 4.2 Limitation of liability Except for the professional execution of Supervision Services by a qualified individual, the report is provided "as is." No guarantee is given that the report will be suitable for the Buyer's intended use. Any actions taken by the Buyer based on the report from LOGSTOR are entirely at the	4 Tilsyn og inspektion på stedet ("Supervisionservices") 4.1 LOGSTORs forpligtelser LOGSTOR fører tilsyn med Købers arbejdssted og leverer en rapport med observationer, forhold, anbefalinger og kommentarer fra LOGSTORs tilsynsførende. Disse anbefalinger og kommentarer vil være baseret på LOGSTORs manualer og dokumentation, der er tilgængelig på www.logstor.com. LOGSTOR skal udføre Supervisionservices med omhu, dygtighed og flid i overensstemmelse med de standarder, der generelt gælder for fagfolk, der udfører lignende ydelser. Medmindre andet er aftalt, påtager LOGSTOR sig alle pligter som en uafhængig part. Køber har ingen kontrol eller tilsyn med den særlige måde eller metode, hvorpå LOGSTOR udfører Supervisionservices. 4.2 Begrænsning af ansvar Bortset fra den professionelle udførelse af Supervisionservices af en kvalificeret person, leveres rapporten "som beset". Der gives ingen garanti for, at rapporten vil være egnet til Købers tilsigtede brug. Enhver handling foretaget af Køber på baggrund af rapporten fra LOGSTOR sker

Buyer's own risk.	udelukkende for Købers egen risiko.
LOGSTOR's corporate language is English, why the English version of LOGSTOR's Terms and Conditions for Additional Services is applicable in case of doubt and / or discrepancy. The translation has thus been prepared solely as a service, and in order to make it easier for LOGSTOR's customers to assess the current and applicable trading terms.	LOGSTORs koncernsprog er engelsk, og således er det den engelske version af LOGSTORs Vilkår og betingelser for Service Ydelser, der er den gældende i tilfælde af tvivl og/eller uoverensstemmelser. Oversættelsen er således alene udarbejdet som en service, samt med henblik på at gøre det nemmere for LOGSTORs kunder at vurdere de til enhver tid gældende samhandelsvilkår.