

## General conditions- Dropshipment VIPACK

### Concept

VIPACK is able to send the goods directly to the end customer following the conditions mentioned below. To avoid misunderstanding, we kindly ask you to read this conditions thoroughly.

### Placing a dropshipment order

The customer sends the order to VIPACK with the mentioning of the delivery address, phone number, mobile number and e-mail address of the recipient. If information is incomplete, VIPACK cannot sent out the goods.

### Seller obligations

Transport is arranged by VIPACK who will be responsible for the consignment sending until delivery to the ground floor of the recipient. After reception by the final client, goods cannot be returned free of cost.

### Final client's obligations

The recipient is responsible for the mentioning of the possible established damage before signing for receipt. The visible damage and reference of the package need to be registered on the road waybill. The visible defects and damages occurred during transport will be complained to VIPACK by written notice immediately after the merchandise was received. We strongly recommend to add pictures of the occurred damage. After approval of the complaint, VIPACK will send the pieces without any additional costs. If the notice of possible damages occurred during transport does not take place according to the provisions above, then a liability of the transport company and of VIPACK is excluded.

The furniture cannot be assembled in case of damage.

### Errors and cancellations:

In case of errors :

- If the error is made by the customer, VIPACK will organise a 2<sup>nd</sup> shipment with the revised ordered goods at regular DROP SHIPMENT conditions. The wrongly ordered product can only be returned on condition the goods were not delivered and received by the final client. Upon the return and after examination of the goods, a credit note of 70% of the value of the product will be made. Transport costs and 30% of the value of the returned article will be charged to the customer.
- If the error is made by VIPACK, VIPACK will send the correct product. Returned goods can only be accepted on condition they still are packed in original packing and are not showing any signs of damage.

In case of cancellations:

- Until the shipment of the goods, the cancelation is completely free of charge.
- After shipment, the product can also be returned. Only upon reception and after examination of the goods, a credit note of 70% of the value of the product will be established. Transport costs and 30% of the value of the returned article will be charged.

Assembled furniture cannot be returned.

In case address changes:

- In case of sudden address change, the full carrier cost will be charged. All address changes to different countries will not be accepted.

### Billing

The invoice will be sent to the customer and charged according to the agreed terms of payment. If conditions are not respected, all future shipments will be cancelled until an agreement is found. All carriage cost for drop-shipment can change at any time due to petrol increases in the market or price changes from carrier. In these cases prices will be corrected immediately.