

Reference: DOC-MKT-009 Version1 – 27/08/2025

Between Landauer Nordic Holdings AB, hereinafter referred to as “the Supplier”, and the competent natural or legal person registered for dosimetry monitoring services in the course of its professional activities, hereinafter referred to as “the Customer”.

The purpose of these General Terms and Conditions for Personal Dosimetry Services is to regulate the contractual relationship between the Supplier and the Customer. These Terms and Conditions enter into force when they are approved in writing by the Customer. The Terms and Conditions may be changed from time to time by the Supplier without prior notice. Any use of the services is subject to these Terms and Conditions.

If you have any questions about the Terms and Conditions, please contact Landauer’s customer service:
Email: info@landauer.se
Tel.: +46 (0)18-444 56 50

1. Scope of the agreement

The Supplier’s personal dosimetry agreement includes the following documents: “General Terms and Conditions for Personal Dosimetry Services”, GDPR appendix, and Dosimetry agreement. These documents are hereinafter collectively referred to as “the Agreement”.

The Agreement is entered into between the Supplier and the Customer and may not be assigned.

2. Services provided by the Supplier

The Supplier provides dosimetry services pursuant to approved methods and applicable statutory requirements. The Services include:

- ④ provision of dosimeters for each measurement period;
- ④ delivery of dosimeters in suitable packaging;
- ④ administration of changes to subscriptions;
- ④ processing and analysis of dosimeters;
- ④ reporting of results to the Customer and to the National Dose register unless otherwise stated by the Customer in the Agreement;
- ④ storage of data pursuant to current regulations;

In LANDAUER direct, the Customer can administer certain services at the Customer’s own responsibility. The Supplier also provides accessories to simplify the operation of dosimetry monitoring.

The supplier is using a laboratory that is accredited pursuant to EN-ISO-17025 for personal dosimetry.

3. Ordering

Dosimetry services are provided in the form of an ongoing subscription. The provision of Dosimetry Services begins after the Customer has filled in and signed all the documents included in the Agreement (see Section 1), and returned these to the Supplier. The Customer shall retain a copy of all documents included in the Agreement.

4. Delivery of dosimeters

4.1. Terms and conditions of delivery and delivery time

The delivery of dosimeters complies with the terms and conditions specified in the dosimetry agreement and with the terms applied by the carrier. Other modes of transport may be offered to the Customer upon request. Normally, the carrier’s average delivery time for products sent as a postal parcel is three to five workdays.

Each consignment shall be accompanied by a consignment note specifying the contents of the consignment.

Upon receipt of each consignment, the Supplier advises the Customer to verify that the consignment conforms to the order (rather than making any complaints to the carrier) and to contact the Supplier’s customer service with delay about any problems with the consignment.

The Supplier shall make every effort to comply with the delivery times specified above. However, the Supplier shall never be held liable for a delayed delivery caused by the carrier, by the loss of parcels caused by a third party or the Customer, or by unpredictable and uncontrollable events that constitute *force majeure*.

If a consignment has not been delivered within the specified time, the Customer should contact customer service who will investigate the matter with the carrier.

If for any reason the Customer refuses to accept a consignment or if a consignment is returned to the Supplier’s laboratory, the Supplier reserves the right to invoice the costs of a second delivery attempt. In the event of recurring delivery problems, the Supplier has the right to terminate the Agreement (see subsection 11.2.).

4.2. Packaging

The packaging shall be designed to ensure maximum protection in transit. In the event that various products or formats are ordered, the Supplier may fill the order by sending multiple consignments.

5. Administration of dosimetry monitoring services

5.1. Administration of dosimetry services according to the Agreement

At the beginning of a subscription or an occasional order, the Customer enters the desired dosimetry services in the Order Form.

5.2. Modification of an order

The customer has the right to change the number of dosimeters to be sent from one period to the next. In this event, the Customer shall notify the Supplier’s customer service of this or make the changes itself in Landauer Direct.

5.3. Average delivery time for orders

Delivery times refer to the average number of workdays. The delivery times correspond to the time required to process the order, manufacture the dosimeters and finalise the consignments for delivery. The carrier’s delivery time shall be added to this.

In order to process a request for addition, termination or modification of dosimetry services, the request shall be submitted in advance of the manufacture of the dosimeters, i.e. at least twenty (20) workdays before the start of the measurement period. All manufactured dosimeters will be invoiced irrespective of whether they are delivered.

