

Trade Terms and Conditions

These Trade Terms and Conditions apply to all trade relationships with Carlsberg Danmark A/S (hereinafter referred to as "CDK", "we", "us").

1. CUSTOMER TYPES

As a customer of CDK, you will be registered as one of three customer types. The customer type is determined by us based on, among other things, access and storage conditions.

1.1 Counter-sale customer

As a counter-sale customer, your goods are delivered freely on the floor, provided that the access conditions to the delivery location comply with applicable health and safety regulations (see section 5.2). If you want quarter pallets lifted from Euro pallets, you must provide a suitable pallet truck. Delivery is made to your business address, either in the store or to the associated storage area, provided it is at street level.

In connection with the delivery of goods, we will collect empty return packaging that has been made available for collection.

1.2 Pre-sale customer

As a pre-sale customer, your goods are delivered on euro pallets at the curb or ramp closest to your business address, provided that the access conditions to the delivery point comply with applicable health and safety regulations (see section 5.2).

As a pre-sale customer, you must sort and return empty return packaging in whole Euro pallets having the same packaging item number.

As a pre-sale customer, you may be eligible for "pre-sale discount" (see section 3.1) and a "delivery day discount" (see section 3.2).

1.3 Central delivery customer

As a central delivery customer, you need to buy larger quantities of Euro pallets with the same item number. As a central delivery customer, you have free choice of delivery day.

It is a prerequisite that you return empty return packaging on whole Euro pallets having the same packaging item number.

2. PLACING AN ORDER

As a customer of CDK, you have one or more fixed delivery day(s). We always strive to meet your wishes for delivery day but cannot guarantee that you will receive exactly on the requested day(s).

2.1 Order for fixed delivery day

To ensure delivery on the fixed delivery day, your order must be placed no later than at 16.00 two working days before delivery - see special rules for Tuesday delivery below and be aware that weekends and public holidays do not count as weekdays.

The ordering deadline in a normal week (excluding public holidays):

Order deadline	Delivery day
Thursday	Monday
Friday	Tuesday
Sunday (Online)	Tuesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday

In connection with public holidays, delivery days and order deadlines may change. The updated delivery calendar will be sent by email and may also be found on our online portal or by contacting customer service.

2.2 Extra order

If you want a delivery outside your fixed delivery day, the order must be placed no later than at 16.00 two working days before the desired delivery day.

We aim to deliver on the desired day, but we cannot always guarantee this, including as there may be special conditions in your region that affect delivery. Contact Customer Service for information about your options.

2.3 Urgent order

You can place an urgent order with delivery on the following day. The order must be received by us no later than at 16.00 the day before the desired delivery date. Urgent orders are subject to an urgent order fee of DKK 640, excl. VAT.

We aim to deliver on the desired day, but we cannot always guarantee this. For example, there may be special conditions in your region that affect delivery. Contact Customer Service for information about your options.

2.4 Applicable for all order types

All orders are binding from the time they are placed, and orders cannot be cancelled. Furthermore, we do not take back goods once they have been delivered.

We reserve the right to refuse orders that include only service items, such as plastic jars, cups, lids and straws.

We also reserve the right – without liability – to cancel an order in whole or in part in the event of force majeure or internal circumstances, such as strikes, shortages of goods or technical operational disruptions.

3. PRICING, PAYMENT AND INVOICING

3.1 Presale discount

As a pre-sale customer, you are entitled to a pre-sale discount when purchasing whole Euro pallets with the same item number. The discount applies to the total number of Euro pallets delivered per order:

Number of pallets	Discount per pallet	
	Excl. VAT	Incl. VAT
1 pcs. - 2 pcs.	DKK 50	DKK 62.50
3 pcs. - 5 pcs.	DKK 70	DKK 87.50
6 pcs. - 11 pcs.	DKK 95	DKK 118.75
12 pcs. - 23 pcs.	DKK 105	DKK 131.25
24 pcs. - 31 pcs.	DKK 120	DKK 150.00
More than 32 pcs.	DKK 168	DKK 210.00

Note: Euro pallets with kegs (steel or Modular20) can be stacked in layers of two. In order to achieve full scale step discounts, these must therefore be purchased in multiples of two.

Example: If you buy 2 Euro pallets with kegs (steel or Modular20) of the same item number, it is calculated as 1 piece in relation to the pre-sale discount.

3.2 Delivery day discount

For deliveries on your fixed delivery days, a discount of DKK 100, excl. VAT, per delivery day is granted to pre-sale customers. The discount is also given, if - due to our delay - delivery does not take place on the scheduled fixed delivery day.

Note: Delivery day discounts are not granted for extra or urgent orders, even for pre-sale customers.

3.3 Handling fee

Orders with a total value of less than DKK 1,800 (calculated as net purchases of beverages excluding VAT and excluding deposit) will be subject to a handling fee of DKK 200, excl. VAT.

3.4 Payment

Payments can only be made via bank transfer. Payment shall be received by us no later than 3 calendar days after delivery. It is possible to create an automatic supplier payment service agreement via PBS.

In the event of late payment, interest is calculated from the due date in accordance with the Danish Interest Act. Interest is charged per commenced month. In addition, a reminder fee of DKK 80, excl. VAT, will be charged for each written reminder. We reserve the right to set off these amounts without limitation or further notification.

3.5 Invoicing

As a customer of CDK, you can receive your invoice in the following ways:

- Electronic invoice: You will receive an email with the invoice attached in PDF. This service is free of charge.
- Electronic invoice via EAN: You will receive your invoice via Nemhandel. This service is free of charge.
- Physical invoice: You will receive your invoice by post. This service costs DKK 24, excl. VAT, per invoice.

