



**TAIGA<sup>®</sup>**

C O N C E P T

**TAIGA CONCEPT RECEIVING  
PARTY TERMS AND CONDITIONS**

## Guidance for Taiga Concept Party Product Receivers.

Its vital and necessary that the receiving company and personnel of Taiga Concept products be aware and understand the terms and guidelines as set out in this document. These guidelines are meant to mitigate any risk of damage to Taiga Products due to unpacking. The instructions also contain information on how to proceed in the event of product damage. The liability for any defective product needs to be re-directed to the right party. The specific documentation needs to be performed and applied according to the guidelines as mentioned.

### Seller's responsibilities

Taiga Concepts liability ends at the point of sale and therefore as soon as the receiving party receives Taiga Concept products according to the terms of delivery. This depends on our DDP delivery terms and based on Incoterms 2020 rules of mode of transport. Taiga Concept will replace all defective part/s if the damage occurs during transportation. If it has been stated in the documentation that part of the product was defective our party, Taiga Concept, shall replace the defective item/s. However, the facts within the documentation must be reflected in the documentation according to the terms. This would include the product acceptance stage (For instance, a possible knock to the product package). Another example would be when the packaging cover has been removed and the product goes through its first inspection before hauling. To get a clear indication on when the product has been damaged and which party is liable for the damages, this exercise needs to be performed specifically before Taiga Concept products are assembled.

### Receiver's Responsibility

When Taiga Products are passed to the receiver at the point of sale according to the terms of delivery. If the delivery terms are DDP, then the product should be checked according to the instructions. The receiver and customer are fully responsible for the unpacking and installation. In any event, Taiga Concept is not responsible for any damage that will occur during the manoeuvring of the product.

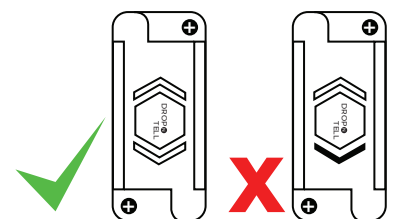
### Product and Goods Receivable

Upon receiving the goods, the receiver must ensure that the package is sealed on all sides. If there is damage to the package, the receiver must take a photo of the package before unpacking the package. Check the Drop 'n' Tell sensor, if the package has been dropped in transit the sensor will trigger the colour ink jet from ink cartridge. Please report to the Taiga Concept personnel and provide an image of the sensor.

#### **Attention!**

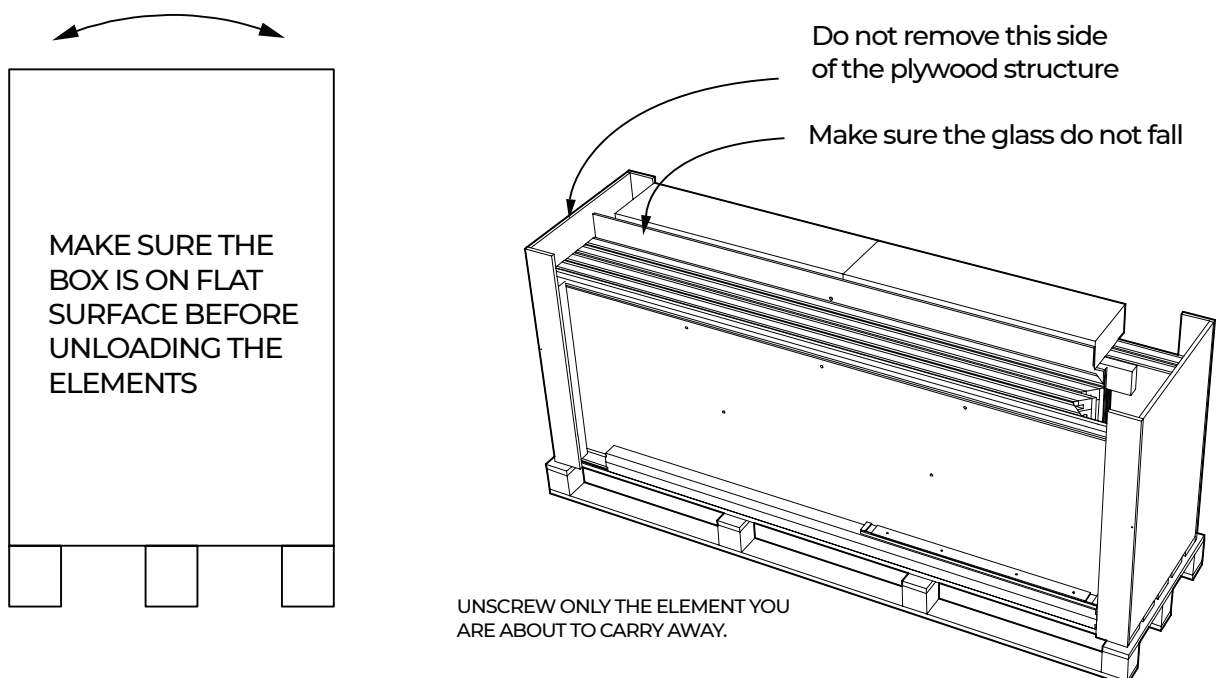
If package or product is damaged please contact the local Taiga Dealer or Taiga Concept Customer Service

