



In our ordering instructions, we indicate what to consider when ordering samples, colours, special designs. In addition, you will find important information on surcharges and shipping your orders.

Our shipments governed exclusively by our terms of delivery and payment ([GTC](#)) based on the standard-form contract conditions for the plastics processing industry (GTC of KVI). In addition, we kindly ask you to observe our ordering information below.

1. Samples

We will gladly provide you with an appropriate number of samples per article and design free of charge (usually 1 - 4 pieces). This only applies as long as the articles are in stock. Samples of high-value items and larger sample quantities will be invoiced.

2. Standard colours and special colours

Please note the information regarding standard colours for individual product groups and articles. Special colours (RAL-system) are generally possible, but are sometimes associated with considerable effort and costs.

Here, for example, high purchase costs for small quantities of non-standard inks, costs for colour adjustment, special production costs and disposal costs for paint residues are particularly significant. We therefore ask you to inquire in advance about minimum quantities, prices and surcharges/setup costs.

As notion: For special colours of lowest price category or furnished colours, a 10% colour surcharge (on list prices) is invoiced. Dependent on minimum quantities and on expenditure setup costs will be charged additionally.

Special colours that do not correspond to RAL are to be delivered free of charge by the customer (master batch is preferred). Colour matching with products made of other materials or with a different surface structure is technically not possible.

3. Special items

Once started or completed orders for custom-made products of any kind can no longer be cancelled free of charge.

If the customer nevertheless cancels the order, we shall invoice the quantities produced plus a lump sum for costs.



4. Special requirements

Proof certificates of all kind (DIN/ISO as well), special packing, labels and packing enclosures, as well as individual requirements of the purchaser are not part of our supply schedule and, if at all practicable, will be charged extra.

Depending on order, configuration special requirements of the purchaser may result in costs higher than value of parts.

5. Function of parts and components

The purchaser must examine requirements imposed on articles for deviating use individually. We do not assume any warranty for articles that used for purposes other than intended.

We would like to point out that improvement and changes are made to ancillary features during continuous article maintenance, which we cannot announce via a notification service for cost reasons.

Function of parts makes a professional preparation of assembly necessary. It means for example that before assembling tube inserts the tubes have correctly removed from burr.

6. Commercial goods

Referring our merchandise we have no control of price changes and notification times, no price guarantee can be gave in advance.

7. Surcharges – Minimum goods

7.1. Minimum goods value for UK

As of 01.01.2021, a minimum goods value of 200,- EUR applies to shipments to the United Kingdom (UK).

7.2. Surcharges for quantities below minimum

For purchase quantities below our minimum scale quantity, we must charge a shortage surcharge (setup costs), subject to a corresponding stock level and taking into account any minimum production quantities. In the article price overview, the minimum quantity surcharge (setup costs) shows in the column "MMZ" and automatically added to the respective order item.

7.3. Material surcharges

Some raw materials - particularly stainless steel - are subject to substantial price fluctuations. Since we have not considered higher prices in our calculation, we will have to make any necessary material surcharges separately. These are shown on the order confirmation that you receive separately after internal review of your order.



7.4. Surcharges for shipments/orders below minimum values of goods

For orders / shipments under a net - total value of goods of 60,- EUR we have to charge an additional processing fee of 10,- EUR. We ask you to consider this when you wish a partial shipment. The minimum value of goods surcharge will be add only with the bill.

8. Transport information

8.1. Packaging costs

The outer and transport packaging will be determined with picking the consignment. The packing will be charge at cost. In general, we charge 1.60 EUR / box. Pallets or other means of transport will also be charge separately at cost price.

8.2. Standard shipping methods and costs for export Europe

Up to two boxes:

Transport by DPD (German parcel service)

From three boxes on:

Transport by forwarder

We rely on a carefully selected pool of forwarders. Each forwarder is selected based on the relationships in which they offer our customers the best value for money.

8.3. Special shipping methods and costs for export Europe

Express by TNT

Express by DHL

Federal - Express

Forwarder Express delivery

- All prices on request

The freight costs are calculated solely on the gross weight and are shown on the invoice. The shipping insurance is included in these freight rates.

9. Invoice dispatch

The original invoice will be sent exclusively as a PDF file to the specified e-mail address. Should you wish the invoice to be sent to a different e-mail address, please inform us in writing.