Orders and confirmations

We accept orders for stock goods through the ordering portal. An order becomes binding when we issue a written confirmation with quantities and a dispatch date.

The buyer must report any discrepancy in the confirmation before dispatch. We record amendments in the portal so both parties can see the agreed version.

Payment and invoices

The payment term is 30 days from the date of issue of the invoice. We send a PDF invoice to the buyer's designated billing address.

For overdue payments, we charge statutory interest for late payment in commercial transactions. Interest starts on the day after the due date.

Delivery and acceptance

The buyer checks the number of packages against the delivery note before signing. If the seal is damaged, the buyer notes its condition on the carrier's copy.

Risk of accidental damage passes to the buyer when the carrier hands over the goods at the delivery point. A delivery note signed on arrival records the handover.

Limits of liability

Our total liability is capped at the net value of the affected order. This cap does not apply to damage caused intentionally.

We do not cover lost profits arising from a delay. We assess direct loss against the delivery note and the confirmed order.

Changes and cancellation

The buyer can cancel a stock order before dispatch without a cancellation charge. After dispatch, the complaints procedure applies to defects in delivered goods.

We confirm any change to a delivery address in writing. A request alone does not change the dispatch instructions.