

## RELEVANT DETAILS OVERNIGHT EXPRESS

### PRICE LIST



- Attached is our price list in Excel format.

### TERMS OF DELIVERY



- Daily orders submitted (Mo-Fr) before 17:00 hrs will be delivered the next day before 08:00 hrs (also Saturdays).
- No delivery costs from the 1st windscreen.
- Orders of side windows and accessories can only be delivered without charge when ordered in combination with a windscreen or a rear screen.

### eSHOP



- Attached is the user guide of our eShop.
- To activate your account we need the following data: business registration, complete invoice address including the name of the owner, phone number, VAT number and all alternative delivery addresses and their respective contact persons.
- Your access data will be sent separately. (The activation of the eShop will need 24 hours.)
- Do not hesitate and register to our Turbo Club right away. Then you save Turbo points with each eShop order, which you can redeem for attractive rewards.

### SHIPMENT



- We ship via overnight delivery to a location defined by you (also Saturdays).
- To ensure proper delivery transport insurance, please make sure that – before you place your first order – you send us a depot plan or pictures of the pound via e-mail.
- We charge 1.5% of the net value of your purchase as transport insurance.

### CLAIMS



- Please forward complaints concerning transport damages or missing parts via e-mail to [claims@guardianautomotiveglass.com](mailto:claims@guardianautomotiveglass.com) before 10:00 hrs on the day of delivery.

### RETURNS



- We need your written notification of returns within 30 days of the delivery.
- Please understand that we have to invoice customer cancellations or incorrect orders at € 15.
- The return order will be sent by e-mail.
- The pick-up of returns takes place in combination with a new delivery.
- Returns have to be packed.

### TERMS OF PAYMENT



- 30 days net, 8 days cash discount 2%.
- Prepayment is required for the first three deliveries.
- In case you prefer direct debit, return the attached SEPA form filled out (8 days direct debit discount 2%). This will take effect from the 4th delivery.