

**Service expectations vary from one client to another. To be able to tailor our service to meet your particular wishes and needs, we have put together a service charter for you. This document describes our main service elements. If you have any questions after reading it, please do not hesitate to contact our Customer Service Department by calling +31 (0) 162 42 12 45 or sending an e-mail to [Customerservice.nl@knaufinsulation.com](mailto:Customerservice.nl@knaufinsulation.com).**

## Ordering

Orders can be placed by e-mail or fax. We will need the following information from you to be able to process an order properly:

- Product description
- The quantity required, the price agreed, plus a reference to any quotation or framework agreement applicable and the delivery conditions agreed on with your sales contact
- Order number (PO)
- Preferred delivery date
- Specific wishes (e.g. forklift truck and deadline for delivery)

## Unloading

The first hour of unloading time is free of charge for all deliveries. However, if the driver is forced to wait for more than one hour, (i) we will be forced to charge an extra fee of € 25.00 per additional half hour and (ii) the driver will decide how long he is able to wait given his schedule for the day. After unloading, the delivery note must be signed. It states the time of delivery, the number of products delivered and the quality of the delivery (visual inspection for signs of damage). Any visible damage, or other irregularities, observed upon delivery should be recorded on the delivery note.

## Express delivery

If products are in stock, it is possible to expedite delivery by choosing the express delivery option. Certain costs may apply, depending on your specific wishes. Naturally, we will only initiate your express delivery once you have agreed to any extra costs involved.

## Collecting orders (ex works)

If products are in stock, you will be able to collect them straight from our factory - provided agreed on with us in advance. Please contact our Customer Service Department for more information.

## Client-specific products (S-classification)

Besides our standard range, Heraklith® is also pleased to supply a number of client-specific products. These so-called S-products are not part of our standard range. As the name suggests, they are developed and produced entirely with the client's requirements in mind. Please contact your account manager or our Customer Service Department to discuss any particular wishes you might have. Our employees from the Customer Service Department will also be able to tell you more about the specific conditions applicable for these products.

## Changing and cancelling orders

Orders can be changed or cancelled free of charge if we receive the updated order information or cancellation within one working day of our order confirmation.

If changes are made to an order, we will only be able to guarantee the original price, delivery date and other conditions if we have (i) received (ii) assessed the change in question on time (iii) confirmed the change to you in writing.

If we are not able to approve the change required by you subject to the original conditions, we will send you a new proposal containing the updated price, delivery date and/or other conditions.

## Complaints

Service is key here at Heraklith and we strive to keep complaints to an absolute minimum. Should you ever have a complaint - despite our best efforts to avoid this situation - please contact us as soon as possible. If you are not satisfied with the products delivered to you, please contact us immediately, before the products in question have been fitted. We will always work with you to find the best solution possible.

Please note that we will only be able to handle complaints relating to visible damage, underdeliveries and delivery of the wrong product if recorded on the delivery note carried by the driver.

## General sales and delivery conditions

Our general sales and delivery conditions apply to all our offers, communications and agreements, notwithstanding any provision to the contrary on your order forms or documents. The applicability of your purchase conditions, should you have any, are explicitly rejected. See [www.heraklith.co.uk](http://www.heraklith.co.uk) for our general terms and conditions.