

## Information sheet re: STAKA delivery

Please read this information sheet carefully so you know what to expect about the delivery of your STAKA product(s).

*Important: Please send this information sheet to the contact person at the construction site.*

### **STAKA delivery information supplement:**

The delivery of STAKA products is based on the DDP Incoterms 2010 delivery conditions. What can you expect?

- We deliver on working days between 8:00am and 5:00pm.
- We use an international trailer (approx. 16 m in length) for deliveries. If the delivery address is not accessible for this trailer, please contact Staka to discuss the options. This could be subject to additional costs.
- The delivery will not be unloaded, so ensure you have a fork lift truck to unload the shipment.
- The shipment can be unloaded from the side or rear end of the trailer.
- STAKA takes care of transport on your behalf. It is important to know that the risk of loss or damage to the shipment is passed on when STAKA offers the goods at the delivery location to unload.
- Please note: upon receipt, check the shipment for any damage or defects and note them on the carrier's receipt. If this is not mentioned on the carrier's receipt, you agree that the delivery was complete and undamaged.

### **The delivery address:**

- Please provide STAKA with the delivery address in good time.
- Ensure that the contact person you have specified is present at your delivery address on the agreed date from 8:00am to 5:00pm.
- If nobody is present at the delivery address, a new delivery appointment must be arranged. This will be subject to additional costs.
- Ensure a fork lift truck is present to unload the shipment.
- Please note: if a delivery is en route, it is often impossible to change the delivery address. You can change the delivery address up to six days before the delivery date.

### **Special requests:**

If you have a special request, please contact STAKA on 01789 330558 to discuss the options.