

## DELIVERY GUIDELINES

### Delivery times

Delivery Time = Production Time + Transportation Time

The standard Production Times are:

Door Type	Surface finish	Production Time
KTV, BST, Atrium	RAL, stainless steel AISI 304/K240	10 weeks
KTV, BST	Anodized, AISI 316, mirror finish	10 weeks
KTV, BST, Atrium	Special solutions, colors and glasses	tbd

The transportation time is according the specific destination (approx. 1-2 weeks for EU).

### Terms of delivery

Following the technical approval, the delivery time begins and the customer confirms the agreed delivery date for delivery of the product. This date is binding for the customer and the plant and requires both delivery and acceptance. In case of delayed acceptance, we charge storage after the second week on as follows:

Storage costs base amount	Storage per door – two packages	110 €
Storage costs fixed amount	Storage per week and door	15 €

The delivery time begins after the customer has given technical approval of the unchanged drawings. It is redefined every time subsequent changes are made. Delays during the approval process automatically postpone the delivery date and it is necessary to reschedule a delivery date.

When the revolving door is produced, the client is being informed by E-Mail with dimensions, number of packages and the weight of the delivery.

### Conditions by deliveries DAP (Delivered At Place)

When the delivery is organized from the plant, the following information must be provided from the client at least two weeks before the delivery on site:

- delivery address
- name and telephone number of the person that will receive the delivery on site
- delivery date
- the standard delivery in Europe cannot be timed to exact hour
- the mechanization (forklift) for unloading of the door from the truck on site must be organized from the client.

### **Conditions by deliveries EXW (Ex Works)**

When the pick-up of the goods is organized from the client, following information must be provided from the client two days before the collection:

- Number of the truck, that will collect the goods
- Date of loading
- Delivery address
- Order Number(s)
- Quantity and dimensions of the packages (provided to the client after production) – Which packages from which orders must be loaded on that truck.
- If the delivery is outside of the EU, the client must provide information – on which customs will the delivery leave the EU

### **Cancellation costs if the order is cancelled**

- Within 48 hours = cancellation (100 €)
- Of 3-5 day = cancelled (50% of order amount, min 100 €)
- From 6 day = no cancellation possible (100% of the contract amount)

E-Mail for orders and inquiries:

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Technical Documentation in SharePoint for KTV/BST:

<https://dorma.sharepoint.com/KTBSTDdocuments/>

Standard Order Configurator: **DORICON**

<http://decdcspur01.dc.mydorma.com/support/downloads>