Express orders for additional dosimeters may be placed during the period. Contact the Supplier’s customer service for further details.

5.4. Damaged/lost dosimeters

If a dosimeter is damaged or lost during use or return, it will be replaced by the Supplier at the request of the Customer and at the Customer’s expense.

6. Return of dosimeters to the Supplier

6.1. Conditions for returns

The Customer shall return the dosimeters for analysis after the end of the measurement period without delay. Dosimeters that are not received by the Supplier no later than thirty (30) calendar days from the end of the measurement period are deemed unreturned, and a fee for any unreturned dosimeters will be invoiced to the Customer (see subsection 8.3).

Dosimeters are returned to the Supplier’s laboratory at the Customer’s risk and expense unless otherwise agreed. The Customer is responsible for ensuring that the consignment is properly packaged for maximum protection in transit, that it is franked with valid postage and that the consignment contains all the dosimeters.

The Supplier cannot be held liable for damage or loss of dosimeters during the return. Therefore, the customer is advised to use a mode of transport that includes insurance and written documentation to allow the consignment to be tracked. Exceptions to an agreement between the parties may occur.

6.2. Ownership

The dosimeters remain the property of the Supplier.

6.3. Prompt reading

A dosimeter that has, or is suspected of having, been exposed to a high level of radiation may be returned before the end of a measurement period. This category of dosimeters shall be returned without delay and according to a special procedure. It is essential that dosimeters which have or are suspected of having been exposed to a high level of radiation are sent in a separate consignment. Under no circumstances may they be returned together with other dosimeters. Contact the Supplier’s customer service for further details.

At the Customer’s request and for an additional fee, a replacement dosimeter can be sent within specified delivery times (see subsection 5.3.).

6.4. Contaminated dosimeters

The customer is responsible to follow the Swedish regulation concerning contaminated dosimeter (Chemical, biological or radiological contamination

7. Reporting of results

7.1. Conditions

Upon receipt of the dosimeters, the Supplier undertakes to carefully process and analyse the dosimeters and to report the results of the measurements to the contact person specified by the Customer and according to the regulation.

The Supplier shall process the dosimeters received within three (3) weeks after the Supplier has received the dosimeter. All dosimeters returned to the Supplier’s laboratory, except terminated services, are to be analysed, regardless of when they are sent or have been used.

7.2. Time required to analyse dosimeters

The times below refer to the number of workdays required to process and analyse the dosimeters. The times are calculated from date on which the dosimeters are received at the Supplier’s laboratory. The carrier’s delivery time shall be added to the times specified below.

Type of detector	Standard
IPlus®	5 days
MonoRing®	12 days
Neutrak®	15 days
Vision®	12 days

7.3. Dose reports

The dosimetry results are confidentially reported to the contact person specified by the Customer using a standard dose report. In accordance with the regulations, the report reproduces individual results from external dosimetry during a given measurement period.

Dose results are communicated in www.landauerdirect.com. Further details are available by contacting customer service.

7.4. Alerts in the event of high doses

The Customer may enter its own threshold values in Landauer Direct to receive alert in the event of high doses.

7.5. New measurement

New dosimeter readings can also be done at the request of the Customer within one (1) month of a dosimeter being received by the Supplier. For full inspection of both dose and dosimeter, the request shall be made within two (2) weeks of the dosimeter being received by the Supplier.

8. Prices

8.1. Prices and price changes

The applicable price is the price in force on the first day of the measurement period for which the dosimeter is intended. Sales tax is to be added if applicable. Prices may be changed pursuant to subsection 11.2.

8.2. Freight costs

The cost of sending a standard delivery is included in the price of the dosimeter.

8.3. Charges for damaged or lost dosimeters or for dosimeters returned behind schedule

Dosimeters that have not been returned within thirty (30) calendar days from the last day of the measurement period will generate a fee that is invoiced to the Customer. The same applies to dosimeters that have been damaged and cannot be analysed. If dosimeters are received after the end of the return period for dosimeters, this does not mean that the fee will be credited.

9. Invoicing and payment

9.1 Invoicing

Invoices are sent on a monthly basis as e-invoices. The Customer shall file any objections to an invoice with the Supplier’s customer service no later than within ten (10) days of the invoice date. The filing of an objection does not release the Customer from the obligation to pay the invoice on the specified due date.

