



TERMS AND CONDITIONS Nuvole

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Article 1 - Definitions

1. Nuvole: Nuvole, located in Lesjöfors, VAT number 830302358701.
2. Customer: the party with whom Nuvole has entered into an agreement.
3. Parties: Nuvole and the Customer collectively.
4. Consumer: a Customer who is also an individual and who acts in a private capacity.

Article 2 - Applicability

1. These terms and conditions apply to all quotations, offers, work, orders, agreements, and deliveries of services or products by or on behalf of Nuvole.
2. Nuvole and the Customer may only deviate from these terms and conditions if agreed upon in writing.
3. Nuvole and the Customer expressly exclude the applicability of the Customer's general terms and conditions or those of any third party.

Article 3 - Prices

1. Nuvole quotes prices in Swedish kronor, including VAT, unless otherwise agreed in writing.
2. Nuvole may change the prices of its services and products on its website and in other communications at any time.
3. Nuvole and the Customer agree on a total amount as a guide price for a service, unless otherwise agreed in writing.
4. Nuvole may deviate from the guide price by up to 10%.
5. Nuvole must inform the Customer in a timely manner of the reasons justifying a higher price if the guide price turns out to be more than 10% higher.

6. The Customer may cancel the portion of the order that exceeds the indicative price (plus 10%) if the indicative price turns out to be more than 10% higher.
7. Nuvole will notify the Customer of price adjustments prior to their implementation.
8. A consumer may terminate the agreement with Nuvole if they do not agree with the price increase.

Article 4 - Payments and Payment Terms

1. The Customer must make payment within 10 days of receiving the invoice, prior to the provision of services or delivery of products, unless otherwise agreed.
2. Nuvole accepts Swedish payment methods such as Swish and Bankgiro, as well as payments via IBAN.
3. Nuvole may make delivery contingent upon immediate payment or require a security deposit for the total amount of the services or products.

Article 5 - Consequences of Late Payment

1. If the Customer fails to pay within the agreed period, Nuvole may charge the statutory monthly interest rate for non-commercial transactions starting from the day the Customer is in default, with any partial month being counted as a full month.
2. If the Customer is in default, they must also pay extrajudicial collection costs and any damages to Nuvole.
3. The collection costs are calculated in accordance with the Extrajudicial Collection Costs Decree.
4. If the Customer fails to pay on time, Nuvole may suspend its obligations until the Customer has paid.
5. In the event of liquidation, bankruptcy, seizure, or suspension of payments on the part of the Customer, Nuvole's claims against the Customer become immediately due and payable.
6. If the Customer refuses to cooperate with Nuvole's performance of the agreement, the Customer must still pay the agreed-upon price.

Article 6 - Insurance

1. The Customer must adequately insure and maintain insurance coverage for the following items against, among other things, fire, explosion, water damage, and theft:
 - goods delivered that are necessary for the performance of the underlying agreement

- Nuvole items in the Customer's possession
 - goods delivered under retention of title
2. Upon Nuvole's first request, the Customer shall make the policy for this insurance available for inspection.

Article 7 - Cancellation of the order

1. The Customer is free to terminate the contract with Nuvole at any time.
2. If the Customer cancels the order, the Customer is obligated to pay Nuvole the fees due and any expenses incurred.

Article 8 - Obligation to File a Complaint

1. The Customer is required to report any complaints regarding the work performed to Nuvole immediately in writing. The complaint must include as detailed a description as possible of the issue, so that Nuvole is able to respond appropriately.
2. In any case, a complaint cannot result in Nuvole being required to perform work other than what was agreed upon.

Article 9 - Warranty

1. If the Customer and Nuvole have entered into a service agreement, such agreement imposes on Nuvole only an obligation to use best efforts and therefore no obligation to achieve a specific result.

Article 10 - Performance of the Agreement

1. Nuvole will perform the agreement to the best of its knowledge and ability and in accordance with the standards of good workmanship.
2. Nuvole may have the agreed-upon services performed in whole or in part by third parties.
3. The agreement will be carried out in consultation with the Customer and after written approval and payment of any advance by the Customer.
4. The Customer must ensure that Nuvole can begin performing the agreement on time.
5. If the Customer fails to ensure that Nuvole can begin work on time, any resulting additional costs will be borne by the Customer.

Article 11 - Provision of Information by the Customer

1. The Customer shall provide Nuvole with all information, data, and documents relevant to the proper performance of the agreement in a timely manner and in the required format and manner.
2. The Customer warrants the accuracy and completeness of the information, data, and documents provided, even if they originate from third parties, unless the nature of the agreement provides otherwise.
3. If and to the extent that the Customer requests it, Nuvole will return the relevant documents.
4. If the Customer fails to provide, or fails to provide in a timely or proper manner, the information, data, or documents reasonably requested by Nuvole, and if this causes a delay in the performance of the agreement, the resulting additional costs and overtime hours shall be borne by the Customer.

Article 12 - Travel Expenses

1. Travel expenses include VAT.
2. The maximum one-way distance from Nuvole to the Customer is 100 km.

Article 13 - Confidentiality

1. The Customer shall keep confidential all information regarding Nuvole that the Customer knows or has reasonable grounds to believe is secret or confidential, or the disclosure of which could reasonably be expected to cause harm to Nuvole.
2. The duty of confidentiality described in this article does not apply to information:
 - that was already public knowledge before the Customer became aware of it, or that subsequently became public knowledge without this being the result of a breach of the Customer's duty of confidentiality
 - that is disclosed by the Customer pursuant to a legal obligation
3. The confidentiality obligation described in this article applies for the duration of the underlying agreement and for a period of 3 years following its expiration.