info@taigaconcept.fi  
Custom service: +358 40 138 4370

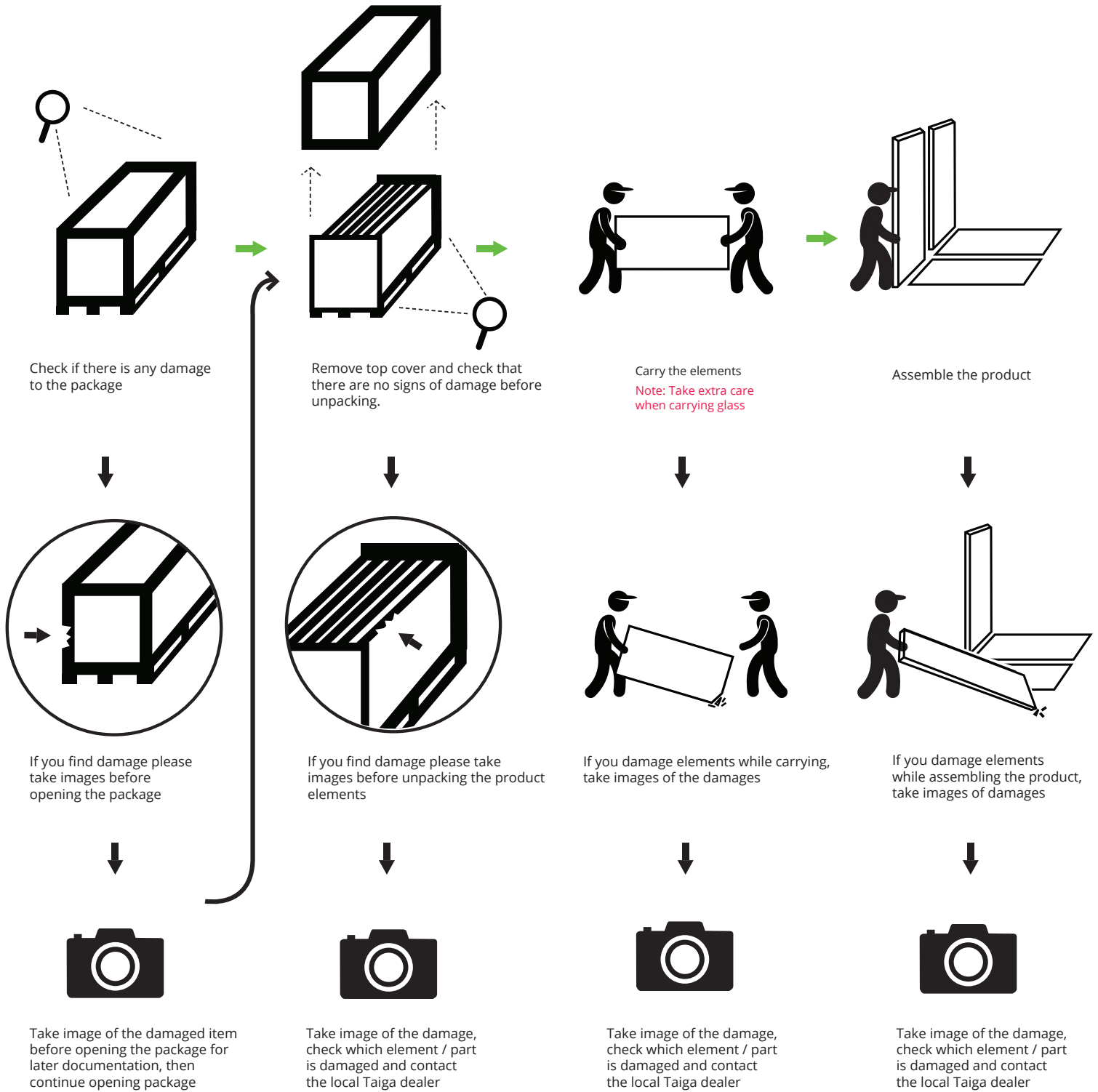


# Unpacking of Taiga Concept Products

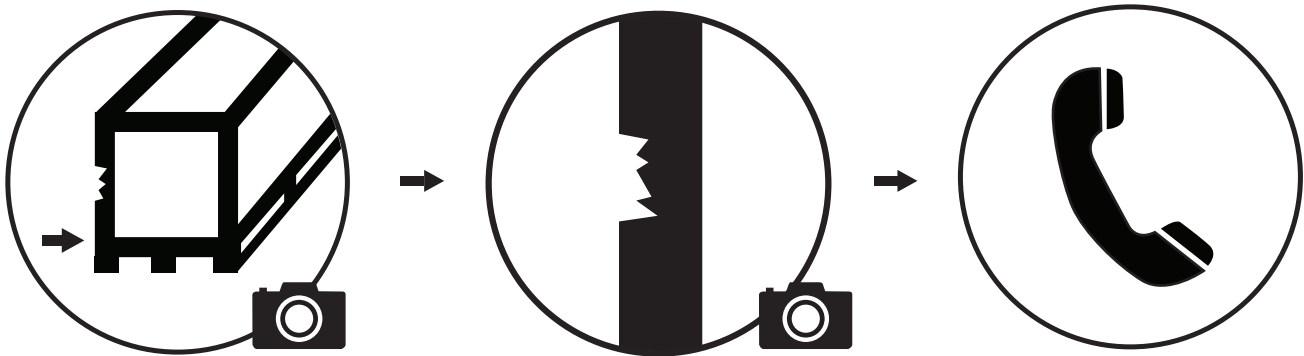
1. Ensure that the package is intact before removing opening (If the package is damage take a photo of the damage)
2. Ensure that the product package is on a flat surface with enough space surrounding it before unpacking. Please wear 3-point PPE (Gloves, Safety Shoes and Glasses) during unpacking.
3. Remove the Plywood Top Cover.
4. Ensure that the product package is intact before removing the parts (If the product is damage beforehand or during the transportation, please take a photo of the damaged item)
5. Remove the plywood end plate without damaging the item (Remove the screws with a screwdriver)
6. Carefully lift the product items one by one and closely inspect the items to ensure items are intact. If any damage is found or occurs, please take a photo of the damage. Also take another photo where the damages took place as soon as possible.
7. Move the parts to the area where the products are to be assembled, the overall product should be lifted by at least 2 persons.
8. If the elements are lifted upright and against a wall before installation, ensure that the element has been protected e.g. protective cardboard or Styrofoam between the floor and element especially in the case of the glass elements. A protective cardboard plate should always be placed between the elements.