9.2. Payment

The invoice shall be paid by the due date specified in the invoice and in the manner agreed at the entering into of the Agreement.

The Customer is obliged to notify the Supplier of any changes to the invoicing address.

9.3. Conditions in the event of overdue payment or non-payment.

In the event of overdue payment of claims under this Agreement, the Customer shall pay interest on the amount due at the rate of 8% per month from the due date, but a minimum amount of SEK 50. In the event of overdue payment, the Customer is also responsible for the fee for payment reminders, collection costs and recovery costs pursuant to applicable legislation.

The Supplier also reserves the right to rescind the agreement and terminate the agreed services if payment is not made.

10. Term of the Agreement and termination

10.1 Term of the Agreement

The subscription agreement is entered into for twelve (12) consecutive months. After the initial term of the Agreement, the Agreement will be automatically extended by twelve (12) months at a time, unless it is terminated by the Customer beforehand pursuant to subsection 10.2.

The Agreement for occasional ordering is automatically terminated according to the specified number of measurement periods specified in the Order Form.

10.2 Termination of the Agreement

Notice to terminate the Agreement shall be given to the Supplier’s customer service. The Agreement expires three (3) months after the Supplier receives the notice of termination.

Until termination, the Customer is liable to pay for all manufactured dosimeters that have not been cancelled within the time limits specified in the Order Form or Landauer Direct.

Under no circumstances will termination lead to a refund of fees paid. The Customer shall return all dosimeters to the Supplier, pursuant to subsection 6.1; otherwise they will be invoiced. Furthermore, the Supplier reserves the right to rescind the Agreement if the Customer violates these General Terms and Conditions for Personal Dosimetry Services.

11. Amendment of the Agreement

11.1. At the request of the Customer

The Customer may request that existing services be modified or new services be added under the Agreement. New dosimetry services shall be added by contacting the Supplier’s customer service or via LANDAUER direct. Changes are to be invoiced according to the price list in effect.

The Customer shall notify the Supplier without delay of any changes to the Customer’s legal or professional status that may affect the Agreement or the Order Form.

11.2. At the request of the Supplier

The Supplier reserves the right to change the prices. Furthermore, the Supplier reserves the right to change the dosimetry services in order to continuously improve the services and comply with amended statutory requirements.

The Supplier shall notify the Customer of any changes by letter or e-mail no later than one (1) month before the change enters into effect. Such notice shall apply as an addendum to the Agreement.

If the Customer does not accept the change, it has the right, without penalty or right to compensation, to terminate the Agreement by contacting the Supplier’s customer service as stated in subsection 10.2. If the Customer does not expressly terminate the Agreement pursuant to subsection 10.2, this shall be interpreted as the Customer having accepted the new terms.

12. Disclaimer of liability

The Supplier is not responsible for delay or non-fulfilment of the contract as a result of force majeure (such as strike, fire, flood, unrest, embargo) or for events beyond its control (for example, if a dosimeter is destroyed by a scanner or if a dosimeter is lost in transit) or if this is caused by the Customer.

The Parties explicitly agree that the Supplier’s liability in damages in the event of a breach of the Supplier’s obligations under the Agreement is limited and that the Customer may not claim compensation other than a refund for the services covered by the breach of the Agreement.

Under no circumstances may the Supplier be held liable for indirect or consequential damage, such as commercial or business damage or loss of revenue.

13. Protection of personal data

The information collected is necessary for the personal monitoring of exposure to ionising radiation. The customer is responsible for ensuring that all users involved have given their consent to the processing of the personal data required for the reporting of personal doses.

According to the GDPR, the Customer has the right to access, change, rectify or delete information relating to the Customer. In order to exercise its rights and obtain an extract from the register, the Customer may contact the Supplier’s customer service. A full description can be found in the GDPR appendix.

14. Applicable law and dispute resolution

Disputes arising from the interpretation or application of the Agreement shall be settled pursuant to Swedish law. The Supplier and the Customer shall do their best to resolve any disputes amicably. If the Parties are unable to agree, the dispute shall be decisively settled through arbitration according to the Rules of Arbitration of the Arbitration Institute of the Stockholm Chamber of Commerce.

In the event of a dispute, the Swedish version of D131LNH “General Terms and Conditions for Personal Dosimetry Services” shall take precedence over any translation of this document.

