



## DELIVERY CONDITIONS

2022

## DELIVERY AND WARRANTY CONDITIONS

Royal De Boer Stalnrichtingen B.V.

### General

In this document, a description is given of the conditions regarding delivery.

These conditions apply to all products supplied by Royal de Boer Stalnrichtingen B.V.  
Deliveries by Royal de Boer Stalnrichtingen B.V. are made under the Metaalunie conditions (version January 1st 2019).

Contact  
Royal de Boer Stalnrichtingen B.V.

Contact details:  
+31 - 58 - 2843300  
quality@royaldeboer.com

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## 1 DELIVERY ERRORS

### 1.1 General

Short and incorrect deliveries can be reported if a delivery made by Royal de Boer Stalinrichtingen B.V. does not comply with the order confirmation agreed in advance.

In all reported instances, the following information shall be provided where possible:

- order number of the order (if applicable);
- dealer (name and/or debtor number);
- article number (if applicable);
- detailed description of the complaint (if applicable), backed up by:
  - photos or film footage of the complaint
  - activities already carried out with regard to the complaint

### 1.2 Notification

Identified delivery errors shall be reported to Royal de Boer Stalinrichtingen B.V. as soon as possible and no later than within 16 weeks after delivery. The notification will be assessed after receipt. Royal de Boer Stalinrichtingen will communicate with the applicant about this in writing, using the QM number assigned.

### 1.3 Communication

Within 2 working days of receiving a delivery error application, Royal de Boer Stalinrichtingen B.V. will send a digital response to the applicant with confirmation that the complaint is being processed. A QM number will be included in this response. From that moment on, this QM number shall be stated in all communication with regard to this warranty application.

Within 3 weeks after the first response, Royal de Boer Stalinrichtingen B.V. will inform the applicant of the decision in digital form and with statement of reasons. If it is not reasonably possible to reach a final decision within 3 weeks, Royal de Boer Stalinrichtingen B.V. will contact the applicant within no later than 3 weeks after the first response.

### 1.4 Handling

#### a) Short delivery

If the customer identifies a shortage of delivery, this shall be reported as soon as possible and no later than within 16 weeks of delivery.

If on reporting a short delivery Royal de Boer finds that an item is missing, Royal de Boer Stalinrichtingen B.V. will make a further delivery of this item free of charge.

#### b) Incorrect delivery

If in the case of a delivery it is found that an incorrect item has been delivered, this shall be reported as soon as possible and no later than within 16 weeks of delivery.

Royal de Boer Stalinrichtingen B.V. will make a further delivery of this item free of charge and will inform the customer as to whether the item that was incorrectly sent has to be returned at Royal de Boer's expense.

#### c) Transport damage

If in the case of a delivery it is found that the shipment has been damaged, this shall be reported as soon as possible and no later than within 16 weeks of delivery.

Royal de Boer Stalinrichtingen B.V. will make a further delivery of the damaged items free of charge. In the event of complaints because of transport damage, a photo shall be added at any time.

## 2 RETURN SHIPMENTS

### 2.1 General

Returns for items may be requested for the following reasons:

- incorrect materials ordered by the customer;
- materials are not or no longer needed for the project;

Requests with a combined return value of € 75.00 or less will not be accepted for processing.

### 2.2 Notification

All returns shall be notified to Royal de Boer Stalinrichtingen B.V. in advance.

After receipt of the notification, it will be assessed whether the item may be returned.

Communication with the applicant about the request will be in writing, using the return number assigned.

When submitting a return request, the following information shall be provided:

- the original order number of the order;
- the dealer (name and/or debtor number);
- article number(s);
- Total amount of articles for return.

### 2.3 Return shipment

When returning items, the following conditions shall in any case be met:

- the materials have to be sent to the address indicated for this purpose as soon as possible and no later than within 14 days after acceptance of the return request by Royal de Boer;
- the item must have a valid sales status and not be custom-made;
- the item has to be clean;
- the item has to be packed in its original packaging, if applicable;
- the item has to be undamaged;
- the item has to be fit for reselling;
- if the item is part of a composite number, it cannot be returned as an individual part (the full composite number may be returned, however);
- a request for return of the materials can be made within 16 weeks after receiving the invoice;
- the materials have to be properly packed and transported by the sender;
- the QM number has to be clearly visible on the return shipment;
- please do not write and/or put stickers directly on the material.

When returning goods, the risks of inter alia storage, loading, transport and unloading shall be borne by the customer. Transport costs and other costs for returning materials are for the customer's account.

**If on delivery of the materials it is apparent that the return does not meet the above-mentioned conditions, the materials will not be unloaded by Royal de Boer Stalinrichtingen B.V. The shipment will be returned to the sender at the latter's expense.**

### 2.4 Communication

Within 2 working days of receiving a return request, Royal de Boer Stalinrichtingen B.V. will send a digital response to the applicant with confirmation that the complaint is being processed. A return number will be included in this response. From that moment on, this return number shall be stated in all communication with regard to this warranty application.

Within 3 weeks after the first response, Royal de Boer Stalinrichtingen B.V. will inform the applicant of the decision in digital form and with statement of reasons. If it is not reasonably possible to reach a final decision within 3 weeks, Royal de Boer Stalinrichtingen B.V. will contact the applicant within no later than 3 weeks after the first response.

### 2.5 Handling

1) Granting: if a return shipment received by Royal de Boer Stalinrichtingen is accepted, the purchase amount of the materials will be reimbursed to the applicant by means of a credit note, in accordance with the following provisions:

- Return request made within 14 days of delivery: 100% of the invoice amount
- In the event of a return request made more than 14 days after delivery, costs will be charged in according with the following graduated scale:
  - Requests concerning no more than 5 items € 75.00
  - Requests concerning 6 - 10 items € 100.00
  - Requests concerning more than 10 items € 150.00

2) Rejection: if a return shipment does not meet the set conditions, Royal de Boer Stalinrichtingen B.V. will reserve the right not to provide a credit note for the materials received.

The reason for the rejection will be communicated to the applicant in writing and, in joint consultation with the applicant, the materials will be either returned to the sender at the applicant's expense or destroyed by Royal de Boer Stalinrichtingen B.V.