Article 14 - Indemnification

1. The Customer shall indemnify Nuvole against all claims by third parties arising from the products and/or services provided by Nuvole.

Article 15 - Complaints

1. The Customer must inspect any product delivered or service provided by Nuvole as soon as possible for any defects.

2. If a delivered product or provided service does not meet the Customer's reasonable expectations, the Customer must notify Nuvole within one month of discovering the defect.
3. A consumer must notify Nuvole of the defect no later than 2 months after discovering it.
4. The Customer should provide as detailed a description as possible of the defect so that Nuvole can respond appropriately.
5. The Customer must demonstrate that the complaint relates to an agreement between the Customer and Nuvole.
6. If a complaint concerns work currently in progress, the Customer may not require Nuvole to perform work other than what was agreed upon.

Article 16 - Notice of Default

1. The Customer must notify Nuvole in writing of any notice of default.
2. The Customer is responsible for ensuring that its notice of default actually reaches Nuvole on time.

Article 17 - Customer Liability

1. If Nuvole enters into an agreement with multiple Customers, each of them is jointly and severally liable for fulfilling the terms of that agreement.

Article 18 - Nuvole's Liability

1. Nuvole is liable only for damages suffered by the Customer if such damages are caused by willful misconduct or gross negligence.
2. If Nuvole is liable for damages, such liability applies only to direct damages arising from the performance of an underlying agreement.
3. Nuvole is not liable for indirect damages, such as consequential damages, lost profits, or damages to third parties.
4. If Nuvole is liable, such liability is limited to the amount paid out under a valid (professional) liability insurance policy. If no insurance policy has been taken out or if no compensation is paid, liability is limited to the invoice amount (or portion thereof) to which the liability relates.
5. All images, photos, colors, drawings, and descriptions on the website or in a catalog are for illustrative purposes only and do not give rise to any right to compensation, termination, or suspension.

Article 19 - Expiration Date

1. Any right the Customer may have to claim damages from Nuvole expires 12 months after the event from which liability arises, whether directly or indirectly.

Article 20 - Termination

1. The Customer may terminate the agreement if Nuvole fails to fulfill its obligations through its own fault, unless such failure does not justify termination due to its special nature or minor significance.
2. If Nuvole is still able to fulfill its obligations, termination may only take place after Nuvole has defaulted.
3. Nuvole may terminate the agreement with the Customer if the Customer fails to fulfill its obligations under the agreement in full or on time, or if Nuvole becomes aware of circumstances that give it good reason to believe that the Customer will not fulfill its obligations.

Article 21 - Force Majeure

1. In the event of force majeure, any failure on the part of Nuvole shall not be attributable to Nuvole.
2. Force majeure also includes, among other things:
 - a state of emergency, such as a civil war or natural disaster
 - breach of contract or force majeure on the part of suppliers, delivery personnel, or others
 - power, electricity, internet, computer, or telecommunications outages
 - computer viruses
 - strikes
 - government measures
 - transportation problems
 - adverse weather conditions
 - work stoppages
3. If a force majeure event occurs that prevents Nuvole from fulfilling one or more of its obligations to the Customer, those obligations will be suspended until Nuvole is able to fulfill them.
4. Once a force majeure situation has lasted for at least 30 calendar days, both the Customer and Nuvole may terminate the agreement in whole or in part in writing.
5. In the event of force majeure, Nuvole is not required to pay compensation to the Customer, even if Nuvole benefits from such a situation.

Article 22 - Amendment of the Agreement

1. If it is necessary to amend an existing agreement in order to carry out the work, the Customer and Nuvole may amend the agreement.

Article 23 - Amendment of the Terms and Conditions

1. Nuvole reserves the right to amend these terms and conditions.
2. Nuvole may always make minor changes.
3. Nuvole will discuss any significant changes with the Customer in advance whenever possible.
4. A consumer may terminate the underlying agreement in the event of a significant change to the terms and conditions.

Article 24 - Transfer of Rights

1. The Customer may not transfer any rights under an agreement with Nuvole to third parties without Nuvole's written consent.

Article 25 - Consequences of Nullity or Voidability

1. If one or more provisions of these terms and conditions are found to be invalid or voidable, this shall not affect the validity of the remaining provisions.
2. In such a case, any provision that is void or voidable shall be replaced by a provision that most closely reflects Nuvole's intent regarding that point when drafting the terms and conditions.

Article 26 - Health and Safety

1. The Customer is fully responsible for his or her own health.
2. The Customer is required to report any injuries or pregnancy prior to the service.
3. Nuvole places a high value on hygiene and expects the Customer to maintain their own personal hygiene. It is not permitted to use a service while wearing dirty clothing or if one's personal hygiene could be perceived as offensive by others.

Article 27 - Governing Law and Jurisdiction

1. These terms and conditions are governed by Swedish law.
2. The court in the district where Nuvole is headquartered has exclusive jurisdiction to hear any disputes between the Customer and Nuvole, unless otherwise provided by law.

Drafted on April 13, 2026.