



1. Terms and conditions

These terms and conditions apply for all By-Expressen services unless otherwise stated in written form, signed by a certified member of By-Expressen.

2. Prices

Standard prices are stated on the website www.by-expressen.dk. Prices for specific jobs can be requested by phone on 42707000 or via email at info@by-expressen.dk

3. Invoicing

Invoices are sent monthly by default. Invoices are sent on or around the first day of the following month. Invoice due dates are set to 10 days after receipt of invoice. Late payments are followed up with a payment reminder; in case of a second payment reminder, a late payment fee of 100kr. + any incurred interest will be applied. After a third payment reminder has been sent, the outstanding amount will be transferred to a third party debt collection agency. Any questions or queries to invoices should be sent to bogholderi@by-expressen.dk within 7 days of receipt of invoice, otherwise invoice will be deemed as accepted.

4. Liability

By-Expressen's liability for a consignment begins once the consignment is in the custody of By-Expressen and ends once the consignment is delivered to the stated recipient address. Unless otherwise specified by client, a consignment may be delivered to an individual at recipient address other than the specified recipient. Consignments may be delivered to a central goods delivery reception, unless otherwise stated by client. Liability for loss or damage to a consignment does not apply if due to sender/recipient error such as insufficient packaging, incorrect or incomplete recipient information provided or conditions outside the control of By-Expressen whose effects could not be prevented or avoided by By-Expressen.

5. Compensation

The limit for compensation for any loss or damage rendered by By-Expressen is limited to 5.000DKK. The amount of compensation provided is calculated based on the net value of a consignment, i.e. the trade value of a consignment excluding VAT. In case of damage, By-Expressen reserves the right to compensate the cost of repair of the consignment, if less than the cost of a replacement. Any difference in price of replacing a product, e.g. due to market fluctuation or inflation are not covered. Compensation requests should be submitted in written form upon receipt of damaged consignment and within 8 days of consignment being dispatched.

6. Compensation for which By-Expressen is not liable

6.1. Collateral losses

By-Expressen is not liable for compensation for any financial losses sustained due to breach of contract, unaccrued interest or forfeiture of use.

6.2. Delayed deliveries:

By-Expressen will always do their utmost to ensure consignments are delivered within the agreed timeframe but cannot guarantee this. By-Expressen is not liable for any losses caused by delayed deliveries.

6.3. Circumstances beyond By-Expressen's control

By-Expressen is not liable for compensation due to loss or damage if caused by circumstances outside of the control of By-Expressen. This includes but is not limited to force majeure or defective consignments. By-Expressen is not liable for loss of electronic or photographic images or recordings.



7. Transport procedures

7.1. General

Routing or re-routing of a consignment can take place freely by By-Expressen: There is no pre-designated routing of a consignment. It is the client's responsibility to provide accurate address and delivery information upon booking.

7.2 Express service

In case of an undeliverable express consignment, By-Expressen will attempt to contact sender and/or recipient. Unless otherwise agreed, the consignment will be stored by By-Expressen until contact is made with sender/recipient. A second pick-up/delivery attempt is subject to a surcharge.

7.3. Same-day / Next-day distribution

Recipient name and telephone number should always be provided upon booking: If recipient is not home, By-Expressen will attempt to contact recipient by phone. In case of no answer, consignment will be placed safely in front of door inside building (with photo documentation recorded) or to be delivered to a neighbour where possible. If the consignment cannot be placed in a secure location, By-Expressen will store the consignment until recipient can be reached. In case a recipient requires in-person delivery, this must be agreed upon booking. In case of undeliverable consignment, By-Expressen will contact sender to arrange either a return delivery or alternate delivery address - surcharges apply.

7.4. delivery in mailbox

In cases where a legally-binding Proof of Delivery signed by By-Expressen is required, the recipient's name should be clearly displayed on the mailbox. In case of missing details, By-Expressen will contact client to agree preferred course of action. In all cases, specific requests for delivery in mailbox can be made upon booking a delivery.

7.5. Waiting time

All deliveries are subject to a waiting time surcharge if it exceeds a grace period of 5 minutes per stop. Waiting charges can apply in cases of, but are not limited to: incorrect or insufficient pick-up/delivery information; inability to contact sender/recipient; incorrect or insufficient packaging of consignment.