4. RETURNED GOODS

4.1 Deposit-return packaging and deposits

When delivering goods, you will be charged for the applicable deposit rate on the deposit-return packaging. When empty deposit-return packaging is returned, the corresponding deposit rate is credited.

We only accept deposit-return packaging for goods delivered by us. If you wish to return more deposit-return packaging than you receive goods for a given delivery, this must be stated when placing the order.

Note: For pre-sales customers and central delivery customers, deposit-return packaging must be returned sorted on whole Euro pallets by brand, respectively Carlsberg, Tuborg or Coca-Cola.

Special for DraughtMaster (DM) single-use packaging:

- DM kegs are only returned in our own deposit-return bags
- Max. 5 DM kegs per deposit-return bag
- Deposit-return bags are purchased in connection with the order and are delivered together with the order

Note: There is no deposit on Mikkeller Key Kegs, and we do not take empty Key Kegs back.

The responsibility for return collection and subsequent crediting of deposits on cans and other disposable deposit-return packaging is handled by Dansk Retursystem A/S, Erik Husfeldts Vej 1, Høje Taastrup, 2630 Taastrup, Tel.: +45 43 32 32 32. CDK is not responsible for the relationship between you and Dansk Retursystem A/S.

4.2 Pallets

To return a Euro pallet, it must be marked "EUR" or "EPAL" and have a visible "IPPC" logo. The pallet must be either intact or in good condition and lighter in color. We reserve the right to reject defective pallets or pallets that do not comply with the EPAL A classification.

Note: Returns of quarter pallets are only accepted if the pallets are intact and delivered by us.

4.3 CO₂ bottles and associated cages

We offer delivery of carbon dioxide (CO₂) bottles against payment and deposit.

You are obliged to return the same number of CO₂ bottles that you have received on an ongoing basis. A CO₂ bottle must be returned no later than 3 months after delivery. If CO₂ bottles are delivered in a cage, the cage must be returned within 30 days of delivery.

In the event of non-return of packaging, we reserve the right to keep your deposit and charge compensation for the part of the value of the packaging that exceeds the deposit paid.

5. DELIVERY

5.1 General

We deliver your goods to the agreed delivery address. After delivery, a delivery note will be sent via email. It is your responsibility to ensure that you can receive and access the delivery note digitally.

5.2 Working environment

You are responsible for ensuring that the access conditions at the place of delivery always comply with applicable working environment legislation and relevant industry guidelines. CDK reserves the right to refuse delivery if such rules and guidelines are not complied with.

5.3 Power of attorney as a key customer

If you have signed a power of attorney and handed over the key and a key code (if relevant), you consent to our driver delivering the goods without you being present and you accept that the driver may sign for the delivery on your behalf.

You can find the power of attorney and read more about the applicable conditions [here](#).

6. RESERVATION OF TITLE

We reserve title and ownership to the delivered goods until full payment is received.

7. DUTY TO INVESTIGATE

You are obliged to check the delivered goods for defects and defects immediately upon receipt. Any complaints must be notified no later than 5 working days after delivery. In the event of defects, our sole liability is to replace the defect goods within reasonable time.

8. QUALITY

If a quality defect is found, you must contact us immediately so that we can assess the case. Please note that we can only credit you for the goods in the event of an approved claim and provided that the goods are returned to us. Collection of defect goods only takes place at your business address or the associated warehouse.

9. DISCLAIMER

We always strive to deliver on time, but we cannot be held liable for any losses resulting from our delay or if goods are out of stock or discontinued.

We cannot be held liable for consequential and/or indirect losses unless we have acted with gross negligence or intent. Furthermore, we cannot be held liable for damage caused as a result of defects in what is delivered. However, this does not apply to personal injuries and/or damage to consumers.

We cannot be held responsible for any operational disruptions to our webshop Carlsberg Online.

We disclaim responsibility for incorrect information, including – but not limited to – typos and incorrectly updated information provided in connection with price changes.

10. PERSONAL DATA

In connection with our customer administration, we may collect and use personal data about you and your employees. This is done in order to be able to administer and deliver goods and services, answer inquiries, and carry out supervision and control, etc. In this connection, we may process the following personal data:

- Contact information (e.g., name, address, ID, email, and phone number)
- Work-related information (e.g. job title and place of work)
- Financial information (e.g. in relation to credit assessment)
- Correspondence

Personal data is generally stored for up to 5 years after the end of the customer relationship. You can read more about our use of personal data on the website <https://carlsbergdanmark.dk>.

11. PRODUCTS FOR SANCTIONED COUNTRIES

Products supplied under CDK's Trade Terms and Conditions may not be used, sold, exported or re-exported directly or indirectly, to Russia, Belarus or any other country subject to international sanctions¹.

You are obligated to ensure to the best of your ability that third parties in your distribution chain, including resellers, comply with this prohibition.

If you become aware of, or suspect that these obligations cannot be complied with, whether by you, by someone acting on your behalf or by a third party, you must immediately notify CDK in writing.

12. OTHER CONDITIONS AND CONDITIONS

On behalf of the Coca-Cola Company and in accordance with applicable EU requirements, we inform you that you are free to carry, purchase and sell any soft drink from any supplier, unless otherwise agreed for certain sponsorships and offerings.

Please note that as a retailer of alcoholic beverages, you are obliged to take necessary precautions to avoid sales to minors.

We reserve the right to change our trade terms, including list prices, discounts and marketing contributions, without notice.

These Trade Terms and Conditions are effective as of 17.06.2026.

¹ Including Iran, Cuba, Syria, North Korea, certain non-government-controlled areas of Ukraine, as well as other countries or areas subject to EU, UN or US sanctions.