

# CUSTOMER INFO SHEET

## Urgent / Fixed date deliveries

### Urgent deliveries

You do not want to wait and need our products as soon as possible?

Express deliveries (where possible) are delivered within one working day.

The express surcharge is as follows:

- 25 EUR up to an order value of 500 EUR

- 5 % from an order value up to 500 EUR

### Fixed date deliveries

Taking into account the current availability and delivery times, we are able to determine a delivery week.

## Delivery & shipping costs

### Delivery and shipping costs

Goods can be picked up (FCA) or delivered (DAP) according to the current Incoterms conditions. To deliver as cost-effectively as possible, we use the service provider UPS exclusively for parcel shipping.

In case of delivery by a freight forwarder organized by OTC DAIHEN EUROPE GmbH, the shipping costs will be recorded and invoiced separately.

The item price stated in the offer is binding and is understood as net price plus the legally valid value added tax. Any delivery and shipping costs, in particular packaging costs that are not included in the purchase price, will be shown separately on the invoice, except for free deliveries.

### Deliveries outside EU

For each customs clearance document, e.g., MRN and ATR, we charge a flat rate of 75 EUR per delivery bill.

## Minimum order value

The minimum order value is 100 EUR. If the order value is less than 100 EUR, we reserve the right to charge a surcharge of 25 EUR.

## Returned items

For commercial complaints, please contact the OTC sales team, and for technical complaints, please contact the OTC service team.

If you need to return or replace the item, please contact OTC sales team and open a return ticket before sending the item back. Returned items without a return ticket cannot be processed.

Please have the delivery bill, invoice number, item number and serial number (if applicable) ready to expedite processing. If the product is not returned in the original packaging, repair and/or inspection costs will be charged. Customized products are excluded from exchange.

## Service

You have technical questions or need advice to find the best configuration for your application?

Please contact our OTC service team by phone +49 (0) 2161 69497 700 or by email [service@otc-daihen.de](mailto:service@otc-daihen.de)

Our well-trained and experienced team is there for you.

