

## INFORMATION TO SHIPPING

1. We process your order quickly and ship it generally within less than a week. In case export or custom declaration forms are required, the average shipping time may vary. We hold an extensive stock of products. In case an item you order is out of stock, we may choose to make partial delivery. For an alternative delivery address or recipient with your order please use the comment field with online orders or contact us.
2. If pre-payment is required, we will send you a proforma-invoice. Shipment will be made with receipt of payment or according to the estimated shipment date specified on the order confirmation provided.
3. We generally ship with GLS parcel service, UPS or DHL express. Items too heavy or too large, larger quantities of paint as well as exports may require shipment via freight carrier.
4. Please find below the standard rates for Germany and selected international destinations.

## FREIGHT CHARGES PARCEL SERVICE GERMANY (plus VAT)

Parcel Service GLS standard (Flat rate shipping including insurance)

Weight	up to 5 kg	up to 15 kg	up to 30 kg
per package	6.50 €	9.50 €	11.50 €

## FREIGHT CHARGES PARCEL SERVICE INTERNATIONAL (SAMPLE) (plus VAT)

Weight (per package)	up to 5 kg	up to 15 kg	up to 30 kg
Austria	11.00 €	17.00 €	19.00 €
Benelux Countries, Denmark	10.00 €	13.00 €	24.50 €
Switzerland (1), Liechtenstein(1)	15.00 €	18.00 €	29.00 €
Poland, Hungary, Czech Republic	10.00 €	14.00 €	22.00 €
France, Italy, Slovenia, Croatia, Spain (land), Romania, Portugal (land)	12.00 €	15.00 €	24.00 €
Monaco	32.00 €	36.00 €	53.00 €
England(1)	17.00 €	25.00 €	35.00 €
Sweden, Finland, Ireland, Slovakia, Bulgaria, Estonia, Latvia, Lithuania, Greece	15.00 €	18.00 €	30.00 €
Norway(1)	20.00 €	25.00 €	38.50 €

(1) excl. customs and tax

Please note: The actual shipping may require shipment via freight carrier. This applies in particular to dangerous goods (chemicals, solvents) as well as island deliveries.

If your order requires shipment by freight carrier, we will find the most economic and also reliable carrier for you, and you will be informed about the costs after processing the order.

If you require expedited service, please let us know with your order or contact us.

5. Dangerous Goods – the shipment of dangerous goods is restricted according to forwarders terms and conditions as well as to national and international regulations. Generally, dangerous goods are sent via common carrier. Details will be provided upon request or with the order confirmation.

## INSPECT YOUR DELIVERY

Before you sign the carrier's delivery receipt, please check all cartons for damage and completeness. Note any damage or shortage on the receipt to ensure forwarder liability.

## COLLECTING YOUR ORDER

If you wish to visit us or collect your order, please let us know in advance. We will then keep your goods ready for collection.

## AGB

All business is in accordance with our standard terms and conditions. Available at [deffner-johann.de/en/agb](https://deffner-johann.de/en/agb) or sent upon request.