

Terms of delivery

These delivery conditions regulate the delivery modalities to EIDEX GmbH as well as for direct deliveries to our customers. By accepting an order, the supplier agrees to these terms and conditions.

§ 1 Free delivery

Delivery shall be made to EIDEX or, in the case of direct deliveries, to the customer free domicile, unless otherwise agreed in writing.

§ 2 Notification

Deliveries to EIDEX must be notified in advance by telephone on +49 89 238873-13 (warehouse management) or by e-mail at wareneingang@eidex.de. In the event of unavailability, an alternative contact method must be used.

§ 3 Delivery times

(1) Deliveries to EIDEX or direct deliveries to customers are generally made at the following times (excluding public holidays):

Monday - Thursday: 8:00 – 16:00 Clock
Friday: 8:00 – 14:00 Clock

(2) Deliveries outside these times that have not been notified and agreed in advance will be charged at a flat-rate service fee of EUR 50 per working hour plus VAT.

§ 4 Delivery by lifting platform

Deliveries are to be carried out exclusively by lifting platform. Deliveries that do not comply with this requirement will be invoiced at a service charge of EUR 50 per working hour plus VAT.

§ 5 Labelling of the delivery

(1) Each delivery must contain accompanying documents with the following information:

- Commission number of EIDEX GmbH
- Item description
- Total delivery quantity
- Partial quantities for packaging units

(2) Deliveries that do not meet these requirements will be invoiced with a service fee of EUR 50 per working hour plus VAT.

§ 6 Loading the pallets

(1) Deliveries must be made by article and type on exchangeable, undamaged Euro pallets (EPAL standard) with a maximum packing height of 1.10 m and a maximum total weight of 1,400 kg. The load must remain within the pallet limits

(2) Deliveries that do not meet these specifications will be repacked. This service will be charged at a flat rate of EUR 50 per working hour plus VAT. Damaged Euro pallets and one-way pallets will be disposed of without prior consultation.

(3) Mixed pallets are repacked onto Euro pallets in accordance with our standards before being transferred to the warehouse stock. This service is charged at a flat rate of EUR 50 per working hour plus VAT.

(4) Each pallet must be loaded with manageable cartons (max. 20 kg). These must be labelled on the front side as listed under § 5 'Labelling of the delivery'.

(5) The goods must be delivered within the original cartons in practical sub-packaging (max. 50 units, arrangements possible). Unbundled goods will be bundled by us afterwards. This service will be charged at a flat rate of EUR 50 per working hour plus VAT.

§ 7 Transport damage

At least 2-wall cardboard boxes must be used for packaging. Transport damage that occurs due to inadequate packaging and securing of the goods shall be borne by the supplier.

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