9. When any attempt is made to lift glass elements, please use glass suction pads that can carry minimum weight of 50kgs.
10. Please utilise the Taiga Concept Installation manual while assembling the overall product and follow the instruction carefully. The Installation manual can be found inside the accessory box.
11. Finally, please recycle the product packaging for environmentally friendly purposes.



# If you find damage, document with photos according instructions



## How to document if you find damage in package

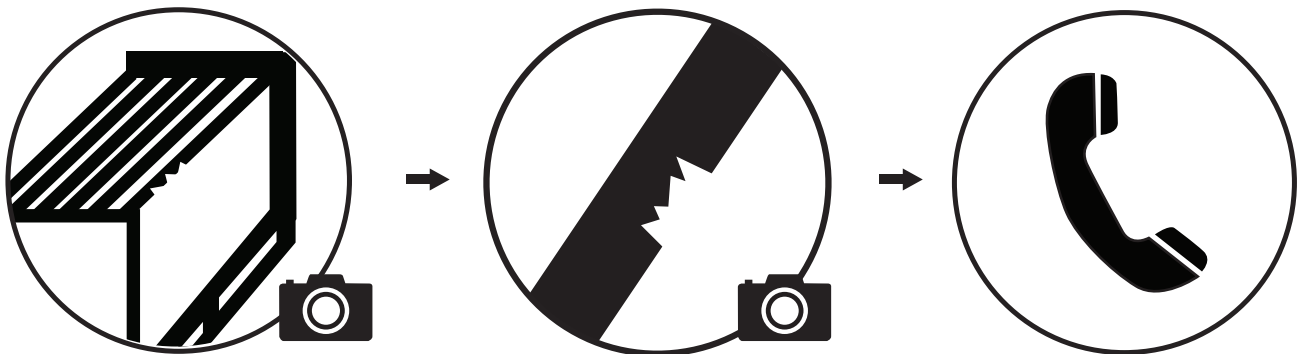


1. Take images where you can see full package from 2 different angles which show the damage

2. Take closer images of the damage

3. Contact your local Taiga dealer

## How to document if you find damage in the product



1. Take images where you can see full package from 2 different angles which show the damage

2. Take closer images of the damage

3. Contact your local Taiga dealer

## How to document if you cause damage while carry or assembling the product



1. Take images where you can see the whole element from 2 different angles which show the damage

2. Take closer images of the damage and check which element / glass is damaged.

3. Contact your local Taiga dealer