

## REQUIREMENTS FOR DELIVERIES

### GENERAL REQUIREMENTS

- Ensure a safe transport packaging of the goods.  
Goods which are damaged due to defective packaging will not be processed.
- Please inform us immediately if you have initiated a shipment to us.
- Inform us how many packages the consignment consists of.
- Attach a delivery note to every delivery.
  - > If necessary, add the complaint form in copy.
  - > If necessary, add alternative contact details.
- We accept delivery: Monday to Friday from 9:00 to 16:00
- Saturday and Sunday NO RECEIPT OF GOODS ACCEPTED

### DELIVERY ON PALLETS:

If we receive pallet goods which are not delivered on a EURO pallet, we charge a fee of 15 € for the disposal of the pallet.

**You have something to complain or you would like to send goods, jars or anything similar? Please note the following points.**

#### 1. Complaints:

If you want to complain, please request our claim form. Please fill out the form carefully with all required information, send it by Mail attachment (PDF format) to [info@sk-uvgele.de](mailto:info@sk-uvgele.de) and wait for our feedback. We will send you an opinion and information as soon as possible on how to proceed.

#### **PLEASE DO NOT SEND GOODS FOR WHICH WE HAVE NOT RELEASED THE SHIPPING!**

Goods for which the shipment has not been released will not be accepted.

#### 2. Deliveries of customer goods, sample material, jars or something similar:

If you would like to send us jars for filling up your gel, please provide the appropriate Order number to which the delivery belongs. These can always be found on the order confirmation or the Proforma invoice. If you want to send more jars than for the current order is required, please clarify this with us BEFORE, as our storage capacity is limited.