

Logistic Conditions Signify

These Logistics Conditions of Signify apply as a supplement to the General Terms and Conditions of Sale for Products and Services of Signify.

1. **Small Order Costs:** Signify imposes a handling fee of €50.00 for orders below €500.00 net. For consumer product orders placed by retailers, a surcharge of €25.00 applies to orders under €300.00 net.
2. **Delivery Frequency:** The frequency of deliveries is once a week on an agreed delivery day, unless volume to be shipped requires a different schedule. Deviating delivery schedules have to be agreed upon in advance with your Signify contact person and confirmed in writing by Signify.
3. **Order Units:** Signify accepts orders per full box packaging, where the minimum order quantity is determined by Signify's standard packaging units as communicated. If an order does not match these packaging quantities, Signify reserves the right to round up the ordered quantity to the nearest full box packaging. The Buyer is obliged to accept and pay for the resulting additional products.
4. **Mixed Pallets:** Signify is allowed to consolidate different products, possibly from multiple orders, with the same delivery date on one pallet.
5. **Documentation:** Signify will add a packing slip and pallet label to deliveries.
6. **Transport Packaging/Sealing:** Signify will wrap the products with plastic film for transport.
7. **Transport Method:** Signify chooses the transport method based on the dimensions and weight of the order; smaller shipments will be delivered via parcel.
8. **Delivery Time:** Signify delivers on working days between 8:00 AM and 5:00 PM. If the Buyer wants to receive a delivery announcement or agree on a more specific delivery time, the carrier engaged by Signify will contact the Buyer.
9. **Logistic Service:** In case of specific logistic requests, including transport requests, deviating from the standard delivery method as described in these logistic conditions, Signify reserves the right to charge costs for these services. These deviating services must always be agreed upon with your Signify contact person and confirmed in writing by Signify.
10. **Return of Pallets:** In exchange for loaded euro pallets, empty euro pallets will be taken back upon delivery or at a later agreed time. If the Buyer does not return the pallet or the returned pallet is of poor quality, Signify will charge an amount of €10 per pallet. Acceptable quality of pallets: EU pallet class new or A/B. One-way pallets are excluded from any return.
11. **Express shipments:** If Signify needs to deliver the order faster than the standard lead time, at the Buyer's request, Signify will charge the Buyer depending on the volume of the shipment.
12. **Storage Costs:** In case of deviations from the agreed delivery schedule requested by the Buyer, Signify will charge an amount of €10 per pallet/per month for storage.
13. **Inspection of Visible Defects by Buyer and Reporting Obligation:** The Buyer will immediately inspect the products for visible damages upon receipt of the order. The Buyer will note any damage or defect to products on the transport documents, in accordance with the applicable instructions from Signify or the carrier. Damage to the outer box should be supported with evidence (photo).